

Pre-Incident Services

Intelligent Risks

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| Key contact: | Neil Fergus |
| Tel: | +61 2 9439 2933 |
| Email | neil.fergus@irisks.com |

Intelligent Risks (IR) operate throughout Australia and globally. They 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. Their recent CMP experience includes:

- ▶ 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 program and provided recommendations of ways in which the program 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 www.irisks.com.

HACCP Australia

Key contact:

Martin Stone

Tel:

+61 2 9956 6911

Email:

martin@haccp.com.au

HACCP Australia is a private company based in North Sydney, with staff located in Brisbane, Melbourne, Hong Kong & London. They have over 15 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 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.

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 assessing 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 www.haccp.com.au.

SE24

SE24 consultants have extensive experience in the field of kidnap prevention and response. They are based throughout the three main geographical hubs: Europe, Asia-Pacific and the Americas.

Well-versed in the intricacies of local cultures and fluent in their languages, SE24 consultants help ensure a high degree of expertise and communication when attending to clients.

The team also offers expert assistance in the related specialist support services including crisis management; crisis communications; government and law enforcement liaison; and trauma management.

The services SE24 can provide include:

- ▶ Kidnap avoidance: specialist anti-kidnap and hostage survival training for individuals, their staff and families, reducing the risk of kidnap and sharing potentially life-saving skills to those at risk.
- ▶ Online security risk information: access to the InTouch online service which offers clients a range of country risk profiles, essential security tips and a 24/7 enquiry facility to answer any security concerns they may have.

Find out more about SE24 at www.se24.com.



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