

## Appointment

**From:** COMMERCIAL OPERATIONS, U.S. RC [AG/1000] [/O=MONSANTO/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=NA1000MB-USRCCOMMOP9BFB]  
**Sent:** 8/10/2015 8:01:58 AM  
**To:** COMMERCIAL OPERATIONS, U.S. RC [AG/1000] [us.rc.commercial.operations@monsanto.com]; CHAMBERS, JOHN A [AG/1000] [john.a.chambers@monsanto.com]; KNODLE, STEVE C [AG/1000] [steve.c.knodle@monsanto.com]; COLE, RICHARD M [AG/1000] [richard.m.cole@monsanto.com]; KAMPELMAN, BEN [AG/1000] [ben.kampelman@monsanto.com]; PARIS, MIRIAM K [AG/1000] [miriam.k.paris@monsanto.com]  
**CC:** TANG, PHOONG OI [AG/1000] [phoong.oi.tang@monsanto.com]; SANFILIPPO, GINA M [AG/1000] [gina.m.sanfilippo@monsanto.com]  
**Subject:** FW: COLT: Dicamba Claims Process  
**Attachments:** Dicamba Incident Matrix - 2016.pptx  
**Location:** B2828N  
**Start:** 8/11/2015 10:20:00 AM  
**End:** 8/11/2015 11:00:00 AM  
**Show Time As:** Tentative

John, If you want to attend , the COLT presentation will cover the attached slides, plus some additional from



Dicamba Incident  
Matrix - 2016.pptx

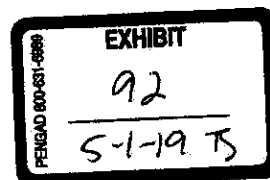
Knodle.

-----Original Appointment-----

**From:** COMMERCIAL OPERATIONS, U.S. RC [AG/1000]  
**Sent:** Tuesday, July 21, 2015 12:03 PM  
**To:** COMMERCIAL OPERATIONS, U.S. RC [AG/1000]; KNODLE, STEVE C [AG/1000]; COLE, RICHARD M [AG/1000]; KAMPELMAN, BEN [AG/1000]; PARIS, MIRIAM K [AG/1000]  
**Cc:** TANG, PHOONG OI [AG/1000]; SANFILIPPO, GINA M [AG/1000]  
**Subject:** COLT: Dicamba Claims Process  
**When:** Tuesday, August 11, 2015 10:20 AM-11:00 AM (UTC-06:00) Central Time (US & Canada).  
**Where:** B2828N

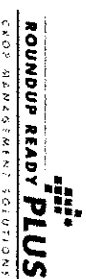
We've had several agenda changes. Can this work instead?  
 Gina Sanfilippo will need a copy of your presentation on or before August 10.

Thanks,  
 Barb for Gina



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# Dicamba Incident Matrix - 2016

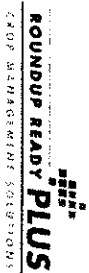


- Refresher on the “Big Picture”
  - Categories of Incidents
  - Key Issues – Facts and Assumptions
  - Endpoint - settlement versus no settlement
  - Engagers – who manages
- Participants – Pros and Cons
  - Monsanto teams
  - Contractors
  - Retail
- Issue Management Scenario Flow Example



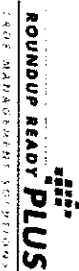
# Dicamba Incident Matrix - 2016

<b>Categories</b> ↓	<b>Off-Site Movement</b>	<b>Crop Response</b>	<b>Lack of Performance</b>
<b>Issues</b> ↓			
<b>Endpoint</b> ↓			
<b>Engagers</b> ↓			



# Dicamba Incident Matrix - 2016

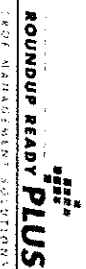
<b>Categories</b> ↓	<b>Off-Site Movement</b>	<b>Crop Response</b>	<b>Lack of Performance</b>
<b>Issues</b> ↓	<ul style="list-style-type: none"><li>- TES buffer only – no recs on sensitive crop buffer</li><li>- Label language – “Do not Apply ..”</li><li>- Stewardship of trait</li><li>- Accommodation payments?</li><li>- Monsanto In-Touch</li><li>- All teams trained and available?</li><li>- Expert teams as backup</li><li>- Central management for consistency</li><li>- Gather info or not?</li></ul>		



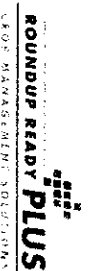
# Dicamba Incident Matrix - 2016

<b>Categories</b> ↓	<b>Off-Site Movement</b>	<b>Crop Response</b>	<b>Lack of Performance</b>
<b>Issues</b> ↓	- TES buffer only – no recs on sensitive crop buffer - Label language – “Do not Apply ..” - ETC		
<b>Endpoint</b> ↓	No Claims Settlement – Accomodation?		
<b>Engagers</b> ↓	CAM, TDR, DSM, TA Potential support by contractor		

# Dicamba Incident Matrix - 2016



Categories ↓	Off-Site Movement	Crop Response	Lack of Performance
Issues ↓		<ul style="list-style-type: none"> <li>- MON chemistry only</li> <li>- on MON crops</li> <li>- on competitive crops</li> <li>- Not damage due to drift</li> <li>- Do not warrant crop safety on tank mixes not recommended by MON</li> <li>- primarily cotton</li> <li>- Do not warrant weather</li> </ul>	



