

PREVENTIVE PRODUCT AND SUPPLY RISK ANALYSIS TO MITIGATE CLAIMS FOR CONTRACTUAL DAMAGE WITH CUSTOMERS AND EXTRA-CONTRACTUAL DAMAGE WITH CONSUMERS

FOR FOOD PRODUCTS SECTION AND SPECIFIC ACTIVITY

- 1. Documentation to be acquired subject to signing a confidentiality agreement
- ☐ The model also applies if the company is a supplier of components that are part of a more complex finished product.
- **Documentation of compulsory or voluntary quality certifications** related to the production process and to the finished product,
- Documentation relating to the insurance coverage of suppliers of components or materials employed in the production process, both to optimise insurance costs and to identify the degree of specific risk that can be transferred to third parties,
- Documentation of product installation activities, and whether these are carried out by in-house or third-party personnel,
- → Documentation relating to specific requests for insurance coverage where present in our undersigned supply contracts,
- Documentation relating to any damage or supply discrepancies if in batch series or otherwise if and as defined as to date,
- → Documentation relating to existing policies or insurance offers in your possession covering product or supply damage
- ♣ Conditions of sale of the product diversified by country risk.
 We are able to verify your products from the Rapex and CPSC databases.
- Linstructions accompanying the product in the language of the purchasing country



- Logistics risk of the product and its components and raw materials and hidden risk of raw materials:
 - > delivery and collection and/or complementary processing at third parties
 - > Product or raw material sheet
- **Analysis of costs for requalification campaigns of brands or product** related to adverse events of significant severity that have also been followed up in the media
- 2. Specific section and activity for food products: three crucial areas
- Damage from accidental contamination and negative publicity;
- Damage due to malicious alteration of the insured product or accidental alteration of the production process;
- Damage from sanitation of production facilities;
- igsplace Damage due to hidden defects in components and raw materials
- lacktriangle Management of the voluntary, or imposed by Authorities, withdrawal plan
- 3. Operational staff that can be organised on a case-by-case basis and according to the shared task
- → All analysis activities are carried out in cooperation with the company's legal counsel and the person in charge of product certifications appropriate to the markets of reference
- A specific area is dedicated to the analysis of tax benefits and public subsidies for research and development. We carry out this activity upon request in cooperation with qualified professionals.
- 4. Historical analysis of damage and defects on delivery
- ₩e carry out a historical analysis of the last 5 years of damage or complaints related to the supplied product in order to assess areas for improvement that would lead to a reduction in the frequency of occurrence or the potential severity of such events.
- 5. HELP Service
- ₩e can provide as an annual subscription or upon request an opinion within 24/48 hours drafted in collaboration with specialists on product and supply damage: the service is carried out at Company premises
- → The activity can be carried out by means of legal and technical correspondents in all countries of the world.

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