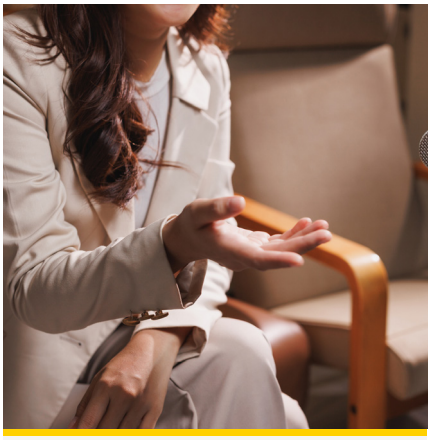


Liberty is here for you. **Today. Tomorrow. Together.**

For more information, please visit: **libertyinternational.com/au**

Find a Crisis Management team member in Australia

Office locations

Connect with Liberty

> Early action often determines a crisis's severity; our crisis consultants provide timely expertise and support to manage it

Liberty Crisis Management Consultants

Helping to protect your brand and business

In the time of a crisis, the expertise of Liberty's international crisis management consultants can help protect your client's brands and business reputation.

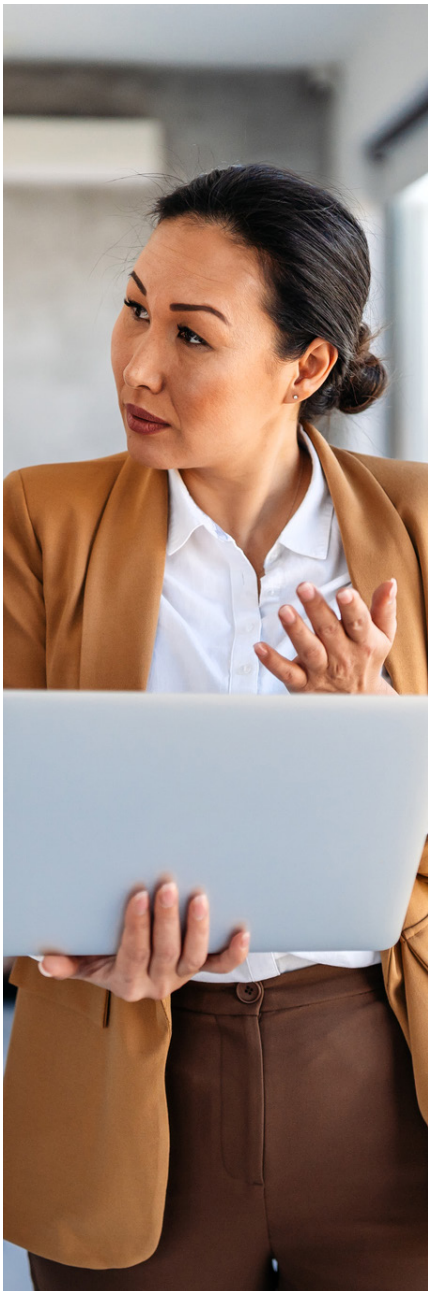
It is often how a client reacts in the critical first days, or even hours, of a crisis that can determine how severe a crisis will become. This is when the experience and expertise of our crisis management consultants is most useful. They can provide advice and assistance to help deal with the crisis at hand.

In the event of an incident which may 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 for the Insured.

Also, as part of a Liberty policy, we offer our clients 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 are:

- 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 Intelligent Risks, HACCP Australia and SE24. Representatives from Intelligent Risks and HACCP Australia are based in Sydney and are more than happy to meet with clients pre or post binding.



Intelligent Risks Pty Ltd

Intelligent Risks was established in early 2001 and has grown into a market leading security, risk, due diligence and crisis management advisory firm. Intelligent Risks support large multinational clients, government agencies worldwide and leading Australian firms by delivering outcomes that build on best practice, and which are adapted to each client's requirements and capabilities.

The team is led by Neil Fergus who has many years of experience managing crisis events, including product recalls, extortion and malicious products tampering, for both the corporate and government sectors.

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 and 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 make 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 occurs, to help minimise the chance of a problem occurring in the first place.

Kidnap, Ransom & Extortion

A core member of the Chelsea Group Security and Crisis Management Division, SE24 is dedicated to the provision of specialist consultancy on a worldwide basis, supporting corporate, private client, affinity and insurance markets through effective contingency planning, the provision of security information, crisis management and 24/7 response.

The SE24 management team is drawn from the specialist sections of the police and armed forces and has been involved in the commercial security market for over 20 years. They understand the needs of their clients, both insured and uninsured, and aim to provide exactly the right level of security management support through a combination of objective assessment, training and development, and contingent response.



Loss control/risk engineering

Working with Intelligent Risks, HACCP Australia and SE24, Liberty's Crisis Management experts 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.

Additionally, unique to Liberty's Crisis Management offering, we can also provide clients with access to the knowledge and expertise from our in-house Risk Engineering team.

Luis Gonzalez – Senior 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.

We're part of the Liberty Mutual Group, a Fortune Global 500 company that's been in business since 1912 with an S&P A+ financial strength rating

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 offers a breadth of world-class insurance and reinsurance services to brokers and insured clients. We bring value and solutions to business and government organisations across Australia – helping protect what they earn, build and own.

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