

## Pre-Incident Services

### Intelligent Risks

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Intelligent Risks (IR) is one of Australia's foremost international management services consultancy specialising in providing business resilience, security management and associated services to major government and corporate clients. IR operate throughout Australia and globally (in over 70 countries), and have market leading experience in providing services in a range of sectors including Fast Moving Consumer Goods (FMCG) production, financial services, infrastructure and major events.

The IR team has an extensive background in crisis management plans (CMP) and security risk management. Following is a selection of their recent CMP experience:

- ▶ IR developed and implemented the global Incident Management and Crisis Resolution (IMCR) program for a high profile soft drink manufacturer, including incident management and scenario-based training for operations in Australia, Indonesia and the south-west Pacific
- ▶ IR conducted a high-level review of a high profile dairy company's security risk management programme and provided recommendations of ways in which the programme could be refined and improved, with particular reference to accidental contamination and malicious product tampering
- ▶ IR developed an incident management plan and associated training exercises for a major US-based FMCG company

IR bases its crisis management methodology on the *Australian/New Zealand standard on risk management (AS/NZS ISO 31000:2009)* and on the associated *Business Continuity Management Handbook (HB 221:2004)*.

The services IR can provide include:

- ▶ Desktop review of recall or crisis management plans
- ▶ Recall systems audit
- ▶ Recall simulation
- ▶ Recall training
- ▶ Crisis management training and consulting

More information on IR can be found at their website [www.irisks.com](http://www.irisks.com).

## HACCP Australia

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HACCP Australia is a private company based in North Sydney, with staff located in Brisbane, Melbourne, Hong Kong & London. They have over 10 years of involvement with the insurance industry in responding to clients' 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.

The services HACCP Australia can provide include:

- ▶ An on-site review of your existing quality systems and product safety plans at facility level, with HACCP Australia providing recommendations for improvements
- ▶ Assistance in the development of risk-based supplier management systems and programs
- ▶ Inspections of food, beverage and pharmaceutical manufacturing operations of your suppliers and vendors anywhere in the world as well as conducting an assessment of risks associated with non-complying raw materials, ingredients or parts
- ▶ Assessment of key risks to your manufacturing, distribution or retailing business

More information on HACCP Australia can be found at their website [www.haccp.com.au](http://www.haccp.com.au)

## 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.

More information on WorldAware can be found at their website [www.worldaware.com](http://www.worldaware.com).

## 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.

 View our office locations

 Meet our Crisis Management team members



Connect and join the Liberty conversation

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