

CRISIS MANAGEMENT // NEWSLETTER //
AUSTRALIA

Product Recall Monitor July to December 2021

December 2021

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

At Liberty, we're experts in crisis management, 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 offer bespoke policy wordings to help ensure the right level of protection in an evolving risk environment.

In this edition we share some of the latest recalls in:

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

TRENDING
TOPICS

AUSTRALIA

Why Liberty?

Voted the [NIBA 2021 General Insurer of the Year](#), Liberty Specialty Markets (Liberty) offers a breadth of world-class insurance and reinsurance services to brokers and insured clients. We bring value and solutions to more than 25,000 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. We have the largest recall team in the country, comprising of experienced underwriters with over 20 years experience.

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

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

Examples of covered losses:

- ▶ Business interruption
- ▶ Product extortion
- ▶ Consultants & advisor costs
- ▶ Rehabilitation expenses
- ▶ Recall costs including transport and destruction
- ▶ Replacement costs
- ▶ Third party recall costs





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. 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, PR assistance and market leading food technologists 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. Liberty has underwriters in all eastern states and 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. Louis is available to meet with your client to help ensure we fully understand your client's business.

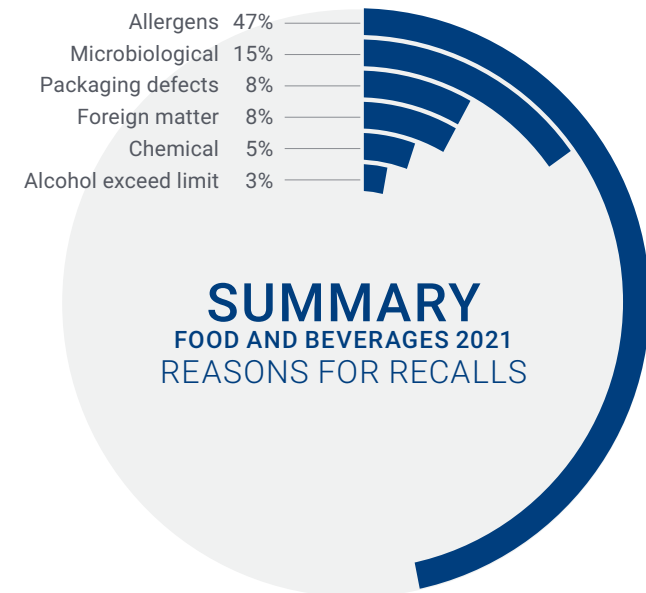
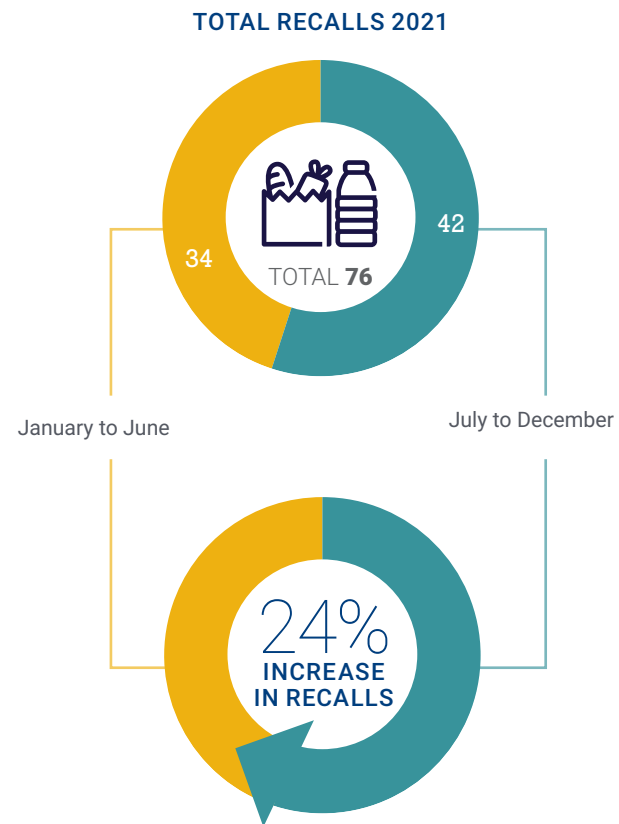
Find out more

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 2021 overview



Food and beverages - July to December 2021

Recall examples

20 September 2021 – smoothie drops

The recall was due to the potential presence of foreign matter (plastic). Food products containing rubber fragments may cause injury if consumed.

