

CRISIS MANAGEMENT // NEWSLETTER // ASIA

Product Recall Monitor Asia

Welcome to the December 2023 edition of the Liberty Product Recall Monitor for the Asia region.

At Liberty, we are experts in crisis management insurance and offer best in class support underpinned by exceptional service, risk engineering and local claims handling. We understand that each business has different needs and Liberty offers bespoke policy wordings to help ensure the right level of protection in an ever evolving risk environment.

In this edition, we highlight a range of recent allergen related recall incidents of products manufactured in, or distributed throughout Asia.



TRENDING
TOPICS

ASIA

Why Liberty?

With food and consumer safety regulations tightening across Asia, exposure to product recalls is rising, and understanding how to handle safety and recall situations is a growing area of interest for manufacturers, retailers, wholesalers and importers.

Liberty's Crisis Management team in Asia have helped many clients handle safety and recall incidents. They are well positioned to assist our broker partners and clients with insurance solutions and advice in the product safety and recall space.

- ▶ We have a dedicated and experienced recall team across Singapore, Hong Kong and Malaysia.
- ▶ We work very closely with our professional consultancies, HACCP and Security Exchange, who provide expertise in food and safety crisis response, and have a significant presence in Asia. Together, we provide our clients with not only an insurance policy, but a comprehensive service that includes pre and post incident response and consulting.

Experts in Crisis Management

Bespoke policies tailored to suit the individual needs of clients, covering:

- ▶ Accidental contamination
- ▶ Malicious product tampering
- ▶ Product extortion
- ▶ Government recall
- ▶ Alleged contamination
- ▶ Adverse publicity
- ▶ Intentionally impaired ingredients
- ▶ Spoilage
- ▶ Halal contamination (via endorsement Singapore, Hong Kong and Malaysia)

Examples of covered losses:

- ▶ Business interruption
- ▶ Replacement costs
- ▶ Pre recall costs
- ▶ Recall costs
- ▶ Third-party recall costs
- ▶ Consultants and advisor costs
- ▶ Rehabilitation expenses
- ▶ Extortion costs
- ▶ Customer's loss of profits (via endorsement)

Market leading cover and best in class crisis support

Our market leading Contaminated Products Insurance (CPI) includes a sub-limit cover for Spoilage. This fills a significant gap in coverage for many clients who find themselves exposed when their product is subject to a withdrawal due to a quality or performance issue, as opposed to a product 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, PR assistance and market leading food technologists to assist you with the prevention, management and recovery from a product recall situation.

Exceptional service, risk engineering and claims handling

We understand the need for a quick turnaround. Liberty has underwriters in Hong Kong, Malaysia and Singapore and can meet with clients when needed most.

Our claims handling is managed out of Hong Kong by Senior Claims Specialist Kenneth Wan.

We have a dedicated Risk Engineer, Luis Gonzalez, who provides technical support to underwriters. Luis is available to speak with clients to help ensure that we fully understand our client's business and risk profile.

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](#).

Recent food recalls across Asia

2 June 2023 – honey dates

The Singapore Food Agency (SFA) has detected sulphur dioxide, an allergen, in honey dates at levels exceeding the maximum limit stated in the Singapore Food Regulations. The allergen was not declared on the food packaging. Excessive levels of sulphite in food could result in allergic reactions in individuals who are hypersensitive to sulphite. Symptoms include hives, itchiness, stomach ache, diarrhoea and vomiting.

9 June 2023 – Boston lobster

The Singapore Food Agency (SFA) has detected the presence of cadmium in Boston lobster, at levels exceeding the maximum limit for cadmium stated in Singapore's Food Regulations.

30 June 2023 – vegetarian mutton rendang curry

The Singapore Food Agency (SFA) has detected gluten in vegetarian mutton rendang curry and vegetarian golden roast duck, which was not declared on the food packaging labels.

11 July 2023 – crispbread

The European Commission Food Alerts' Rapid Alert System for Food and Feed (RASFF) issued a notification on the recall of crispbread due to exceeding levels of tropane alkaloids (atropine and scopolamine). The consumption of food containing tropane alkaloids may cause short-term effects including increased respiratory and cardiac rates, dilated pupils, mouth dryness, diarrhoea, and confusion.

