

# Allianz Risk Consulting Success Stories Playbook

Allianz Risk Consulting (ARC):  
Risk management tailored to your needs



We strive to mitigate risks through a practical application of loss control engineering principles, based on the combined inputs of all parties to create the best responses to unique challenges.

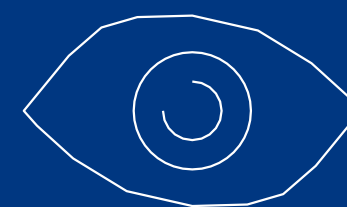
# Allianz Risk Consulting

We work closely with clients throughout the policy lifecycle and share resources and knowledge through our industry-leading thought leadership and research.



# What we do

We help businesses:



Identify and evaluate risks across operations



Implement safety and loss prevention measures



Develop plans and strategies to improve resilience



Overview

What we do

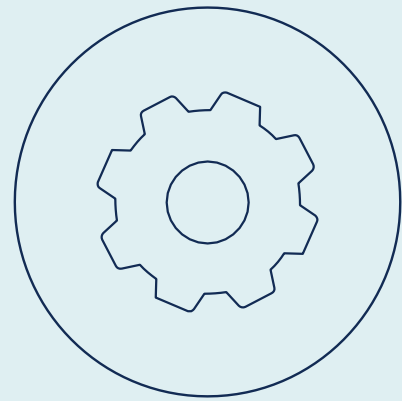
ARC for you

Our offering

Case studies

Ready?

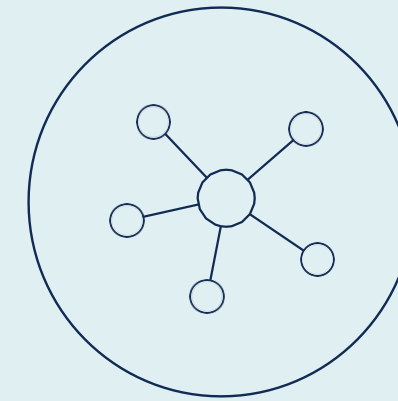




**Experienced engineers...**  
from a wide range of  
technical, industrial and  
scientific disciplines



**Client benchmarking...**  
based on key loss insights  
and trends cultivated from  
rich data

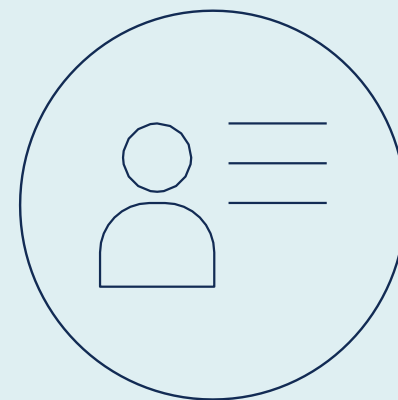


**A global network...**  
of 260 experts  
spread across 24  
locations worldwide

# Why **ARC** is right for you



**Access to market-leading  
insurance solutions...**  
making us the insurer of  
choice for many of the  
Global 500 firms



**Dedicated local  
points of contact...**  
who work with you  
throughout the  
policy lifecycle



**Competitive pricing  
and conditions...**  
With comprehensive,  
accurate, data-driven  
insights



Overview

What we do

ARC for you

Our offering

Case studies

Ready?



# Our **ARC** offering

**Allianz Risk Consulting is all about offering technical expertise and risk management solutions across a wide range of commercial and industrial operations.**

## We offer

- A wide range of risk consulting services to help your business manage, prevent, and reduce risks, no matter your industry.
- A coordinated global network of risk consultants and expert partners working as one team ensures a wide range of expertise, experience and skillsets is available for your needs.
- Expert Groups helmed by industry experts serve clients in specialized business segments and are aligned with the AGCS Global Industry Solutions model.
- Digital solutions leveraging technology, data and analytics to develop a comprehensive view of current and emerging risks and trends, and their impact on your business.



