



When environmental incidents happen, a professional, reliable and specialised response matters.

PIER Europe
Pollution Incident and
Environmental Response



Bring on tomorrow

PIER Europe – AIG’s unmatched pollution incident and environmental response network delivering reliable and specialised support when businesses need it most.

Incidents of

ANY SIZE

are supported by the service, no matter how large or small

Dedicated hotline available

24h/365

SPECIALISED

response network across Europe including crisis communication consultants

Services provided in over

40 LANGUAGES

Available in

32 COUNTRIES



Helping clients resume normal operations whilst minimising the costs associated with remediation and potential liabilities, PIER Europe can aid the dispatch of professional responders and coordinate a comprehensive response – from major and catastrophic to minor pollution and environmental incidents.

Available in 32 countries, PIER Europe network can mobilise local specialised consultants and contractors to support businesses develop remediation plans, mitigate damage, manage public impact of the incident and begin the clean-up.

PIER Europe is accessible to AIG Environmental policyholders and the network puts clients in direct contact with the recommended responders. Our clients enter into a contract with the service providers, ensuring they remain in control of the response. If the pollution incident is not covered by the policy, businesses can still benefit from AIG’s discounted rates.

Powerful, Customised Response

PIER Europe includes specialists in:

- ✓ Environmental spill response and clean-up
- ✓ Disaster recovery and restoration
- ✓ Environmental and ecological consulting
- ✓ Waste management & disposal
- ✓ Investigative services including cause and origin

Crisis Communication and Public Relations

PIER Europe also provides access to professional communication support which can help minimise reputational damage when sensitive incidents hit the headlines. Delivered by highly skilled and experienced professionals, this service is available on request, and must form part of your AIG Environmental Impairment Liability policy.

Specialised Claims Expertise

Every Environmental Impairment Liability policy issued by AIG is backed by the industry’s largest and most experienced in-house Environmental Claims operation – with over 100 Claims professionals worldwide.



How to report a pollution incident to PIER Europe

Call the PIER Europe hotline **+44 (0)1273 400965** available 24 hours a day, seven days a week, provide your contact information and a brief description of the incident.

Report your claim as detailed in your policy.

AIIG will then contact you, discuss the details of your incident and recommend PIER Europe's most appropriate response team in your area – specific to your incident and needs.

We will remain available to support you and adjust your claim.



+44 (0)1273 400965

PIER Europe is available in 32 countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lichtenstein, Lithuania, Luxembourg, Malta, Norway, Poland, Portugal, Romania, Russia, Slovakia, Slovenia, Spain, Sweden, Switzerland, the Netherlands and the United Kingdom.

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Bring on tomorrow

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