

CRISIS MANAGEMENT // NEWSLETTER //
AUSTRALIA

Product Recall Monitor January – June 2023

December 2023

The Liberty Specialty Markets (Liberty) Product Recall Monitor summarises recent product recalls that have taken place across a variety of industries in Australia.

In this edition we share the latest recalls in:

- ▶ Food and beverage
- ▶ Home and living
- ▶ Babies and kids
- ▶ Health and lifestyle

TRENDING
TOPICS

AUSTRALIA

Why Liberty?



Voted the [NIBA 2023 Specialty Insurer of the Year](#), Liberty Specialty Markets (Liberty) offers a breadth of world-class insurance and reinsurance services to brokers and insured clients alike. We bring value and solutions to more than 26,000 of Asia Pacific's most significant business and government organisations – helping protect what they earn, build or own.

Experts in crisis management

We are experts in crisis management, and have the largest recall team in the country, comprised of experienced underwriters with more than 20 years experience.

Our bespoke policies are tailored to suit the individual needs of clients, covering:

- ▶ Accidental contamination
- ▶ Product defect
- ▶ Intentional impaired ingredient
- ▶ Government recall
- ▶ Alleged contamination
- ▶ Product extortion
- ▶ Malicious product tampering
- ▶ Adverse publicity

Market leading cover and best in class crisis support

Our market leading Contaminated Products Insurance includes Retailers Withdrawal coverage*. This means our policy also covers product withdrawal due to a quality issue with no threat of bodily injury. This fills the significant gap in coverage for many clients who find themselves exposed when their product is subject to a withdrawal from supermarkets due to a quality issue, as opposed to a food safety issue.

24/7 support

You can expect 24/7 support from our dedicated crisis management consultants. We provide access to leading crisis management consultants, market leading food technologists and PR experts to assist you with the prevention, management and recovery from a product recall event.

Exceptional service, risk engineering and local claims handling

We understand the need for a quick turnaround and Liberty has underwriters in all eastern states who can meet with clients when needed the most.

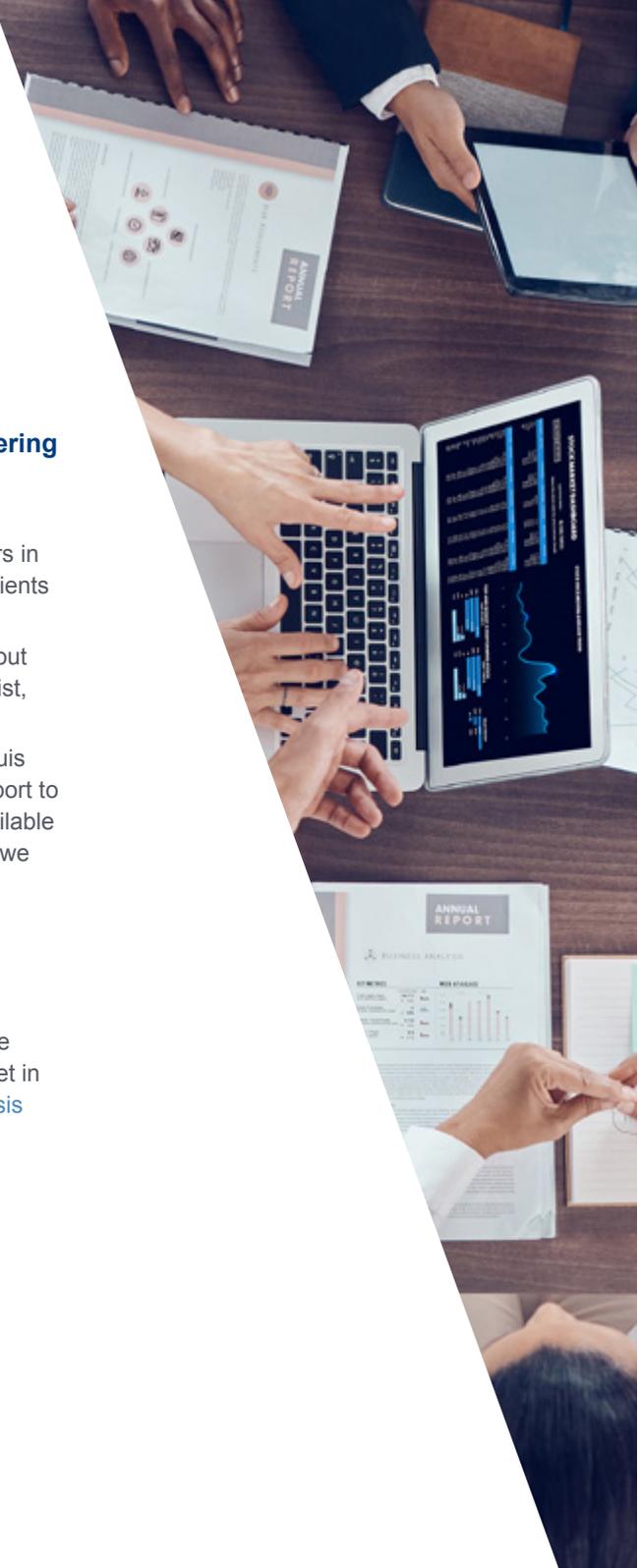
Our local claims handling is managed out of Sydney by our senior claims specialist, James Paul.