Overview

What we do

ARC for you

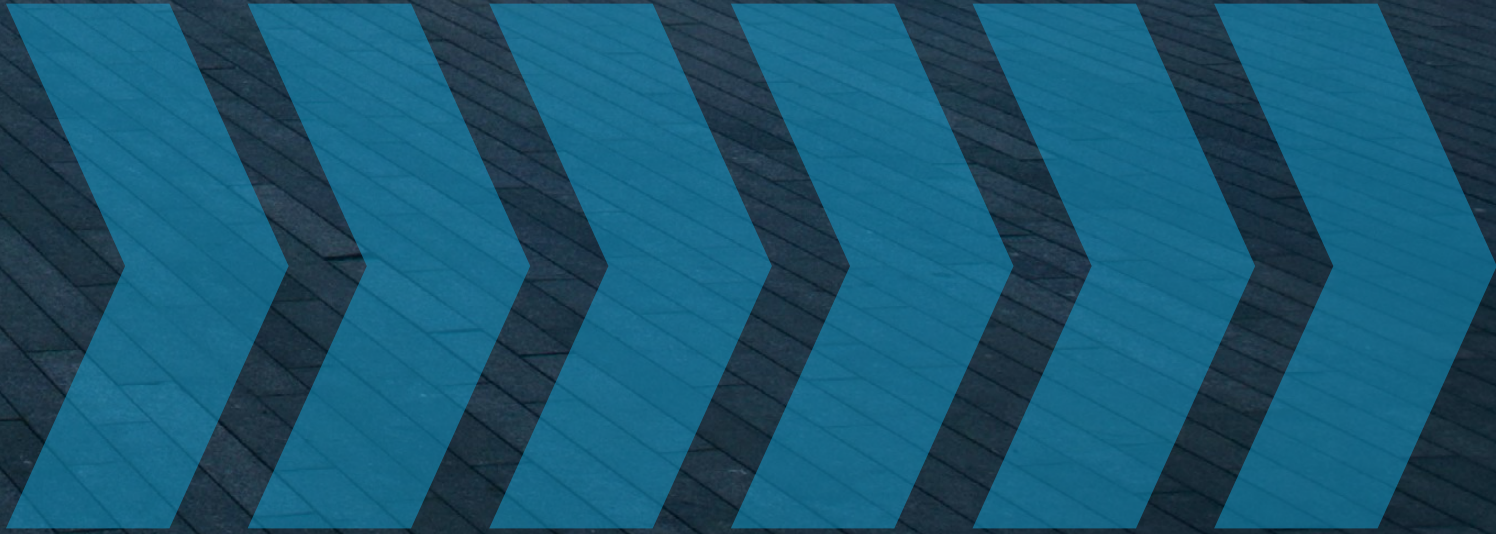
**Our offering**

Case studies

Ready?



# Case studies



# Automotive Comprehensive risk engineering solutions and supply chain assessments



## Background

The client is a multinational automotive manufacturing corporation headquartered in Europe, responsible for some of the world's most recognizable automotive brands.

AGCS insures the Property Multinational Program and the client has high expectations of its insurer's loss control program and services across its global manufacturing locations.



Overview

What we do

ARC for you

Our offering

Case studies

Ready?



# Solution

ARC provided extensive services such as surveys, engineering project reviews and technical support to address the client's risk management needs.

The team also focused on understanding the client's supply chain and business interruption exposures, proposing that they conduct business continuity plan audits and assessments of critical suppliers.

The client purchased over €500,000 of ARC services to help manage its risk exposure and improve its risk profile.

# Results



**Successfully managed risk and exposure**



**Risk profile was improved significantly**



**Audits revealed any supply chain vulnerabilities**



**Our high technical skills and knowledge made the project possible**

**“The client purchased over €500,000 of ARC services...”**



# Defense Contractor Service on the go



## Background

The client is in the business of manufacturing high tech equipment and machinery for the space and defence sectors. AGCS is their marine cargo insurer.

The client's shipments have a loss prevention plan that is incorporated into its insurance policy, including sending AGCS shipping declarations which ARC review and provide technical support from a loss prevention perspective.

There was one instance where a multimillion euro shipment was to be transported by road across the country. While all necessary compliance and regulation administration had been completed, on the day of loading the client noticed that the transporters had delivered a damaged trailer, which did not permit the approved lashing plan to be implemented.

Despite the strong commercial pressure placed on the client not to delay the shipment, the client did just that and contacted ARC Marine to obtain important advice on what to do next.



Overview

What we do

ARC for you

Our offering

Case studies

Ready?



# Solution

ARC Marine was contacted at 11:30am, and decided to organize a remote inspection using our remote surveying tool, MirrorMe, to better understand the situation. They discovered that the suggested plan was insufficient, and instead they developed a new plan that allowed for the safe transportation of the cargo.

The cargo was delivered without incident, less than an hour from when ARC was first contacted. The team's quick intervention prevented a potential multi million euro loss. The client had a strong degree of trust in ARC due to the quality of service received over the years, which (in part) had contributed to their own culture of loss prevention in their daily operations.