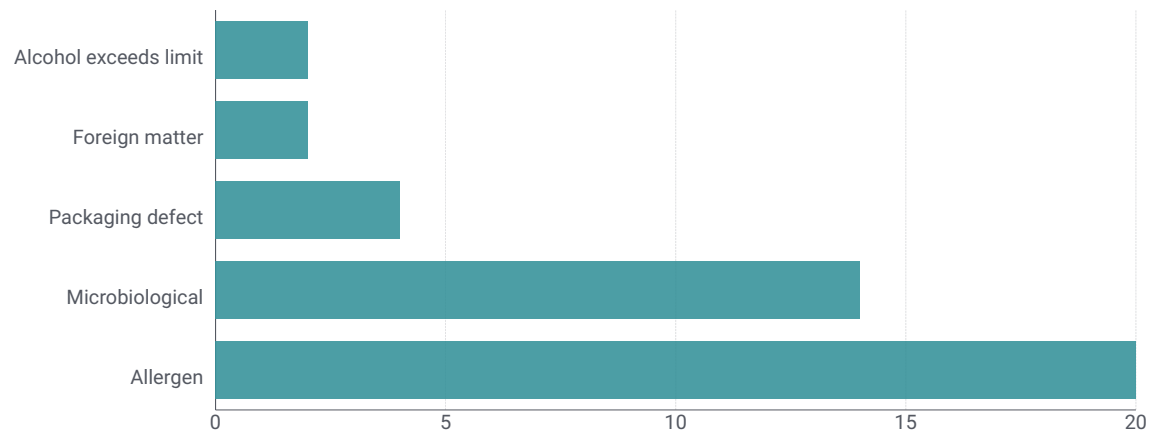
6 October 2021 – sparkling apple juice

The recall was due to a packaging fault. The products have potential for glass breakage. Food products containing glass may cause injury if consumed.

10 August 2021 – dates

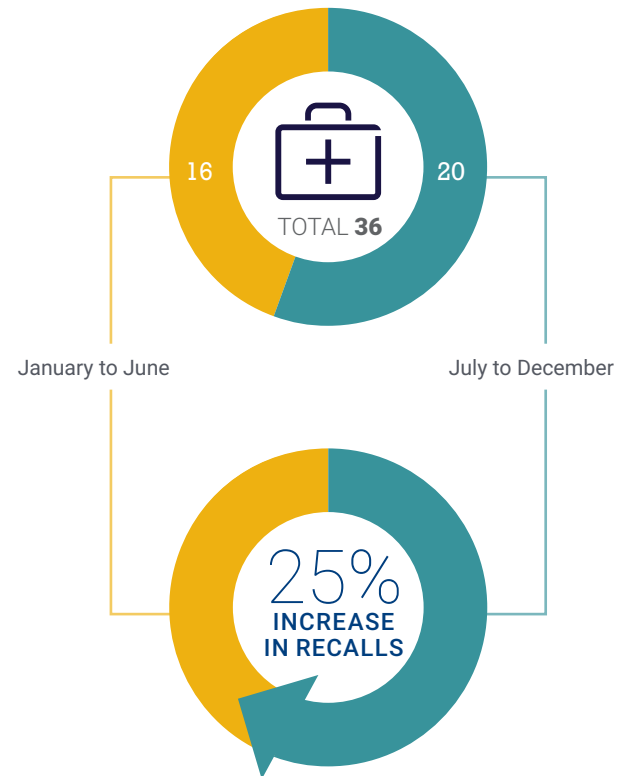
This recall was due to potential microbial (Hepatitis A) contamination. Food products containing Hepatitis A may cause illness if consumed.

FOOD AND BEVERAGES – JULY TO DECEMBER 2021
REASONS FOR RECALLS



Allergens 2021 overview

TOTAL RECALLS 2021



25%
INCREASE
IN RECALLS

Milk	31%
Eggs	19%
Soy	14%
Gluten	14%
Peanut	8%
Tree nuts	3%
Cashew	3%
Wheat	3%
Fish	3%
Sulphites	3%

SUMMARY

FOOD AND BEVERAGES 2021
REASONS FOR RECALLS

Allergens - July to December 2021

Recall examples

26 November 2021 – Persian labneh

The presence of an undeclared allergen (milk, sesame and soy). Any consumers who have a milk, sesame and soy allergy or intolerance may have a reaction if the product is consumed.

