



Wiskerchen Cheese Inc. Policy

Title: Crisis Management Team

1.056

Issue Date: 5/21/13	Written By: Josh Gerstner	Approved By: John Wiskerchen	Revision # 15	Revision Date: 07/08/2021	Revised By: Nicole Mayfield	Supersedes: 03/11/2021	Page 1 of 2
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I. Responsibility

The Crisis Management Team will be responsible for overseeing and performing key roles in case of special situations. Managing Director and/or QA Manager will notify customer Quality Manager and buyer representative of any potential or actual special situation.

II. Special Situation definition

Potential Special Situations include, but are not limited to:

Internal Events or Circumstances:

- Systematic product quality defect which could lead to a recall or withdrawal. (foreign material, missing/wrong ingredients, unlabeled allergens, insufficient kill step)
- Discovery of potentially defective or adulterated ingredients or packaging materials which could lead to a recall or withdrawal (allergen, glass)
- Facility explosion, fire or other catastrophe
- Spill or leakage likely to cause environmental damage health/safety hazard affecting customer product
- Serious property damage to facility, including cases of vandalism affecting customer products/service
- Strike/walkout at facility affecting specific customer product service levels
- Employee health/safety issue at facility (Ebola, Hep A, Hep B, E.coli VTEC, Salmonellosis, Covid-19)

External events or Circumstances

- A serious consumer injury or illness with implication to customer product
- Two complaints of illness or injury involving the same product or same product code
- Sensitive media or regulatory agency inquiry or involvement
- Tampering or threat of tampering
- Any product recall or withdrawal by an external manufacturer
- Disgruntled employee threats



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III. Team Members

Member:	Title:	Work Phone:	Home Phone:	Cell:
Tom Wiskerchen	Wiskerchen Cheese Inc. President	715-652-2333	480-717-8788	480-710-3730
John Wiskerchen	Wiskerchen Cheese Inc. Managing Director	715-652-2333	715-344-0206	715-340-3680
Kathy Burnett	Wiskerchen Cheese Inc. Administrative Director	715-652-2333	715-659-4390	715-507-0219
Shawn Dresel	Wiskerchen Cheese Inc. Operations Manager	715-652-2333	651-282-1913	651-282-1913
Nicole Mayfield	Wiskerchen Cheese Inc. Quality Manager- 1 st Shift	715-652-2333	715-697-0673	715-697-0673
Denise Wolf	Wiskerchen Cheese Inc. Quality Manager- 2 nd Shift	715-652-2333	715-652-6231	715-897-2319
Loren Schladweiler	Director of Maintenance and Engineering	715-652-2333	715-323-5871	715-323-5871
Roger Anderson	Shipping and Receiving Department Head	715-305-0781	715-486-1627	715-486-1627

Non-Facility Contacts

Contact:	Phone Number:
Department of Homeland security	202-282-8000
Food and Drug Administration	301-443-1240
United States Department of Agriculture	608-224-4714
Wisconsin Department of Trade and Consumer Protection	608-224-4500
Wisconsin Department of Natural Resources	715-421-7868
Legal Contact – Ruder Ware Law Office – Jeremy Welch	715-845-4336
Lab Contact – Food Safety Net Services – Jake Parr	920-461-3041
Local Sheriff	911
Local Fire Department	911
Safe Quality Foods Institute (within 24 hours)	foodsafetycrisis@sqfi.com
Merieux NutriSciences Certification Board (within 24 hours)	www.certification@mxns.com Phone: 1-312-938-5181
HUB	262-523-9600

Approved By: _____

Date: _____