# Results



**Multi million euro loss avoided**



**A solution found within an hour of contact**



**Cargo arrived at its destination safely**



**Client's trust in ARC remains strong**

**“The team’s quick intervention prevented a potential multi million euro loss.”**



Overview

What we do

ARC for you

Our offering

Case studies

Ready?



# Rail Construction Into the unknown



## Background

The client is a railway captive responsible for the construction of a major railway in Asia, linking several developing countries over the course of six years. AGCS was the lead reinsurer of the construction program.

This was an ambitious and complex project running through hundreds of kilometers of rugged terrain including more than 200 bridges and tunnels over fast-flowing rivers and through steep mountainsides respectively. When combined, these account for 60% of the railway's overall length.



Overview

What we do

ARC for you

Our offering

Case studies

Ready?



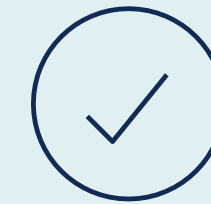
# Solution

Our risk consultant braved tough jungle conditions to identify risks and critical points along the route. ARC conducted follow-up visits and surveys to ensure the project was on track.

Our proposals on temporary works management, site traffic, natural catastrophe mitigation and change management were accepted and implemented by the client.

The project was completed both on time and within budget, with no significant claims. AGCS is now the preferred partner for the client's future construction projects.

# Results



**All project milestones achieved**



**Railway built on hundreds of kilometers of terrain**



**Risks associated with fast-flowing rivers and steep mountainsides mitigated**



**A well-managed project that finished on time and within budget**



Overview

What we do

ARC for you

Our offering

Case studies

Ready?



# Manufacturing A highly complex technical undertaking



## Background

The client is a chemical company specializing in animal nutrition and operates a large manufacturing plant, which is a critical supplier for other companies in the group for downstream manufacturing. The plant has the highest European classification regarding hazardous plants and therefore has a strict policy of continuous improvement management of safety and the environment.

The plant requires a high reliability of fire protection for asset preservation, due to the presence of highly flammable products. To ensure this, the firm installed a series of fire protection systems to limit any risk to its staff, local residents, the environment, and its production processes.



Overview

What we do

ARC for you

Our offering

Case studies

Ready?



## Solution

The client engaged ARC as independent experts to oversee the testing of these critical fire protection systems. ARC developed a methodology to qualify these systems in accordance with applicable standards, and, because of the plant's size and complexity, the team worked very closely with the client.

Testing commenced, with the most hydraulically demanding pump unit test first – as this was the asset for which the client's largest loss scenario was identified. After a day of arduous testing under demanding conditions, ARC was able to ascertain that all six of the site's fire pumps met the test standards.

## Results



**All six fire pumps passed testing**



**The plant could continue operating in good condition**



**Strict safety policies were successfully met**

**“ARC was able to ascertain that all six of the site's fire pumps met the test standards.”**



Overview

What we do

ARC for you

Our offering

Case studies

Ready?



# Hydroelectric Dam

## Collaboration and risk management



### Background

The client owns and operates several hydroelectric dams in Europe and approached AGCS to participate in their Third Party Liability program.

ARC was engaged to review the risks associated with the program and we conducted a risk assessment specific for dams. During the engagement with the client, it became apparent that their dam safety management system was below the standards expected for the industry sector.



Overview

What we do

ARC for you

Our offering

Case studies

Ready?



## Solution

ARC provided technical assistance and advice to the client to help address deficiencies and requirements for a better dam safety management system. The client committed to enhancing their safety management program, which allowed underwriting to provide insurance coverage with appropriate conditions.

The team helped the client successfully update their management system within the deadline, offering further recommendations for improvement upon launching. The outcome was mutually beneficial, with the client raising their risk management process to industry standards, and continuing to engage with ARC on their challenges.

## Results



**The risk management system was successfully updated**



**Their risk management processes were upgraded**



**Continued working relationship with ARC on risk challenges**

**“The outcome was mutually beneficial, with the client raising their risk management process to industry standards”**



Overview

What we do

ARC for you

Our offering

Case studies

Ready?





# Oil Refinery Modernization Project

## Moving critical shipments safely



### Background

The client is a major Middle Eastern refinery and a major contributor to its national GDP. Its products are exported to countries in Africa, Middle East, Southeast Asia and North Asia. The refinery is currently undergoing a modernization program to increase production output, diversify its products and extend the lifespan of the refinery. AGCS is the marine project cargo insurer and ARC is involved in assessing and monitoring the safe transportation of critical items shipped from all over the world to the job site.