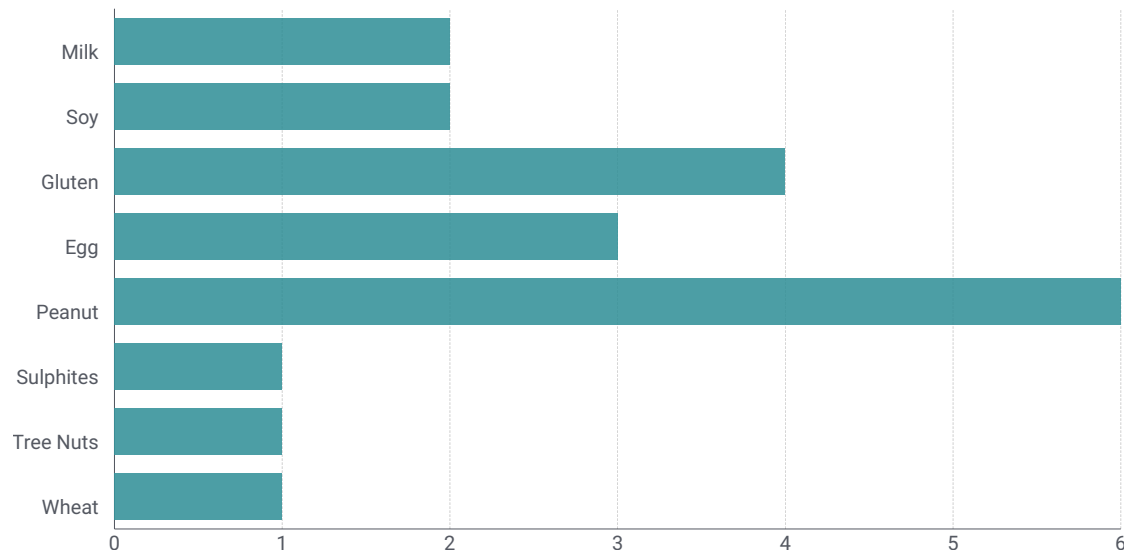
26 November 2021 – biscuits

The presence of an undeclared allergen (milk). Any consumers who have a milk allergy or intolerance may have a reaction if the product is consumed.

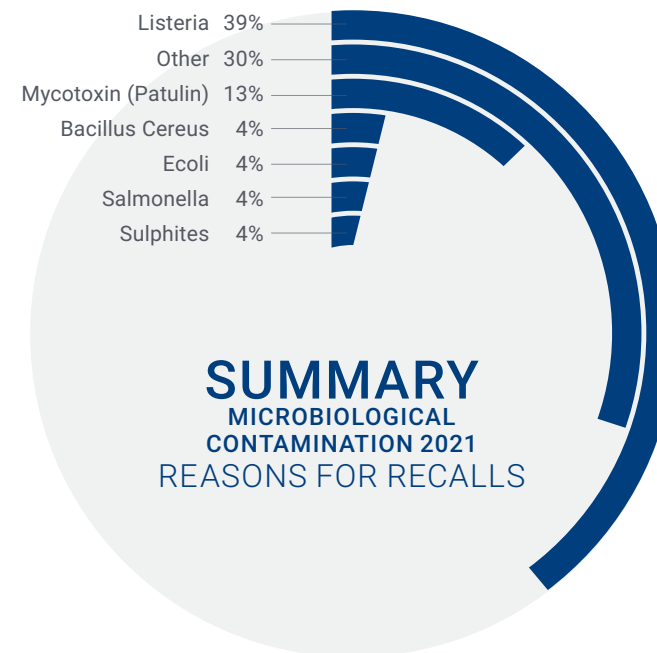
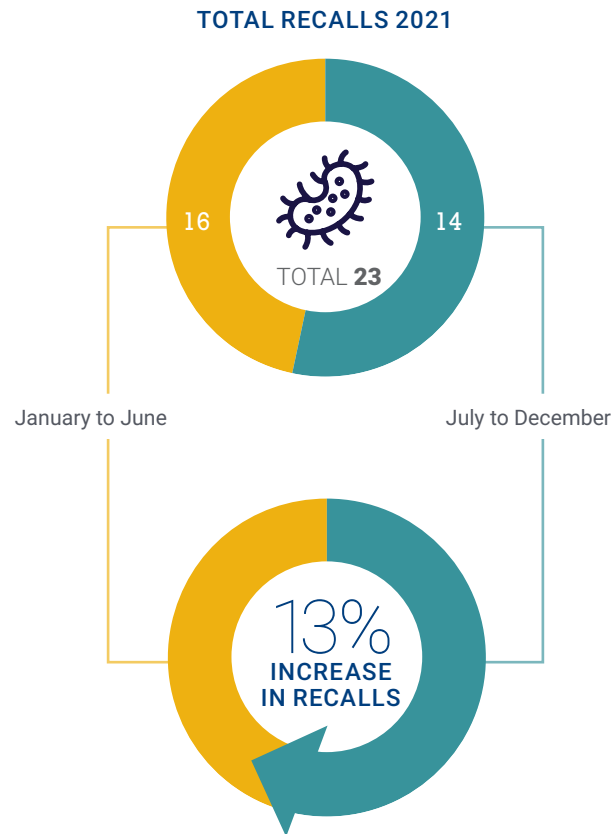
24 December 2021 – ice cream

The presence of an undeclared allergen (peanut). Any consumers who have a peanut allergy or intolerance may have a reaction if the product is consumed.

