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Foodborne Illness and Contamination Coverage for Restaurants

Overview: Food contamination/tampering, unsanitary conditions and workplace violence claims and expenses can be devastating to a business. It only takes one foodborne illness to damage the reputation of a restaurant. Add to it an ill employee or contagious customer in the location, and the risk becomes even greater. Gallagher recognized the need to offer protection for corporate, franchised and privately owned restaurants.

Policy Coverage

- Contaminated supplied products
- Extortion demand
- Foodborne illness
- Government recall
- Health scare event
- Malicious product tampering
- Public notification
- Security crisis event
- Workplace violence event

Reimbursement Provided

- Loss of gross profit
- Rehabilitation and marketing costs
- Advertising and remediation costs
- Restaurant decontamination and cleanup costs
- Medical response costs
- Extortion demand costs
- Workforce expenses

Additional Coverage

- A 24/7 crisis hotline
- Access to crisis consultants at RQA and SOS Risk, assisting with the mitigation of risk that comes from a disruptive event

Target Classes

Restaurant locations, chains or franchisees that:

- Are based in the United States
- Have 20 or fewer locations (sharing a common trade name)
- Have less than \$40 million in sales

Prohibited Classes or States

N/A — all 50 United States

Maximum Limits of Liability

Up to \$5 million in the aggregate

Minimum Deductible

\$0 (no waiting period)



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Claim Scenarios

Claim 1: Foodborne Illness

The rib-eye steaks have been tenderized, seasoned and placed in the walk-in on a sheet on a shelf over freshly washed lettuce. One of the cooks goes to the refrigerator to pull the chicken from the shelf alongside the steaks and bumps the tray, causing the marinade to spill on top of the lettuce. The next cook enters the cooler, unwittingly pulls the lettuce and makes salads with the contaminated product.

Claim 2: Supplier Contamination

A well-known restaurant chain known for its fresh ingredients receives a shipment of spinach contaminated with E. coli. No matter what safety precautions are taken, because the vegetable is served raw, there's no way to sanitize it. Twenty people are hospitalized, and it's all over the news and social media.

Claim 3: Sanitary Conditions

Cleaning procedures in one of your locations are not followed correctly by one of your temporary staff members, which leads to multiple customers becoming ill after eating even though the food was not contaminated. The health department shuts down the facility for cleaning, and public knowledge of the issue reduces revenue for several weeks after the restaurant reopens.

Claim 4: Health Scare Event

One of your locations is closed by the local authorities after finding out that several customers diagnosed with legionellosis had eaten there. The location remained closed for two weeks even though testing reveals that the exposure was not associated with the restaurant.

Claim 5: Workplace Violence Event

An armed gang member enters one of your locations and shoots at another customer. The location is closed for two days for police investigations, cleaning and sanitizing operations.

Claim 6: Product Extortion

You open a new location and receive a bomb threat unless beverage supplies are bought from a specific local company. You're faced with paying extortion monies and potential malicious product tampering.

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