

A photograph of a person in a white long-sleeved shirt harvesting vegetables in a field. The person is reaching into a wooden crate filled with fresh produce, including carrots, radishes, and leafy greens. The background shows rows of crops in a field under a bright sky.

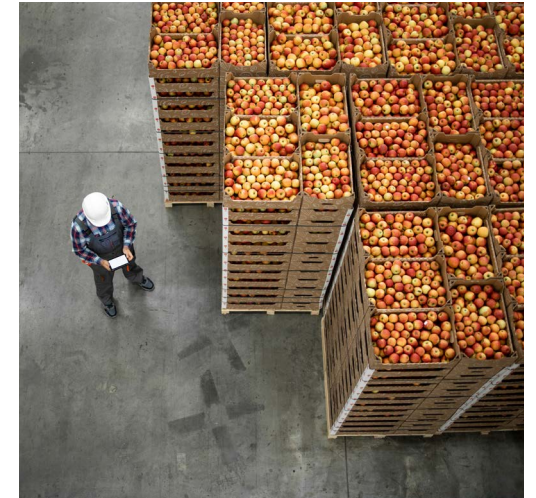
Product Playbook

# BusinessGuard Liability

A simple and dynamic digital guide to our public and products liability offering, specifically tailored to the food and beverage industry.

# AI G's BusinessGuard Liability

Select a topic below to explore





# Tailored liability solution for the Food and Beverage industry

The Australian food and beverage industry is Australia's largest manufacturing sector. Its annual turnover is \$133 billion - more than 32 per cent of the total Australian manufacturing turnover. The industry is the fastest growing manufacturing employer in regional Australia.

AIG has created a tailored product for the food and beverage industry, which covers and protects clients throughout the entire process - from harvest to consumption. In Australia, AIG is focused on providing a breadth of coverage that allows clients to focus on providing delicious food and beverages into our homes and those across the world.



## Available Cover through BusinessGuard Liability (clients up to \$500m in turnover)

- Public Liability up to \$50m
- Products Liability up to \$50m
- North America jurisdiction in respect to exported products (no cap of total exports)
- Environmental Liability
  - \$100,000 automatic cover
  - Optional up to \$1m
- Product Recall
  - \$100,000 automatic cover
  - Optional up to \$1m
- Manufacturers Errors and Omissions optional extension

## Stand-alone cover available for clients with broader needs

- Environmental Impairment Liability - EnviroPRO
- Contaminated Products Insurance



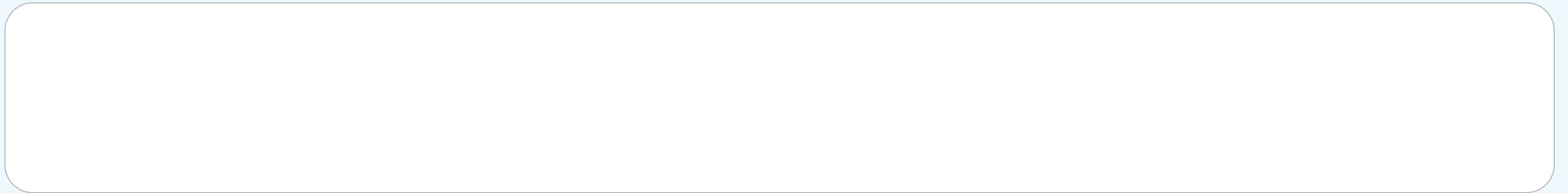
# Our Risk Appetite

Recognising that transparency is key to any successful partnership, AIG is committed to defining and communicating our risk appetite clearly so clients can focus on what matters most – securing the right cover to protect their business and customers.

Explore our underwriting considerations and risk appetite below. Click on each category in the **interactive barometer** to learn which industry sectors and occupations we're targeting for portfolio growth, which risks we may require additional information for, and risks that we will occasionally consider on a limited basis.

## Our underwriting considerations when assessing food and beverage risks

- Insured product
- Insured turnover
- Insured's quality accreditations (HACCP, Food Safety Certification, ISO)
- Contractual agreements in place for third party manufacturers
- Label compliance with overseas legislations
- Recall Plan in place
- Management of contractors/casuals on-site, including wage roll
- Insured compliance with EPA licenses
- Overseas exports/imports
- Packaging and storage management
- Previous claims and incidents
- Environmental compliance, previous claims and incidents



# Claims Scenarios

Our experienced claims professionals across Australia have in-depth knowledge and expertise in claims handling for a wide range of exposures.

Below are just a few examples to illustrate how AIG's BusinessGuard Liability cover has protected our clients against the unexpected.



## Public Liability

A contractor falls on a coffee spill at the insured's premises. As a result of the fall, the contractor requires surgery and is unable to resume the same role resulting in economic losses.



