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  - Prepare
  - Respond
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Company Overview
102,000+ employees

45+ countries
With operations and infrastructure

35,000+ Clients worldwide

500+ Locations worldwide

US$3.5B Run rate revenues

GardaWorld Global Presence
Crisis24 protects your people, information and property assets as well as your brand and reputation.

- Physical & Cyber Security
- Risk Management & Crisis Response
- Travel Risk Management
- Executive Protection
Meet the Crisis24 team
Meet the Crisis24 Response Team - Trusted Advisors

Response Group

- Special Risks Response
- Product Risks Response
- All Hazards Response
- Operational Support Team

Largest consolidated team

45 Full time staff
15 Full time contractors

Duty Officer hubs in US and UK – 8 Person RC supported by 24/7 analyst team

Approx 250 response cases per year

- 130+ Special Risks
- 80+ Product Risks
- 30+ Evac tasks

Linked to the Crisis24 niche consultancy supported by the GW global footprint
Expertise - Product Risk Management

Kevin Moran – Product Recall Director
• 16 years’ experience in Insurance, Risk Management, Claims Administration and Loss Prevention
• Part of Leadership team of Product Liability team of large Auto Manufacturer
• Worked with Risk Managers and Executives of Fortune 100 to middle market to reduce total cost of risk for the organization
• Master of Science in Risk Management and Insurance from Florida State University
• Certificate in Crisis Management and Business Continuity

Gary Weber – Senior Director of Food Safety and Contamination Prevention
• Prevention Manager for the US FDA Coordinated Outbreak Response and Evaluation Network Executive of Regulatory Policy for 12 years in a large agriculture trade association
• Advised on meat inspection reform and establishment of the Hazard Analysis and Critical Control Points (HAACP)
• Received a special citation from Commissioner of the FDA for prevention of Mad Cow Disease
• Former National Program Leader in the US Dept. of Agriculture Cooperative Extension Service
• Bachelor of Science & Masters degrees from Purdue University
• PhD from Michigan State University

Josh Katz – Senior Risk Management Consultant
• Team Leader for USDA Food Safety Office
• Risk Assessment of Food Substance Toxicological Concern (Acrylamide, Cyanide and Pesticides)
• White Page Reviews (e.g., Food Allergens and Cannabis-Derived Products)
• Farm-to-table food safety consulting
• P.H.D in Nutritional Biology from University California – Davis, California
• Bachelor of Science in Food Science California Polytechnic State University
• CBCI certified from Business Continuity Institute
Sector focus

Food & Beverage

Manufacturing

Automotive

Pharmaceutical

Consumer Goods

Medical Devices
Product Risks Response Cases

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Organisational Resilience
Risk Management

- ERM: Identify, quantify and prioritise risk: Threat, Vulnerability & Consequence
- Identify Threats
- Identify vulnerabilities
- Mitigate vulnerabilities
- Here you are trying to prevent adverse events from occurring

- Contingency planning for when adverse events do occur
- Planning to mitigate
- Consequence

- CM: focus on wellbeing of people and reputation
- Drives BCM
- BCM: focus on continuity of business operations

- BCM will continue after CM has deactivated
- Lessons learned: re-link to Risk Management: re-evaluate risk identification, mitigation of vulnerability and planning to mitigate consequence
Organisational Resilience – Services

Risk Assessment and Analysis
Supplier Risk Assessments
Food Safety Culture Assessment
Reputational Risk Assessment
Regulatory Compliance Assessment
Food Defense and Intentional Adulteration training
Contamination Prevention Controls Audits

Lessons Learned
Post-incident documentation review
Business Continuity

Crisis Management
Crisis Communications
Policies and Plans Training
Recall / Crisis Simulated Exercises
Business Impact Analysis

24/7 Activation
Consultant Deployment
Response Strategy
Decision-Making
Crisis Communications
Operational Support
Anticipate
Risk

We take a threat-based approach to risk assessment based on ISO 31000 methodology:

Grounded theory approach

Quantitative & qualitative analysis

Comprehensive industry datasets

Dedicated Product Risk analyst

24/7 support from Operational Support Analysts
Risk Assessment and Analysis

On-site, Online, and Telephonic

The consultants focus on key areas of risk, such as:
- Contamination Prevention Practices
- Regulatory Compliance
- Food Defence and Intentional Adulteration plans
- Quality Control Best Practices

Evaluate the risk on your premises and determine best practice
Food Safety Culture Assessment

Competent workforce training

Food Safety Culture Assessment

Food safety analysis and training

Analyse and assess the associated risk
Supplier Risk Assessments

Foreign Supplier Verification audits

Supplier program assessments

Supplier onboarding

Supply chain risk assessments

Detailed insight into your supply chain and associated risk
Prepare
Product Risk Prevention and Reduction

Environmental Monitoring
Sanitation Design
Labelling Controls and Cross Contact Prevention
Defect Rate Analysis
Corrective Action Management
Standards and Regulation training

Hazard Analysis and Critical Control Points (HAACP, TACCP, & VACCP)
Preventive Controls Qualified Individual
Produce Safety Rule
Foreign Supplier Verification
Food Defense/Intentional Adulteration
Food Safety Modernization ACT/Food Safety Inspection Service Guidelines
ISO 9001/13485, IATF 16949
Production Parts Approval Process
Advanced Product Quality Planning
Respond
Response Group - Activation

INCIDENT

DUTY OFFICER

CRISIS24 RESPONSE GROUP

SPECIAL RISK

PRODUCT RECALL

ALL HAZARDS

OPERATIONAL SUPPORT TEAM

CLIENT
Product Risk - Response

Incident → Global Operations Centre (GOC) 24/7 ops room → Response Duty Officer → Product Risk Case Manager → Crisis Communications Consultant, Technical Support Consultants
Product Risks Activation

⚠️ Client crisis
📞 Activation – 24/7 Global Operations Centre
📞 Response Duty Officer
👩‍💼 Designated Case Manager
🛠️ Supporting Technical consultants

🧰 Consumables
🔧 Manufacturing

- N. Amer: 13
- UK: 15
- EMEA: 12
- LatAm: 10
- APAC: 14
EMEA
Technical Support
Consultants

Consumables – 17

Manufacturing – 10
Americas Technical Support Consultants

Consumables – 3
Manufacturing – 20
APAC
Technical Support
Consultants

Consumables – 6
Manufacturing – 8
Response Duty Officer

8 Response consultants - FTE

Always ‘on’ follow sun model

Crisis management expertise

Initial client engagement

Fact finding

Initial advice

Assigns appropriate resources
Product Risk Case Manager

Highly specialised Product Risk knowledge

Case management

A ‘trusted advisor’

An effective response strategy

Mapping & liaison with stakeholders

Future risk mitigation

Business continuity / brand and reputation protection
Technical Response Consultants

Corrective actions guidance
Product testing
Recall traceability
Regulatory guidance
Material Engineers
Microbiologists
Quality System
Management Experts
Recover
Business Continuity Management

Key principles

Stakeholder mapping

Roles and responsibilities

Policies and standards

Legal and regulatory requirements

Budget, auditing and governance
Return on Experience

Lessons identified

After action reviews

- What was done well
- What can you do better
- What should not be done
- What can be done differently

Future risk mitigation
Questions?

www.crisis24.com