A particular shipment of reactors from Europe were scheduled to be loaded on river barges from the inland manufacturing facility and transported to the port for shipment on a sea-going vessel. The manufacturer of the reactors planned to ship two reactors on one barge. The review of the loading and lifting plans by ARC determined that loading operation would not be safe if two reactors were loaded on the same barge.



Overview

What we do

ARC for you

Our offering

Case studies

Ready?



## Solution

ARC addressed concerns about the manufacturer's loading plans for reactors during a shipping operation, and drew up new plans after discussing the concern with stakeholders. The client approved the new plans despite additional costs, which helped avoid potential catastrophic losses when two shipping saddles disconnected.

Had two reactors been on the barge, the losses could have been over US\$100 million, and delayed the project by 11 months. ARC's timely intervention and correct instructions helped avoid these losses.

## Results



**Losses of over US\$100 million avoided**



**A new risk mitigation strategy put into place successfully**



**Safety of workers and surrounding areas secured**

**“ARC's timely intervention and correct instructions helped avoid these losses.”**



Overview

What we do

ARC for you

Our offering

Case studies

Ready?



# Global Power Utility Evaluation and risk mitigation of machinery lifetime extension



## Background

The client is a global power utility that operates a fleet of gas turbines of the same make and model across multiple locations globally. A major priority for our client is extending the lifetime of its assets and prolonging the lifespan of each gas turbine unit by as much as 50,000 hours could save the client more than €4 million per unit.

A major challenge is the fact that unit lifespan extensions do not comply with the OEM's maintenance recommendations. Although the client had developed a technical concept in collaboration with renowned third-party technical experts stating that such an approach is adequate, there was no warranty provided for the extension. The risk of the lifetime extension would therefore be with the insurer.



Overview

What we do

ARC for you

Our offering

Case studies

Ready?



# Solution

ARC's risk consultants collaborated with the client to develop a Loss Control Program, which would understand and evaluate the critical loss scenarios due to the lifetime extension. The program was developed through initial workshops with the technical project team, third-party experts and open discussions with the client.

# Results



**Lifespan extensions now comply with maintenance recommendations**



**A Loss Control Program was developed to help avoid loss**



**Extensive collaboration led to the best solution**

# Wind Turbine / Manufacturer Continuous upscaling and upgrading of wind turbines



## Background

Each year, several new wind turbine types are developed by manufacturers and brought to the market. In most cases, the new models exhibit higher power ratings or larger blades for different wind conditions, alongside several other upgrades.

Coverage for projects that are using prototype turbines or turbines with prototypical components can be provided. However, this is only possible with appropriate evaluation and within specified limits.



Overview

What we do

ARC for you

Our offering

Case studies

Ready?



## Solution

ARC took proactive measures to support clients seeking insurance solutions for upgraded wind turbine models. We work closely with manufacturers to stay updated on technology developments and maintain continuous risk dialogue, using prototype assessment guidelines.

Risk consultants, underwriters and third party technical experts collaborate to develop comprehensive Loss Control Programs. This helped facilitate several success stories with repeatable models for future partnerships.

## Results



**The development of a Loss Control Program**



**A repeatable success model for future partnerships**



**Multiple success stories as a result of the LCP**

“This helped facilitate several success stories with repeatable models for future partnerships.”



Overview

What we do

ARC for you

Our offering

Case studies

Ready?



# Contractors All Risk Drone flights to manage global construction sites



## Background

The client is a global construction company that required an effective Contractors All Risk (CAR) insurance solution that offered coverage for property damage and third-party injury or damage claims at worksites during the construction period.

For global construction sites to implement an effective Loss Control Program, it's critical to identify high risk issues on construction sites and develop well-defined responses. As well as mitigation measures to allow for fast reaction times, to reduce the scope of damage.



Overview

What we do

ARC for you

Our offering

Case studies

Ready?



# Solution

ARC proposed regular drone flights to inspect specific areas of interest at its client's sites, including the setup and organization of construction sites, usage of combustible materials, impact of natural catastrophe risks and 3D scans to capture the risk and trend of site settlement.

The client's contractors carry out the drone flights, and the footage is shared with ARC for evaluation. This solution has been successful in providing a fast and repeatable offering for the market. In cases where clients cannot provide drone footage, ARC uses an expert drone solutions partner to supplement their needs.

# Results



**An effective evaluation of drone footage**



**The solution is a repeatable and easy one**



**It's enabled sufficient inspections to take place on site**

“...successful in providing a fast and repeatable offering for the market.”



Overview

What we do

ARC for you

Our offering

Case studies

Ready?





