

## Liberty Crisis Management Consultants

In the time of a crisis, the expertise of Liberty Specialty Market's international crisis management consultants can help protect your client's brands and business reputations. It is often how a client reacts in the critical first days, or even hours, of a crisis that can determine how severe a crisis will become. This is when the experience and expertise of our crisis management consultants is most useful, as they can provide advice and assistance to help deal with the crisis at hand.

In the unfortunate event of an incident which make give rise to an Insured Event, and as part of our Liberty's Contaminated Products Insurance, PRplus and Kidnap and Ransom Insurance policies, we have made available crisis management experts to be available for the Insured.

Also as part of the policy offering we offer our client a pre incident credit which can be used towards the cost of any pre-approved crisis management service. Some of the services our consultants can offer include the below:

- ▶ Mock recall exercises
- ▶ Recall plan and crisis management plan reviews
- ▶ Media training
- ▶ Contingency and business continuity planning/project management
- ▶ Training needs analysis
- ▶ Development and implementation of security policies and procedures
- ▶ Abduction, kidnap for ransom and extortion support
- ▶ Regional/local security pre-investment reports
- ▶ Comprehensive security surveys and threat assessments
- ▶ Hostile environment start-up support

Liberty's panel of consultants includes HACCP Australia, WorldAware, and Intelligent Risks Pty Ltd. Representatives from these companies are based in Sydney and are more than happy to meet with our client's pre or post binding.



**HACCP AUSTRALIA**  
eliminate the hazard - reduce the risk

## HACCP Australia

HACCP Australia is a private company based in North Sydney, with staff located in Brisbane, Melbourne, Hong Kong & London. They have over fifteen years of involvement with the insurance industry in responding to client's pre- incident & response requirements. They have been in the food technology business for over twenty years, and have many years of "on the factory floor" experience. This extensive experience and knowledge makes HACCP Australia one of the most experienced Crisis Management consultants in Australia and a significant addition to the value and expertise our clients can access.

Accidental Contaminations are historically the most common type of claim under a Contaminated Products policy. Being able to provide access to the expertise and experience of HACCP Australia in the event of an incident will help clients better handle these incidents. As part of Liberty's overall risk management approach, the services provided by HACCP Australia are not restricted to incident response - they can also be used before a crisis, in order to help minimise the chance of a problem occurring in the first place!.

## HACCP Asia Pacific

HACCP Asia Pacific's regional headquarters is located in Hong Kong. From this international centre, HACCP Asia Pacific offers food science and food safety services to industry in all Asia Pacific countries. Bill Simos is the Managing Director of HACCP Asia. Prior to joining HACCP Asia Pacific, Bill worked for a number of publicly listed companies and most recently was Managing Director of IMI Cornelius Asia Pacific for four years. He has worked in the Asian Food and Beverage industry for over 20 years.



## WorldAware

### Product Risk Management

Product recalls are one of the leading causes of liability losses for businesses globally.

Incidents happen. When they do, being prepared and having expert support and guidance to lead you through it will protect your business operations, reputation, and profitability. WorldAware's Product Safety arm offers a wide range of mitigation and response consultancy services to help clients minimise risks and reduce the impact of product recalls as a result of a contamination, tamper, and extortion event on your business.

WorldAware help your organisation develop quality assurance systems, ensure regulatory compliance, manage public relations, and maintain preparedness with accredited training courses, crisis simulation exercises, and comprehensive audits. If an incident does occur, WorldAware's multidisciplinary team is available to help you function efficiently, either on-site or remotely, throughout a product-related crisis and to prevent the crises from becoming a reputational disaster.

## **Kidnap, Ransom & Extortion**

Sometimes you have to send your people to dangerous or unstable parts of the world. Keeping them safe there is vitally important and often challenging. WorldAware's professional Kidnap for Ransom and Extortion (KRE) risk mitigation services significantly reduce risks to your organisation, personnel, and their families, allowing you to rest assured that if an incident occurs WorldAware can provide on-the-ground response services for KRE, piracy, wrongful detention, child abduction, and stalking incidents.

WorldAware's team of multilingual KRE experts, including forensic specialists, is strategically placed across the globe. They are available 24/7, 365 days a year, standing ready to minimise the risks to your personnel, operations, reputation, and profitability.

WorldAware's KRE services include response, consultancy, intelligence, alerts, reports and training.



## **WorldAware & Intelligent Risks Pty Ltd**

Through the Asia Pacific region, the WorldAware team will be represented by Intelligent Risks Pty Ltd and lead by Neil Fergus. Neil and his team have many years' experience in resolving crisis events for the corporate sector and various government agencies. The extensive international experience Intelligent Risks provides will be of significant value to our clients in managing and mitigating the adverse impact on their personnel, assets, operations and reputation. Intelligent Risks have also assisted in the management of corporate kidnap and ransom cases in a range of environments in Asia-Pacific, as well as in Central America and Africa and advised clients following major robberies, extortion demands, 'trusted insider' problems, and reviewed and mitigated a number of malicious product tampering events.

Working with WorldAware & Intelligent Risks, Liberty's Global Crisis Management experts will help brokers provide the specialised loss control engineering and loss mitigation services necessary to protect clients' employees, operations and reputation before, during and after a crisis.

## Loss Control / Risk Engineering

As a unique part of the Liberty Crisis Management offering we can also provide clients with access to the knowledge and expertise within our Risk Engineering team.

### **Luis Gonzalez – Associate Risk Engineer**

**MEngMgt, BE, SStat, DipFin**

Luis joined Liberty in 2018 and works across the Asia Pacific region. He conducts desk reviews and site visits for a wide variety of industries, providing technical support to Crisis Management underwriters and claims staff.

Before joining Liberty, he worked developing Quality Management Systems across a range of industries including automotive, medical devices, pharmaceutical, electric and consumer goods.

Luis has Industrial Engineering qualifications, a Master of Engineering Management from The University of Melbourne, a Specialty in Statistics and a Diploma in Finance.

### **Joyce Horiguchi – Risk Engineer**

**BEng. MIMechE CEng**

Joyce joined Liberty in 2010. She is responsible for liability risk engineering services in Asia and supports the Casualty Underwriting and Claims teams through technical advice and risk improvement recommendations. Her work involves surveys and reviews across products, construction projects and plant and utility operations.

Before joining Liberty, Joyce worked on environmental engineering projects in the HKSAR where she undertook site safety and project management roles. She has also worked on products and technical services in the construction industry and as an insurance loss adjuster.

Joyce has a Bachelor of Mechanical Engineering from the University of Hong Kong. She is a chartered mechanical engineer registered with the Engineering Council of UK and a member of the Institution of Mechanical Engineers in the UK.

## Global reach. Financial strength. Local authority.

Distinct, complex and constantly evolving – every business is as unique as their insurance needs.

To confidently progress in the face of risk and uncertainty requires a level of security you can only achieve through working with specialists.

Liberty Specialty Markets offers a breadth of world-class insurance and reinsurance services to brokers and insured clients. We bring value and solutions to more than 20,000 of Asia Pacific's most significant business and government organisations – helping protect what they earn, build and own.

We're part of the global Liberty Mutual Group, a Fortune 100 company that's been in business since 1912 with a Standard & Poor's 'A' (strong) rating.

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 [Meet our Crisis Management team members](#)



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