## Products Liability

A customer goes to the football and buys a coffee and cake produced by the insured. Shortly after the game, the customer begins to feel unwell and discovers they have food poisoning.

The Insured receives a call from the venue advising them that a number of patrons have fallen sick and the cause of the illness has been identified as their coffee.



## EIL

A third-party notices the local stream is causing damage to the surrounding flora and fauna. The EPA is contacted and an investigation into the cause is traced back to the insured's manufacturing plant.

Clean-up costs are incurred by the insured to repair the damage.



## Recall

The coffee from the football incident is found to have been contaminated along the production line. The insured is aware of numerous venues that the coffee beans were supplied to and therefore must recall them from sale and incur the substantial costs associated.



## Exported Products

The insured's coffee beans were also exported to Los Angeles, USA as part of an Australian Tourism initiative. Unfortunately the contaminated beans have caused a number of well-known celebrities to fall ill. The insured now faces a lawsuit in the USA claiming significant compensation.



## Errors and Omissions

The insured was asked to produce coffee beans for a third-party but failed to label the product appropriately in line with local label requirements. Due to the mislabelling, the beans didn't sell as expected and the insured's customer incurred a financial loss.





# The AIG Advantage

We believe that being **easy to do business with**, remaining flexible and **solutions-focused**, and leveraging our **local insights with global expertise** is what truly sets us apart.

Here's how:



## Technical expertise

AIG offers unmatched underwriting expertise on target industries with the flexibility to offer a wide range of liability solutions.



## Multinational capability

AIG's locally-based team has in-depth knowledge of global markets, providing extensive reach and the ability to serve multinational clients across 215+ countries and jurisdictions.



## Loss control services

For more complex risks within the Commercial/SME sector, our risk team provides a unique perspective and risk mitigation strategies on the latest developments across a broad range of industries.



## Claims excellence

Locally-based claims experts with the added benefit of leveraging our global network for quick and informed decision making.

# Contact Us

## Management Team

### Jason Thoroughgood

Head of Casualty, Australia

M: +61 401 263 925

[jason.thoroughgood@aig.com](mailto:jason.thoroughgood@aig.com)

### Tracy Lou

Portfolio Analyst

T: +61 2 9240 1701

[tracy.minlou@aig.com](mailto:tracy.minlou@aig.com)

## Crisis

### Claire Richards

Underwriting Lead Recall & Crisis, APAC

M: +61 466 778 248

[claire.richards@aig.com](mailto:claire.richards@aig.com)

## General Liability

### COMMERCIAL

#### Olivia Chung

Casualty Manager –  
Corporate/Commercial

M: +61 434 660 283

[olivia.chung@aig.com](mailto:olivia.chung@aig.com)

#### Peter Shahinnia

Senior Underwriter

M: +61 468 662 200

[peter.shahinnia@aig.com](mailto:peter.shahinnia@aig.com)

#### James Crawford

Senior Underwriter

M: +61 403 212 714

[james.crawford@aig.com](mailto:james.crawford@aig.com)

#### Anna Wallace

Underwriter

M: +61 422 146 465

[anna.wallace1@aig.com](mailto:anna.wallace1@aig.com)

#### John Bifera

Underwriter

M: +61 468 528 719

[john.bifera@aig.com](mailto:john.bifera@aig.com)

### MAJOR ACCOUNTS

#### Mark Sbaglia

Casualty Manager -  
Major Accounts

M: +61 466 832 743

[mark.sbaglia@aig.com](mailto:mark.sbaglia@aig.com)

#### Jacqueline McCarthy

Senior Underwriter

M: +61 466 027 880

[jacqueline.mccarthy@aig.com](mailto:jacqueline.mccarthy@aig.com)

#### Jessica Stuart

Senior Underwriter

M: +61 422 243 636

[jessica.stuart@aig.com](mailto:jessica.stuart@aig.com)

#### Kerry Thom

Senior Underwriter

M: +61 403 715 992

[kerry.thom@aig.com](mailto:kerry.thom@aig.com)

## Environmental Impairment Liability

### Phillip Paul

Senior Underwriter

M: +61 401 709 292

[phillip.paul@aig.com](mailto:phillip.paul@aig.com)



American International Group, Inc. (AIG) is a leading global insurance organisation. AIG member companies provide a wide range of property casualty insurance, life insurance, retirement solutions and other financial services to customers in approximately 70 countries and jurisdictions. These diverse offerings include products and services that help businesses and individuals protect their assets, manage risks and provide for retirement security. AIG common stock is listed on the New York Stock Exchange.

All products and services are written or provided by subsidiaries or affiliates of American International Group, Inc. Coverage is subject to underwriting requirements and actual policy language. Non-insurance products and services may be provided by independent third parties.

In Australia, insurance is issued by AIG Australia Limited ABN 93 004 727 753 AFSL No 381686.

© AIG, Inc. All rights reserved.