



PRODUCT RECALL FOR THE FOOD AND DRINK INDUSTRY



At RSA, we understand that the Food and Drink industry faces a risk profile which is larger and more complex than ever before.

We recognise the negative impact that traditional and emerging risks can have on your operation and the unique challenges posed by the global nature of the industry and the complexity of supply chains.

The sector has seen a rising tide of product recalls, with an increase of 78% in the UK alone in 2015. RSA's defined product recall solution has been designed to combat this growing threat. It provides security and peace of mind, allowing you to focus on growing your business. Our proposition is shaped by our deep knowledge of the Food and Drink sector. We have analysed the latest trends to safeguard customers against current risks while building in flexibility to meet future challenges.

We hope this overview is helpful and encourages you to contact us to discuss how we can help in protecting your business.

Hayley Robinson
Director, Global Specialty Lines, UK

MAXIMUM LIMIT OF INDEMNITY

- Europe €25m
- UK £25m.

COVERAGE

Provided on a worldwide basis.

COMPREHENSIVE PROTECTION

- Business Interruption
- Brand Rehabilitation costs
- Malicious Product Tampering
- First and third Party Recall costs including notification, locating, transportation, destruction and restoration/ replacement of the products.

CUSTOMER PROFILE

From mid-size to large multinational companies.

CRISIS MANAGEMENT

RSA's Crisis Management service is designed to manage the stress and reputational risk placed on customers in the event of an incident and any potential media interest that may result. This service brings together the expertise and experience needed to help your customers prepare for, and manage, any crisis which could trigger recall cover provided by our liability policy.

COUNTING THE COST

\$40M LOST IN SALES

£143M OF MEAT RECALLED

70M BOTTLES OF WATER RECALLED

**PLUS DAMAGE TO REPUTATION
AND LOSS OF CUSTOMERS**



WORKING TOGETHER TO MANAGE, CONTROL AND REDUCE RISKS



CIR **WINNER**
COMMERCIAL INSURANCE AWARDS 2016
INSURANCE SOFTWARE AWARD

 **European Risk Management Awards 2016**

Shortlisted for the category of Technological Innovation of the Year.

The right expertise in assessing product liability exposures, risk management and product recall strategies.

This review can be an essential part of a business's overall strategy in ensuring that it is fully risk managed, alongside more conventional liability and property loss control strategy reviews. The process involves a review of quality risk management, an in-depth review of findings and the production of risk improvements where necessary.

- Eliminating uncertainty through our pre-loss scenario test, tailored to your customers' needs
- Solutions to eliminate risk exposures as part of your customers' overall business strategies
- Establishing cost-effective loss prevention strategies to reduce the frequency and severity of loss
- Assessing supply chain integrity and reviewing your contract terms and conditions with our legal partner if required
- Promotes corporate standards across your customers' business and supporting the development of business continuity plans
- Capturing, analysing and presenting risk data through our award-winning* risk engineering software, RSAdred, to evaluate potential hazards effectively so your customers can act quickly.

*Insurance Software Award at the Commercial Insurance Awards 2016.

RESPONDING QUICKLY TO CLAIMS

- With direct access to decision makers from our highly experienced team, we respond quickly and effectively when things go wrong. For your customer this means minimum disruption and things getting back on track quickly, wherever the claim occurs in the world
- Supporting recovery planning and removing uncertainty with our pre-loss simulation to understand your customers' business priorities before a loss occurs
- Clear ownership of each claim from end to end by a nominated and experienced claims adjuster
- Sharing learning and using data to improve standards to avoid future risks.

PRODUCT RECALL, PART OF A WIDER PROPOSITION

PREMISES VISITORS VEHICLES BUSINESS INTERRUPTION
 DISTRIBUTION PRODUCTS CUSTOMERS
 LEGAL COSTS ENGINEERING CRIME PROCESSING PACKING
 STOCK MACHINERY BREAKDOWN
 STORAGE **CRISIS MANAGEMENT**
 REPUTATION CONSTRUCTION PROPERTY
 PROFESSIONAL ADVICE **EMPLOYEES** TRAVEL



To get our food and drink expertise working for you, contact food.drink@uk.rsagroup.com