Afterhours Guide

Consumer Care Support

Reference manual for all procedures and process for Campbell afterhours service

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Notification Procedure & contact information

Contacts that are responsible for callback option during the hours of 8:01PM-7:59AM EST for immediate assistance:

Contact: Nicole Nutile (Primary)
Email: campbellleadership@accare.com
Phone: 956.543.6586

Contact: Theresa Simonini (Secondary)
Email: campbellleadership@accare.com
Phone: 551.689.8773

Please be advised that that call back timeframe for emergency claims is within two hours. If the callback option is not selected, the contact will be handled as normal during the next business day.

Campbell's 24-hour Toll Free Number: **877-869-5633**

Please fill out information for all afterhours contacts via webform below:

www.cblafterhoursform.com

Notification Procedure

Please ensure that consumer contact information is captured before selecting the callback option on the webform.

When alerted, the on-call contact will proceed as follows:

1. Gather information via phone from the task alert sent.
2. For extremely critical complaints; threats, contamination, possible HVE, etc. the on-call person will contact the appropriate Campbells on-call representative via the appropriate task distro list in CRS. Do not initiate a call to the consumer unless directed by a Campbell Soup Company employee.
3. Serious concerns will be emailed immediately from on-call contact and directly to Campbell personnel: Ellen Passero and Cassandra Gundy.

A critical complaint is defined as follows:

a) Security Threat ******
b) Media – news, TV, radio etc.
c) FDA/USDA ***** – representative/agent
d) Lawyer

****** *When a consumer has reported a product concern to their local police and/or fire department. Also, contacts regarding any security threats made by person/persons directed toward any Campbell business facility or employee.* ******

Issues Requiring Notification

If a consumer calls regarding any of the following issues, ping Leadership via callback option in webform:

- Allergic Reaction
- Animal
- Blade
- Choked on FMT
- Choked on Product (Not FMT)
- Glass in Non-Glass Package Type
- Hazardous Substance(s)
- Mislabeled Prod Alleged
- Nail / Tack
- Nut in Nut - Free Product
- Sesame - Free Product
- Personal Hygiene
- Pill
- Pin / Needle
- Plastic - Spout (PLUM ONLY)
- Syringe
- Tampering
- Wire

THREATS

- Bomb
- Security (consumer notified their local police, fire department, or other official state/local government agency)
- Agency (USDA, FDA)
- Legal (and consumer has sought medical attention)
- Media source

Please add additional information in the comments section so the on-call representative has a complete understanding of the contact.

www.cblafterhoursform.com

Survey Guidelines

There are four survey options to select from, pleas select the option that best fits the comments expressed by the consumer:

- Product Complaint/Mispack/Spoilage
- Foreign Matter (pin/band-aid/plastic)
- Illness/Allergic Reaction
- Threat

General Quality/Product Information:

Please ask the person to describe the issue they are experiencing with the product and capture from the options below:

- Color (discolored- snacks)
- Appearance (curdled/other)
- Texture (clumpy/watery/fizzy/other)
- Incorrect Texture (hard product vs soft)
- Taste/Smell (chemical/medicinal/bad)

Scripting for General Quality/Product Complaints

"Thank you for contacting us. I will get this information and your comments to our Project Team.

If Campbell would like to contact you directly, would you be willing to talk with them?"

Foreign Material and/or Adverse Event:

Please ask the person to describe the issue they are experiencing with the product and capture from the options outlined in the survey questions.

Mispack:

1. Do you still have the outer wrap packaging?
2. Was the entire wrap sealed or was it open on any end when you purchased it?
3. Were all or just some units impacted?

Scripting for Foreign Matter Contacts

Foreign Matter Available: *"We greatly appreciate your taking the time to contact us. I will report your comments to our Project Team for review. In addition, Campbell will want an opportunity to review the object. Would you be willing to talk with them? What is a good time and number? Thank you again, Mr. / Mrs. _____, for contacting us."*

Foreign Matter Not Available: *"We greatly appreciate your taking the time to contact us. I will report your comments to our Project Team for review. If Campbell would like to contact you directly, would you be willing to talk with them? What is a good time and number? Thank you again, Mr. / Mrs. _____, for contacting us."*

Threat:

What kind of threat?

SELECT CALLBACK OPTION YES FOR ALL (even if consumer says they do not want a callback, or they disconnect)

- Agency
- Facility / Security
- Legal or Media
- Tampering products

1. REMAIN CALM
2. CAPTURE EXACT WORDS OF THE THREAT
3. DO NOT BE AFRAID TO EXPRESS CONCERN
4. DO NOT - put the caller on hold
5. DO NOT - transfer the call
6. DO NOT - interrupt the caller - allow the caller to finish all statements

Agency scripting:

"Please be assured, we take your complaint very seriously. Your comments will be forwarded to our Quality Management Team."

Legal threat scripting:

"Please be assured, we take your complaint very seriously. Your comments will be forwarded to our Corporate Legal Team."

Media scripting:

"Please be assured, we take your complaint very seriously. Your comments will be forwarded to our Media and Communications Team."

For consumers stating that they MAY OR WILL contact the media or post on a blog or HAVE already contacted the media or issued a post on a blog, you should obtain the following information and enter it in your verbatim:

• Name of Station, Paper, Radio, or website (if known)

• When were they notified, or blog posted?

Facility / Security (When a consumer threatens the security of the company or any properties associated with our operations):

"Please be assured, we take your complaint very seriously. Your comments will be forwarded to our Security team."

BOMB:

****ALERT ON CALL CONTACT ****

- *Where is the caller located? (background/level of noise)*
- *Estimated age:*
- *Is the voice male or female?*

Document if provided:

- Where is the bomb located? (building, floor, room, etc.)

- When will the bomb explode?
- What does it look like?
- What kind of bomb is it? (fire, explosive, etc.)
- What will cause it to explode?
- Did you place the bomb? Yes/No If not, who did?
- Why was the bomb placed?
- Other information that will be helpful in the investigation.

Tampering scripting:

"Please be assured, we take your complaint very seriously. Your comments will be forwarded to our Quality Management Team."

Ask consumer and document:

- Exactly which product was tampered with? (brand, variety, size)
- Where are these products located? (store name, address, shelf)
- How do you know this, and did you tell others?
- How many cans, cartons, etc. were involved?
- Have any other products been tampered with?
- What are the Code numbers?
- How did you do it?
- When did you put the product on the shelf?
- Will you be calling back, and if so when?