

Questionnaire for Product Recall & Extortion coverage

1.	Policyholder	
1.1	Named Insured	
	Name	
	Postal address	
1.2	Additional Insured Companies	
	Name	
	Postal address	
2.	Sums insured/deductibles/SIR in €	
	Recall of defective products	
	Recall due to willful, malicious, inadvertent product contamination	
	Balance-sheet protection	
	Extortion money	
3.	General data	

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	Company/Companies included in coverage	Zip Code, City	Street, Number
3.4.1			
3.4.2			
3.4.3			
3.4.4			
3.4.5			
3.4.6			
3.4.7			

	Website	Sector (Food, drink, cosmetics, pet food)	NACE- Code if known	Manufacturer	Dealer	Chain store	Sales in € 000s 2 years ago	Sales in € 000s last year	Sales in € 000s this year
3.4.1				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3.4.2				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3.4.3				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3.4.4				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3.4.5				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3.4.6				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
3.4.7				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

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	Of which sales to USA/ CANADA	What are the three countries with the biggest sales volumes?	What sector standards do you use (BRC, BRC/IOP, IFS, ISO 22000, GMP, IFS Logistics, HACCP, EFSIS S&D etc.),	
	in %		Standard	average degree of fulfillment
3.4.1				
3.4.2				
3.4.3				
3.4.4				
3.4.5				
3.4.6				
3.4.7				

	Strongest sales driver: product name, no. of units and €/d (daily production value)	Second strongest sales driver: product name, no. of units and €/d (daily production value)	Third strongest sales driver: product name, no. of units and €/d (daily production value)
3.4.1			
3.4.2			
3.4.3			
3.4.4			
3.4.5			
3.4.6			
3.4.7			

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	Largest single traceable batch/lot production site, quantity, product name production costs in €	Second largest single traceable batch/lot production site, quantity, product name production costs in €	Third largest single traceable batch/lot production site, quantity, product name production costs in €
3.4.1			
3.4.2			
3.4.3			
3.4.4			
3.4.5			
3.4.6			
3.4.7			

	Handling, trade, sale of goods in the fields:			Handling, trade, sale of genetically manipulated		Handling of highly perishable goods (fruit, dairy products, meat, etc.)	All-round assurance that cooling chain will not be broken	Experience in dealing with recalls, extortion, attempts at manipulation ¹⁾
	active agents (pharma, medical)	food additives	functional food, lifestyle products	raw materials	food			
3.4.1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4.2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4.3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4.4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4.5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4.6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4.7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

¹⁾ if applicable, provide explanations on a separate sheet

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	Number of CCPs in process sequence	Does company have tests done on animals?	Advertising budget in €	Advertising budget for most advertised product in €	Company's market share within industry sector in %	Market share of strongest product in %
3.4.1		<input type="checkbox"/>				
3.4.2		<input type="checkbox"/>				
3.4.3		<input type="checkbox"/>				
3.4.4		<input type="checkbox"/>				
3.4.5		<input type="checkbox"/>				
3.4.6		<input type="checkbox"/>				
3.4.7		<input type="checkbox"/>				

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4.	Product recall	
4.1	Do you have a recall plan or a description of the recall procedure for all companies?	
4.2	Have you already carried out or simulated a recall?	
4.3	Provide brief description of recall tracking system (e.g. EAN codes, merchandize information system, data matrix, RFID)	
4.4	To what extent have you tested a recall?	
4.5	If you have experience with recalls, briefly describe the procedure and any improvements that have been carried out, if applicable	
4.6	Have the procedures been/are complaints systematically analyzed? Is an 8-D report/CAP used for this? ²⁾	
4.7	Do you have a central quality assurance department that has a coordinating effect on the insured companies?	

²⁾ CAP: Corrective action plan

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5.	Balance-sheet protection	
5.1	Has/have, at any time in the past three years, your Annual Report/end-of-year figures not been published on schedule?	
5.2	What auditing organization(s) have you commissioned in the past three years?	
5.3	Has one of your products ever been the object of ecological, political, social or NGO-related confrontation? What product?	
5.4	Have there been any occurrences in the past three years that have had a major impact on your balance-sheet?	

6.	Product manipulation	
6.1	Have there ever been any attempts to manipulate your products?	
6.2	Have you ever relocated production facilities?	
6.3	Have you outsourced any typical corporate activities in the past three years?	

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7.	Extortion	
7.1	What is your company's ownership structure?	
7.2	Have your crisis-management plans been developed with the help of external advisors? What company were they from?	
7.3	Do you collaborate with these external advisors on a permanent basis? Will you continue to use this company's services?	
7.4	Have the plans been tested? Have any improvements been derived from the tests?	
7.5	Have you ever suffered any attempts of product blackmail?	
7.6	Do you have corporate guidelines on the protection of corporate locations / staff members?	