13 July 2023 – prepackaged chilled crayfish

Prepackaged chilled crayfish was suspected to be contaminated with *Listeria monocytogenes*. The Centre for Food Safety (CFS) has informed the vendor concerned of the irregularity and has instructed it to stop sale and to remove from shelves the affected batch of the product. Should there be sufficient evidence, prosecution will be instituted. The distributor concerned has initiated a recall of the affected batch of the product according to the CFS' instruction.

21 July 2023 – coconut water drink

The product did not indicate the best before date according to the requirements stipulated in Food and Drugs (Composition and Labelling) Regulations.

8 August 2023 – eggs

The Singapore Food Agency (SFA) has detected the presence of *Salmonella enteritidis* (SE) in eggs imported from Ukraine. SE can survive in raw and undercooked eggs and may cause foodborne illness. The symptoms include diarrhoea, abdominal pain, fever, nausea and vomiting. SE can cause serious infection in vulnerable population such as the elderly, young children and those with weakened immune systems.

19 August 2023 – peanut butter cups

The Food Standards Australia New Zealand (FSANZ) has issued a notification on the recall of peanut butter cups milk chocolate and peanut butter cups white chocolate due to undeclared gluten allergen.

23 August 2023 – wheat free oats

The Food Standards Australia New Zealand (FSANZ) has issued a notification on the recall of organic wheat free quick oats from Finland which contained undeclared allergen (gluten).

30 August 2023 – oatmeal shake

Salmonella was found in a sample of imported prepackaged meal replacement product. The Centre for Food Safety (CFS) has informed the online vendor and distributor concerned of the unsatisfactory test result. The concerned vendor has stopped sales and removed the affected product from shelves. The concerned distributor has initiated a recall according to the CFS's instructions.



Recent food recalls across Asia

22 September 2023 – pepper chicken patties

The Singapore Food Agency (SFA) has detected egg in chicken patties, which was not declared on the food packaging label. Allergen in food could result in allergic reaction in individuals who are sensitive to it. Under the Singapore Food Regulations, food products containing ingredients that are known to cause hypersensitivity must be declared on food packaging labels to protect consumers with food allergies.

26 September 2023 – prepackaged cheese sauce

The Centre for Food Safety (CFS) received a notification from the RASFF of the European Commission that two batches of prepackaged cheese sauce product might have been contaminated with *Bacillus cereus* and are being recalled. The importer has stopped sales, has removed the affected product from shelves and has initiated a recall according to the instructions of the CFS. The CFS will also mark and seal the product ordered by the importer upon its arrival to Hong Kong and ensure that the product will not enter the local market.

28 September 2023 – organic mee suar noodles

The Singapore Food Agency (SFA) has detected gluten in organic mee suar, which was not declared on the food packaging labels.

28 September 2023 – Malaysian mooncakes

High levels of bacteria have been detected in two brands of Malaysian mooncakes that could potentially lead to food poisoning. The agency has directed the respective importers to recall the products.