We have a dedicated Risk Engineer, Luis Gonzales, who provides technical support to underwriters regarding risk. Luis is available to meet with your client to help ensure we fully understand your client's business.

Find out more

If you would like to know more about product recalls and withdrawals and the tailored solutions we provide, please get in touch with a member of the [Liberty Crisis Management team](#).

* All benefits and covers described in this monitor are subject to the terms of the relevant policy.



What's been recalled in Australia

Food and beverages

Recall examples

6 March 2023 – watermelon sour beer

The recall is due to secondary fermentation. Food products containing excess alcohol and carbonation may cause illness/injury if consumed.

22 March 2023 – organic tahini products

The recall is due to potential microbial (Salmonella) contamination. Food products contaminated with Salmonella may cause illness if consumed.

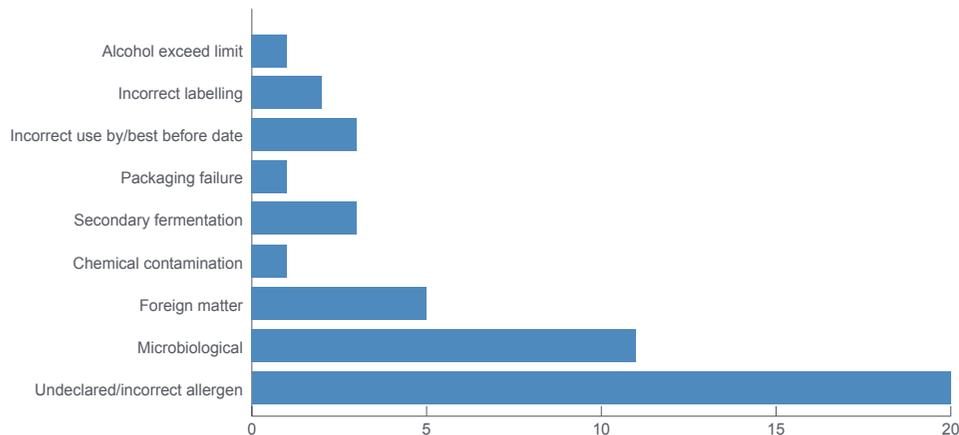
24 May 2023 – ice cream sandwiches

The recall is due to presence of foreign matter (metal). Food products containing metal may cause illness/injury if consumed.

26 June 2023 – yoghurt

The yoghurt was recalled due to the possible contamination of E.coli. Food products containing E.coli may cause illness if consumed.

Reasons for recall



Home and living

Recall examples

10 January 2023 – swivel chair

The star base leg of the chair may break. If the leg breaks and the chair collapses while a person is sitting on it, there is a risk of injury to the user. Incidents have occurred and caused injuries to consumers.

