



# Product Recall & Contamination Services

**SE24 is a risk and crisis management company** dedicated to the provision of security management consultancy on a worldwide basis to clients across a broad range of risk management disciplines, including Product Recall, Crisis Management, Travel Security, Kidnap & Ransom, Marine Piracy, Terrorism and Cyber-Crime.

Leading insurers have retained our services over the past three decades, helping their clients to prepare for, respond to, and recover from critical incidents worldwide. As a truly international company, **SE24** benefits from ready access to an extensive global resource base, assuring our clients of a swift and professional solution to their needs whenever and wherever they are required.

The **SE24** management team has been handling pre-incident and response operations for the Contaminated Products Insurance market since 1996 and have a proven record of client engagement and loss mitigation across manufacturing, food and beverage, pharmaceutical and automotive sectors.

Over the years, an extensive network of specialist Product Contamination and Recall consultants has been established, consisting of industry specialists, security management professionals, and an in-country 'fixer' network.

They are strategically located around the globe to reduce travelling and response times, and to ensure that they are familiar with cultural and linguistic demands.

The company operates in three regional centres:

- ▶ EMEA
- ▶ The Americas
- ▶ Asia Pacific

Supported by a 24/7 Crisis Response Centre based in Cape Town.

Our fully trained operators are accustomed to handling any emergency and can connect callers with the appropriate specialist consultant within minutes; however, we also encourage our clients to contact us with any concerns they may have, as we are always happy to help evaluate potential risks before they become a crisis.

At **SE24** we have always put our customers first, taking time to understand the needs of our clients and to ensure that they receive the very best preventive advice and a swift and effective response in the event of an incident or crisis.

Clients, large or small, are provided with best-in-class service. Where the more substantial corporate clients have in-house resources, we are able to offer complementary services – an additional expert pair of eyes. For those companies without the benefit of in-house expertise, we provide the full range of risk assessment and crisis management services on a global basis.

Whenever a Product Recall and Contamination policy is issued and we are contracted to provide service, **SE24** will contact the insured client to explain how the response process works and to ensure that the emergency protocols are in place. **SE24** can also help with writing crisis management plans and training for those responsible for managing any incidents. Significantly, most insurers offer funding for preventive measures (pre-incident) which may cover the cost of crisis management workshops, media training and other services which mitigate risk.

In the event of a critical incident or an incident that might become a crisis, **SE24** consultants will initiate a rapid response, and where required, will provide on-the-ground advice to the client.

In most cases, cover for the costs of the consultants is comprehensive so that the client is supported throughout the crisis and into the recovery phase of any incident, leading to an assured resolution and thereby protecting stakeholder value, brand, and reputation.

With increased globalisation, political instability, and renewed hostilities in Eastern Europe, manufacturers are facing additional pressures and challenges leading to insecure supply chains and heightened risks around product integrity.

**SE24** is also actively engaged in other sectors such as Travel Security, Kidnap and Ransom and Crisis Resilience, and as part of one of the world's leading private security companies,

we can add an additional layer of protection of clients. Therefore, in the event of a product recall incident that also has a physical security element, for example a facility or supplier in an area with security issues, **SE24** can provide a seamless support service, without the delays and additional expense of a fragmented response.



**Eric Smith**  
Head of Product Integrity

With over 30 years' experience in the food industry, Eric is the Global Head of Product Recall at **SE24**, managing our global network of specialist consultants.

Eric is an epidemiologist with added postgraduate qualifications and expertise in microbiology, parasitology, food technology and meat science, backed up by a comprehensive background in crisis management.

Eric has extensive experience and knowledge of recall in Europe, China, the Americas, Africa, and Scandinavia. He is also an experienced auditor and advisor to several governmental bodies and is a specialist in meat safety and product recall, crisis management training and supply chain management.

Eric has assisted clients with literally hundreds of recall and crisis incidents around the world.

**At SE24, we pride ourselves on a flexible and collaborative approach.**

## Summary of Product Recall and Contamination Services



### Audit

- ▶ Pre-incident risk analysis (review of history of performance)
- ▶ Supply chain auditing (procurement process, supplier, and vendor performance)
- ▶ Supply chain integrity audits
- ▶ Accredited benchmarking (measurement of performance with regards to formal accredited quality systems)
- ▶ Pre-inception audits
- ▶ Legal compliance audits (assessment of legal compliance across the world)
- ▶ Automotive support globally with particular interest in complex supply chains audits for third party
- ▶ Suppliers to the automotive industry



### Support

- ▶ On-site crisis response (guiding and support relating to appropriate crisis management response)
- ▶ Desktop reviews of policy and procedures (specialist assessment of client protocol)
- ▶ Laboratory testing and product analysis (UKAS accredited laboratory support)
- ▶ Product recall and logistics (guidance and recommendations provided with regards to product recall activity)

- ▶ Expert witness (high level expert witness support)
- ▶ Food fraud and substitution investigation
- ▶ Monitoring and analysis of social media and media activity affecting brand reputation (measurement and risk-based interpretation)



### Training

- ▶ Product recall procedures (continued professional development – CPD)
- ▶ Risk and Crisis Management (continued professional development – CPD)
- ▶ Media training (including social media focus)
- ▶ Journalist-led training relating to various media orientated situations
- ▶ Training for the Gold Standard

**SE24** has a history of working with academic institutions to bridge the gap between academia and industry and commerce, including ongoing relationships with several universities around the globe.

Successful initiatives include the delivery of fully accredited, professional, and bespoke industry-based training programmes across food and non-food, automotive, pharmaceutical, consumer goods and environmental management sectors.

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**For further information about the range of services available, please visit the website [www.se24.com](http://www.se24.com)**

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