



Press Release

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**AIG General Releases New Service for Food Related Businesses  
"HACCP-RAS" – diagnostic service for hygiene management  
based on the HACCP system  
Supporting small and medium-sized businesses in the lead up to  
the implementation of HACCP regulations in 2020**

**TOKYO, August 3, 2018** - AIG General Insurance Co., Ltd. (AIG General) announced its new "HACCP-RAS" (HACCP-Risk Assessment Service) diagnostic service for hygiene management based on the HACCP system. The system is designed for food related business operators.

- According to new regulations, hygiene management in Japan will be required to conform to HACCP (the international food hygiene management system standard) from 2020.
- In principle, the new system applies to all food related businesses including small and medium-sized businesses.
- AIG General will provide the service to support small and medium-sized businesses.
- The HACCP-RAS service creates a report based on responses to 20 questions from the three viewpoints of "hygiene education," "manufacturing environment," and "scheme development". Based on the score, the service presents a comprehensive evaluation in three stages.

In accordance with the revised Food Sanitation Law established in the ordinary Diet session in June, in principle, from 2020 all food related business operators must conform to the HACCP (Hazard Analysis and Critical Control Points) international standard for hygiene management. This obligation is regarded as a new issue for small and medium-sized businesses. Surveys targeting managers and supervisors of small and medium-sized restaurants confirmed that few restaurants currently have a detailed understanding of the introduction of HACCP<sup>\*1</sup>.

The HACCP-RAS service provides a simple and free diagnosis of the customer's hygiene management system and procedures based on the customer's responses to questions. The HACCP-RAS service was developed under the supervision of Mr. Mitsuo Kato of Foods Design Co., Ltd., a specialist in food hygiene management. In the quickest cases, HACCP-RAS can provide same-day diagnosis results, giving businesses a report that summarizes their current hygiene management situation and provides advice on how to make improvements..

AIG General, which provides risk consulting services under its business strategy concept of "ACTIVE CARE"<sup>\*2</sup>, will use this service to support small and medium-sized food related businesses.

AIG General currently provides the "BCP Diagnostic App" to assess business continuity risks for small and medium-sized businesses, and HACCP-RAS is a new addition to its range of risk assessment tools. AIG General will use these tools as part of its risk consulting service and plans to continue to enhance its offering with additional tools. .



## About HACCP-RAS

### · Overview

HACCP-RAS will be provided through insurance agencies that offer AIG General's insurance products and will be offered free of charge as part of AIG General's risk management services.

### · Diagnostic procedure

- 1) Customers answer 20 questions about their food hygiene management condition either online or on paper. (AIG General offers two kinds of diagnosis; one for manufacturers and one for restaurants.)
- 2) Responses are scored on the basis of three viewpoints of "hygiene education," "manufacturing environment," and "scheme development". A comprehensive evaluation of the customer's current hygiene management procedures and operations in terms of the establishment and operation of sanitation management will be provided and given a ranking between A and C.
- 3) AIG General's insurance agency then provides a report that summarizes the customer's current hygiene management situation in relation to the HACCP system as well as providing suggestions on how to make improvements. The diagnosis can be provided on the same day in the earliest cases.

HACCP-RAS service will be on display at the AIG General booth at Gaishoku Business Week 2018, Japan's largest restaurant business expo, to be held at the Tokyo Big Sight convention center from Tuesday, August 28 through Thursday, August 30, 2018.

\* 1 AIG General survey (July 2018) : Please also refer to the separate reference materials.

### \* 2 About ACTIVE CARE

ACTIVE CARE is AIG's group-wide strategic concept consisting of the 3 main elements listed below.

- 1) Simple and Easy to Understand - a transparent relationship with customers and a simple and easy to understand approach from the customer's perspective
- 2) Preventive Risk Information – proactive support not only during emergencies, but also with risk identification and prevention.
- 3) AIG Innovation - leading technologies and globally accumulated know-how, combined with our deep knowledge of the Japanese market means continuous innovation as we continue to drive value for our customers.

### <About AIG>

American International Group, Inc. (AIG) is a leading global insurance organization. Founded in 1919, today AIG member companies provide a wide range of property casualty insurance, life insurance, retirement products, and other financial services to customers in more than 80 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 and the Tokyo Stock Exchange. In Japan, AIG companies such as AIG General Insurance Company, Ltd., American Home Assurance Company Ltd., JI Accident & Fire Insurance Co., Ltd., AIG Partners Co., Ltd. and Techmark Japan KK are providing their services.