# Dicamba Incident Matrix - 2016

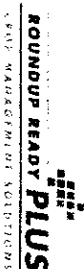
Categories ↓	Off-Site Movement	Crop Response	Lack of Performance
Issues ↓	<ul style="list-style-type: none"><li>- TES buffer only – no recs on sensitive crop buffer</li><li>- Label language – “Do not Apply ..”</li><li>- ETC</li></ul>	<ul style="list-style-type: none"><li>- MON chemistry only</li><li>- on MON crops</li><li>- on competitive crops</li><li>- Not damage due to drift</li><li>- ETC</li></ul>	
Endpoint ↓	No Claims Settlement – Accomodation?	Potential Settlement	
Engagers ↓	CAM, TDR, DSM, TA Potential support by contractor	CAM, TDR	



# Dicamba Incident Matrix - 2016

Categories ↓	Off-Site Movement	Crop Response	Lack of Performance
Issues ↓			<ul style="list-style-type: none"><li>- Similar to WeatherMAX</li><li>- Additional actions defined by EPA</li><li>- Retailer first notified by grower</li><li>- CAM notified</li><li>- If meets "Likely Resistance" criteria, WMTDR engaged</li><li>- On or Off Label is key decision point</li></ul>

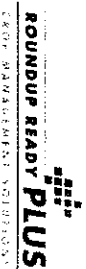




# Dicamba Incident Matrix - 2016

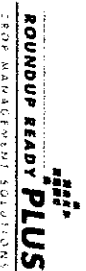
Categories ↓	Off-Site Movement	Crop Response	Lack of Performance
Issues ↓	<ul style="list-style-type: none"> <li>- TES buffer only – no recs on sensitive crop buffer</li> <li>- Label language – “Do not Apply ..”</li> <li>- ETC</li> </ul>	<ul style="list-style-type: none"> <li>- MON chemistry only</li> <li>- on MON crops</li> <li>- on competitive crops</li> <li>- Not damage due to drift</li> <li>- ETC</li> </ul>	<ul style="list-style-type: none"> <li>- Similar to WeatherMAX</li> <li>- Additional actions defined by EPA</li> <li>- Retailer first notified by grower</li> <li>- ETC</li> </ul>
Endpoint ↓	No Claims Settlement – Accomodation?	Potential Settlement	Potential Settlement and Follow-up
Engagers ↓	CAM, TDR, DSM, TA  Potential support by contractor	CAM, TDR	CAM, TDR, Retailer  Potential support by contractor

# Dicamba Incident Matrix - 2016




PRO and CON analysis

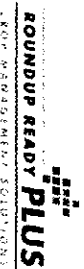
	Monsanto	Contractor	Retailer
Off-Site ↓			
Crop Response ↓			
Lack of Performance ↓			



# Dicamba Incident Matrix - 2016


## PRO and CON analysis

	Monsanto	Contractor	Retailer
<b>Off-Site</b>  	<b>PRO</b> - In-Touch enhancement - Relationship with customer - Gain institutional knowledge <b>MON</b> products  <b>CON</b> - Time requirement - Lack of base dicamba knowledge	<b>PRO</b> - Grower may not automatically expect settlement - Can be focused on the activity - Provides additional coverage  <b>CON</b> - Lose institutional knowledge - May be more likely to settle - Limited area coverage	<b>PRO</b> - Has relationship with grower - Probable experience with dicamba - Spreads out potential coverage  <b>CON</b> - May get confused with multiple supplier rules - Relationship with grower may impact settlement issue - Lack of time

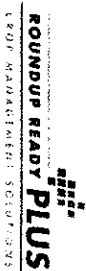


# Dicamba Incident Matrix - 2016

## PRO and CON analysis

	Monsanto	Contractor	Retailer
<b>Crop Response</b> 	<b>PRO</b> - Opportunity to sell through issue - Personal attention to grower - Knowledge of crop response issues  <b>CON</b> - Time - Base knowledge	<b>PRO</b> - Relieves MON for other issues - Grower may not expect settlement  <b>CON</b> - May not have experience - Has not been a part of setting expectation - May not be available for litigation	<b>PRO</b> - Knows grower and experience with crop response - Has experience across many products  <b>CON</b> - Will have allegiance to multiple basics if tank-mix is issue - May want to settle after harvest

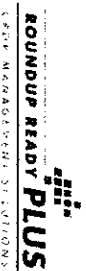
# Dicamba Incident Matrix - 2016



## PRO and CON analysis

	Monsanto	Contractor	Retailer
<b>Lack of Performance</b> 	<b>PRO</b> - Stewardship of chemistry and trait - Provides leadership in industry - Build institutional knowledge - Opportunity to tie in Roundup Ready PLUS  <b>CON</b> - Time - Lack of experience - Grower expectation of settlement	<b>PRO</b> - Take workload from Monsanto - Grower may not expect settlement - May be able to to preliminary investigation  <b>CON</b> - May not have experience - Not employed if go to yield - Coverage	<b>PRO</b> - Has experience setting our product issues - Will need to help with EPA mandates - Can help determine validity of performance  <b>CON</b> - May not be as timely as needed - Not a mediator of issues - Grower is key client

# Incident Management Flow Chart - 2016



Call comes to CAM – Off-Site Movement

CAM verifies Monsanto Product is suspected cause	CAM verifies Monsanto Product is not suspected cause
CAM calls assigned Technical Agronomist or TDR to gather data	CAM directs caller to appropriate manufacturer
CAM calls in WM TDR for difficult to diagnose situations	
Claims Engagement TDM provides assistance and verifies consistency	
CAM Review Information	
Follow current approval DOA	
↓	↓
No Settlement	No Settlement