# HVDC & Interconnectors Loss control for large onshore and offshore projects



## Background

High-voltage direct current (HVDC) and interconnector projects require an effective and project-specific risk control due to the technical complexity and large loss potential of such projects.

Clients often require technical input with expert perspective on risks in order to gain access to the professional insurance market and mitigate their project risks.



Overview

What we do

ARC for you

Our offering

Case studies

Ready?



# Solution

ARC developed a survey plan designed to tackle the main risks of a client's project that can be customized to specific requirements. This includes fire scenarios, emergency procedures, and quality control processes. Projects are surveyed throughout their lifecycle, with different focus areas depending on the project phase. At any stage, recommendations may be provided to findings and to determine further actions.

Where clients seek first-hand experience in addressing challenges or risks, risk consultants can provide customized training or workshops on the state of technology and share insights on large losses and means to avoid them. They can also offer independent advice or discussion to reflect on the impact of a specific technology for any client company in terms of technical risks and possible business cases.

In developing close-knit relationships, the client and AGCS both benefit from early open feedback on challenges and opportunities out of our unique perspective on risk.

# Results



**An open and trusted relationship between client and AGCS**



**Development of a survey plan that is fully customizable**



**Training and workshops available to help prevent large losses**

**“...benefit from early open feedback on challenges and opportunities out of our unique perspective on risk.”**



Overview

What we do

ARC for you

Our offering

Case studies

Ready?



# Food & Beverage Going the extra mile to deliver value-added services



## Background

Sustainable foods are in high demand, with increasingly health and wellness conscious consumers seeking quality, nutritional products.

With industry-leading businesses spanning verticals including cocoa, coffee, dairy, nuts, and spices, the client in question offers just that. It has a unique global value chain, comprising its own farming operations, farm-gate origination, and manufacturing facilities.

Its complementary and differentiated portfolio of 'on-trend' food products enable an approach focused on co-creating solutions that meet changing consumer preferences. For example, if there's a growing demand for healthier food that's both traceable and sustainable.

In support of this mission, the firm acquired one of the largest cocoa processing companies in Asia in 2019, working to position itself to capitalize on Asia's trajectory of becoming the largest global consumer of cocoa powder.



Overview

What we do

ARC for you

Our offering

Case studies

Ready?



## Solution

AGCS is no stranger to this client, and the longstanding account is insured with us on a global liability program for their international operations. The team conducts regular site surveys across the client's operations in Singapore, Indonesia and Vietnam to support its commitment to excellence in food safety and operational improvement.

ARC proposed a recall simulation at the newly acquired plant to stress test its recall readiness. The simulation provided insights, recommendations and confidence to the client, deepening ties between all parties involved.

## Results



**The simulation provided useful recall readiness insights**



**The client can now commit to food excellence with confidence**



**The relationship between us and the client is trusted and strong**

**“The simulation provided insights and confidence to the client, deepening ties between all parties involved.”**



Overview

What we do

ARC for you

Our offering

Case studies

Ready?



# Retail Remote solutions at work



## Background

The client is one of the largest shopping mall chains in the world, with a portfolio of around 300 supermarkets and clothing stores.

In 2016 one of the client's supermarkets suffered a fire with a multimillion euro loss. This created fresh concerns with the client over the lack of control and knowledge they had about their own risks.

AGCS insures the property program of this strategic client. Following previous tough renewals affected by market conditions and remediation measures, it was more important than ever to demonstrate the value we create in the relationship and reinstate ourselves as a partner of trust.



Overview

What we do

ARC for you

Our offering

Case studies

Ready?



# Solution

ARC worked closely with the client to understand their needs for reporting improvements, loss prevention advice and coverage of new risks (like cyber).

The team conducted 43 onsite surveys and started using a remote surveying tool to cover basic surveys in smaller locations. This helped them monitor and track their assets efficiently from the ground up.

The solution enabled ARC to strengthen our relationship with the client, and renew the account seamlessly.

# Results



**We reinstated ourselves as a partner of trust**



**Successfully mitigated loss potential**



**The client is able to monitor and track assets efficiently**



**A strong relationship between us and the client ensued**

“The solution enabled ARC to strengthen our relationship with the client, and renew the account seamlessly.”



Overview

What we do

ARC for you

Our offering

Case studies

Ready?



The **Success Stories Playbook** is all about showcasing what we've already accomplished through partnerships and cross-functional collaboration within different industry sectors.

**Contact:**  
Ekaterina Mamonova  
*Global Distribution*  
[ekaterina.mamonova@allianz.com](mailto:ekaterina.mamonova@allianz.com)



# Ready