11 October 2023 – camembert cheese

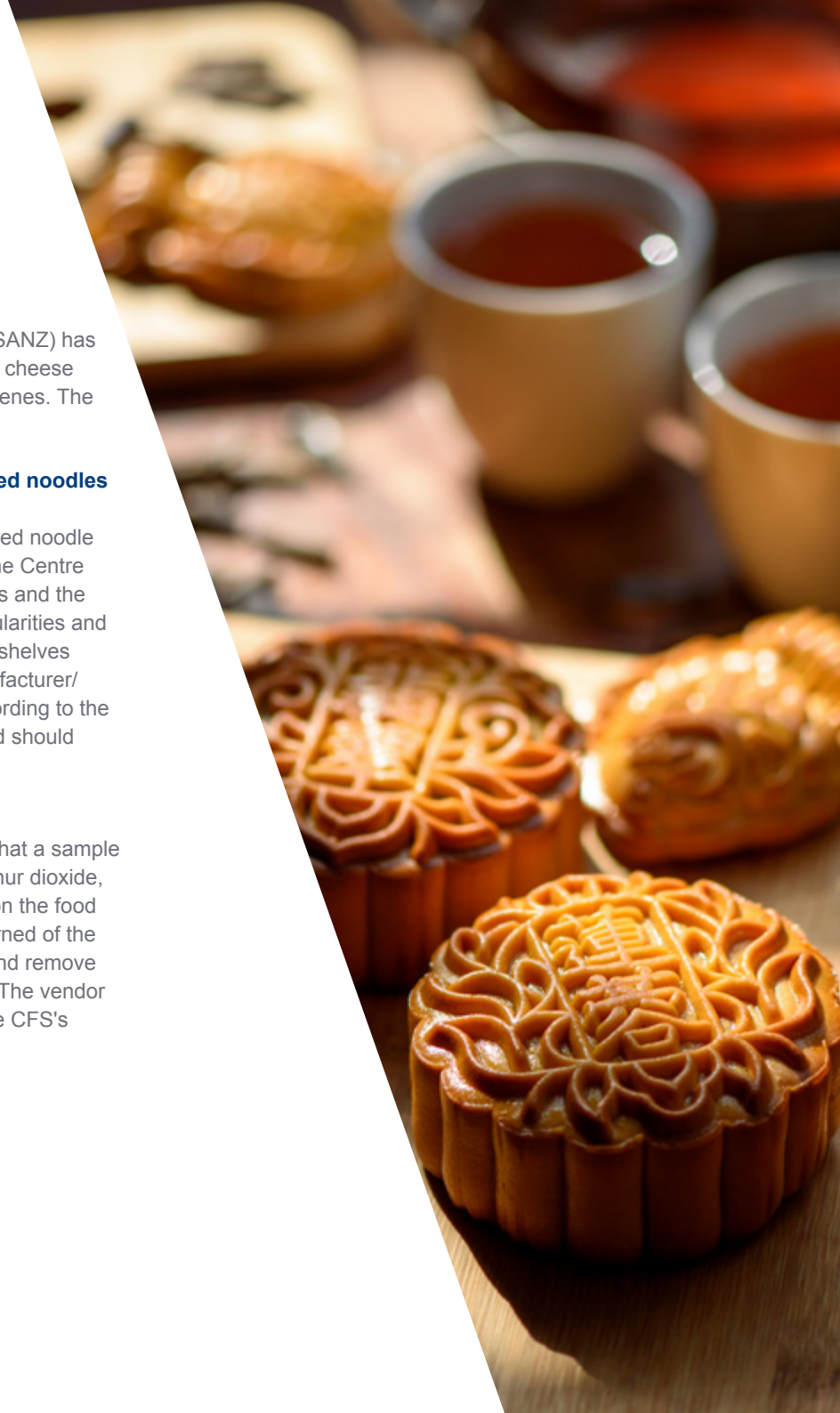
The Food Standards Australia New Zealand (FSANZ) has issued a notification on the recall of camembert cheese due to possible presence of *Listeria monocytogenes*. The recall is ongoing."

16 October 2023 – prepackaged egg-flavoured noodles and scallop-flavoured noodles

Prepackaged egg-flavoured and scallop-flavoured noodle samples were detected with sulphur dioxide. The Centre for Food Safety (CFS) has informed the vendors and the manufacturer/distributor concerned of the irregularities and instructed them to stop sales and remove from shelves the affected batches of the products. The manufacturer/distributor concerned have initiated recalls according to the CFS's instructions. Prosecution will be instituted should there be sufficient evidence."

24 November 2023 – bottled chili sauce

The Centre for Food Safety (CFS) announced that a sample of bottled chili sauce was found to contain sulphur dioxide, but the name of the additive was not declared on the food label. The CFS has informed the vendor concerned of the irregularities and instructed them to stop sale and remove from shelves the affected batch of the product. The vendor concerned has initiated a recall according to the CFS's instructions.





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We're part of the global Liberty Mutual Group, a Fortune 100 company that's been in business since 1912 with a Standard and Poor's 'A' rating.

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