



AirGuard®

Leading-Edge Aerospace Safety & Loss Control Services

AIG Aerospace pairs market-leading insurance with state-of-the-art services to help our aerospace clients skillfully navigate aviation risks and crises and mitigate losses. Our experienced safety and loss control team provides insights to benefit both our coverages and our client's operations – and sources ever better services to help clients keep pace with rapidly advancing exposures.

With AirGuard, we have created a suite of best-in-class safety and loss control services expressly designed to address the complex risk, safety and regulatory challenges of corporate flight departments, commercial air carriers, and airports, as well as aviation service providers and support groups. As our clients' needs evolve, so does our suite of services.

AirGuard services are available at preferred rates for AIG Aerospace clients through Wyvern Consulting and Dix & Eaton, Inc.—two firms that are established leaders in their fields.

Wyvern for Corporate Aviation

Safety Management, Compliance, & Training Programs

A world leader in aviation risk management and safety consulting, Wyvern provides AIG Aerospace corporate aviation clients with specialized services to help them improve safety and achieve compliance with safety and quality standards worldwide. Wyvern services available via AirGuard include:

- Flight Operations Quality Assurance (FOQA) & Flight Data Analysis (FDA) Services. Wyvern takes a systematic, proactive approach to improving safety using digital flight data for trend monitoring as well as flight animation, detailed investigations, and risk analysis and monitoring.
- IS-BAO Stage I, II, & III Compliance Services. Wyvern partners with clients to help them prepare for and achieve compliance with the International Standard for Business Aircraft Operations (IS-BAO) protocol, the industry benchmark for high quality operating practices for business aircraft operations.
- Training & Education. A variety of training & education programs are available—from convenient web-based safety and risk management training, to SMS and ERP Program workshops and specialized SMS-compliance related training for senior executives.
- Safety Management System (SMS) and Emergency Response Planning (ERP) Implementation. End to send support is available for companies seeking to design and implement a safety management system.

Dix & Eaton, Inc.

CrisisProtectSM Crisis Communications Services

The experienced professionals of Dix & Eaton's crisis communications practice help AIG Aerospace clients prepare for and handle the critical communications aspects of an aviation crisis, offering CrisisProtectSM, a proven package of services that includes crisis media training sessions, table top crisis exercises and creation of a ready-to-go web site page to deploy in a crisis. They bring nearly 20 years of experience handling every aspect of public relations surrounding an aviation accident, from initial emergency response to the resulting NTSB investigation and beyond.

- Specialized Crisis Communications Training. Media training for executives, crisis team members and other employees is tailored to individual aviation operations and geared to equip all those involved in crisis communications with the confidence and skills to develop and deliver accurate, concise and timely messages to a wide variety of audiences that often extend beyond the media.



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- **Table-Top Crisis Exercises.** A table-top exercise enables companies to simulate a crisis event such as an air accident, assess readiness to respond, and identify areas of improvement so they are well prepared to effectively handle communications and public relations challenges when a real life crisis strikes.
- **Crisis Website Development.** The framework and template language for a website page is readied before an event, so companies can easily “flip the switch” to provide vital information to the marketplace in the critical hours and days after a crisis. Depending on the client’s needs, content can include everything from frequently asked questions (FAQ) and phone numbers for media, customers and/or families, to maps and links to recent news on an event.

Elevating Safety and Loss Control:

The Companies Behind AirGuard

AIG brings more than 65 years of experience to the aviation insurance and risk management marketplace, serving as a long-term strategic partner to a wide array of aviation operations. Along with market-leading insurance, AIG Aerospace provides tailored safety and loss control services for clients in every corner of the global aerospace marketplace, including corporation aviation, FBOs, airports, airlines, repair stations, and manufacturing facilities.

Wyvern (www.wyvernlimited.com) is the global leader in solutions for assessing and managing risk for corporate flight departments, commercial air carriers and aviation support groups around the world.

Dix & Eaton, Inc. (www.dix-eaton.com) is an integrated communications and public relations firm with decades of experience preparing clients to successfully manage the challenges of crisis-related communications.

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American International Group, Inc. (AIG) is a leading global insurance organization. Founded in 1919, today we provide a wide range of property casualty insurance, life insurance, retirement products, mortgage insurance and other financial services to customers in more than 100 countries and jurisdictions. Our 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.

Additional information about AIG can be found at www.aig.com and www.aig.com/strategyupdate | YouTube: www.youtube.com/aig | Twitter: @AIGinsurance | LinkedIn: www.linkedin.com/company/aig. These references with additional information about AIG have been provided as a convenience, and the information contained on such websites is not incorporated by reference into this product profile.

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