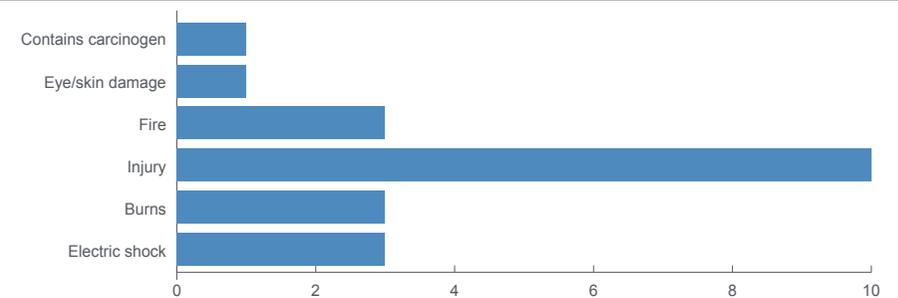
3 March 2023 – timber cleaner

The lid on some containers may not be secure, causing leakage and traces of the product outside of the container. If the product is in contact with skin or eyes, it can cause eye damage or burns.

6 March 2023 – refrigerator

Water can penetrate the sealed electrical control board located at the rear of the refrigerator. The refrigerator may cause a fire, posing a risk of injury to a consumer, and damage to property. The defect has caused fires resulting in property damage.

Reasons for recall



Babies and kids

Recall examples

14 February 2023 – silicon teether

The silicone teething ring does not comply with the mandatory standard for toys for children up to and including 36 months of age, as small nodules from the silicone teething ring may detach. A detached nodule from the silicone teething ring may pose a choking or suffocation hazard for infants and young children, which can lead to severe injury or death.

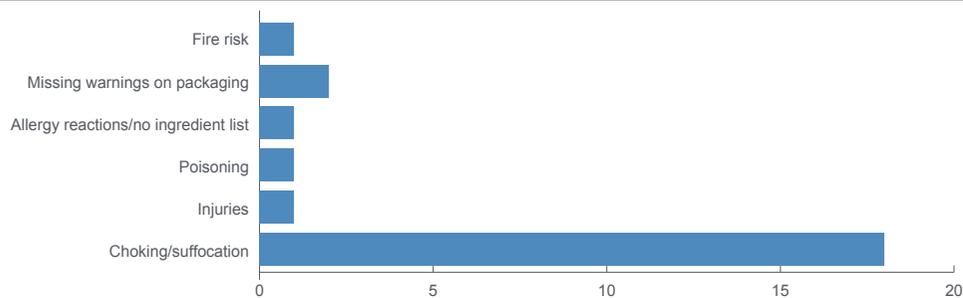
28 April 2023 – wooden rattle

The rattle does not comply with the size requirements set out in the mandatory safety standard for toys for children up to and including 36 months of age. The rattle may pose a choking or suffocation hazard for young children, which can lead to severe injury or death.

4 May 2023 – fishing game

This game doesn't comply with mandatory standards for toys for children up to and including 36 months of age. Small parts may pose a choking or suffocation hazard for young children.

Reasons for recall





Health and lifestyle

Recall examples

13 January 2023 – electric bike

The seat post clamp may fail causing the bicycle saddle (seat) to dislodge. If the bicycle saddle dislodges during use, it increases the risk of accident and serious injury to the rider.

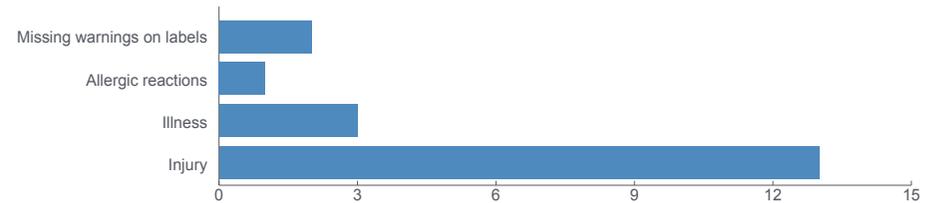
3 February 2023 – moisturising cream

The affected batch of moisturising cream can be contaminated with bacteria *Pseudomonas aeruginosa* and *Klebsiella oxytoca*. Cosmetic products contaminated with *Pseudomonas aeruginosa* and *Klebsiella oxytoca* can cause infection or illness, especially in people with weakened immune systems (immunocompromised).

29 March 2023 – electric scooter

The folding mechanism pivot bolt may fail, this can lead to excessive play in the steering and handlebars. The handlebars may also partly detach from the deck. If the bolt fails there is an increased risk of a fall or an accident resulting in serious injury or death.

Reasons for recall



Contact us

If you're looking for more information regarding product recall insurance, please get in touch with our specialist crisis management underwriters.

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