ALLERGENS – JULY TO DECEMBER 2021
REASONS FOR RECALLS



Microbiological contamination 2021 overview





Microbiological contamination - July to December 2021

Recall examples

3 September 2021 – apple juice

The recall was due to a microbial (mycotoxin patulin) contamination. Food products contaminated with mycotoxin patulin may cause illness if consumed.

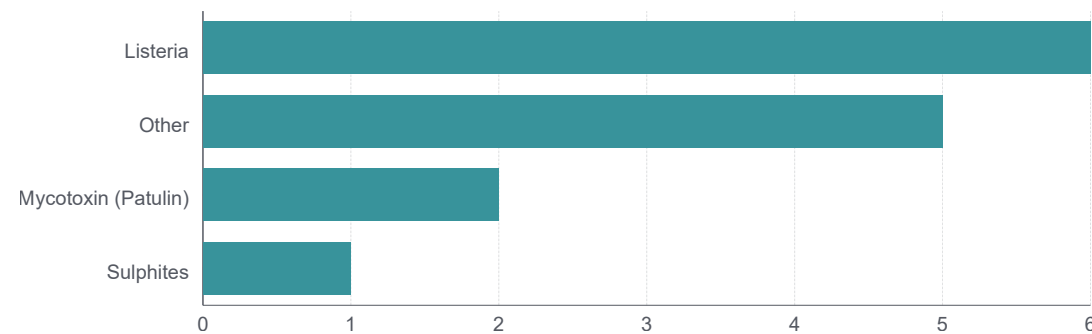
14 September 2021 – smoked ham

The recall was due to a microbial (*Listeria monocytogenes*) contamination. Food products contaminated with *Listeria monocytogenes* may cause illness if consumed.

29 November 2021 – pates

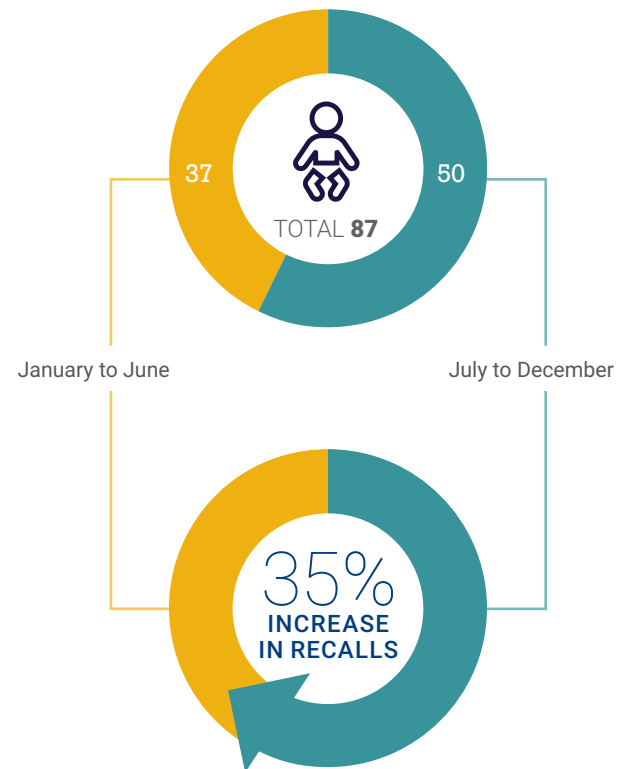
The recall was due to a microbial (*Listeria monocytogenes*) contamination. Food products contaminated with *Listeria monocytogenes* may cause illness if consumed.

MICROBIOLOGICAL CONTAMINATION – JULY TO DECEMBER 2021
REASONS FOR RECALLS



Babies and kids 2021 overview

TOTAL RECALLS 2021



35%
INCREASE
IN RECALLS

Choking	54%
Injuries	41%
Burns	2%
Electric shock	1%
Entrapment	1%

SUMMARY BABIES AND KIDS 2021 REASONS FOR RECALLS

Toys	61%
Kids equipment	28%
Clothing	8%
Furniture	3%

SUMMARY BABIES AND KIDS 2021 CATEGORIES OF RECALLS

Recall examples

15 September 2021 – kids chair

The three screws used to attach the legs to the base of the chair may be too short, and if a child rocks on it, leans on it at an angle, or climbs on it, the chair may break. If the chair breaks while in use, this could cause an injury.

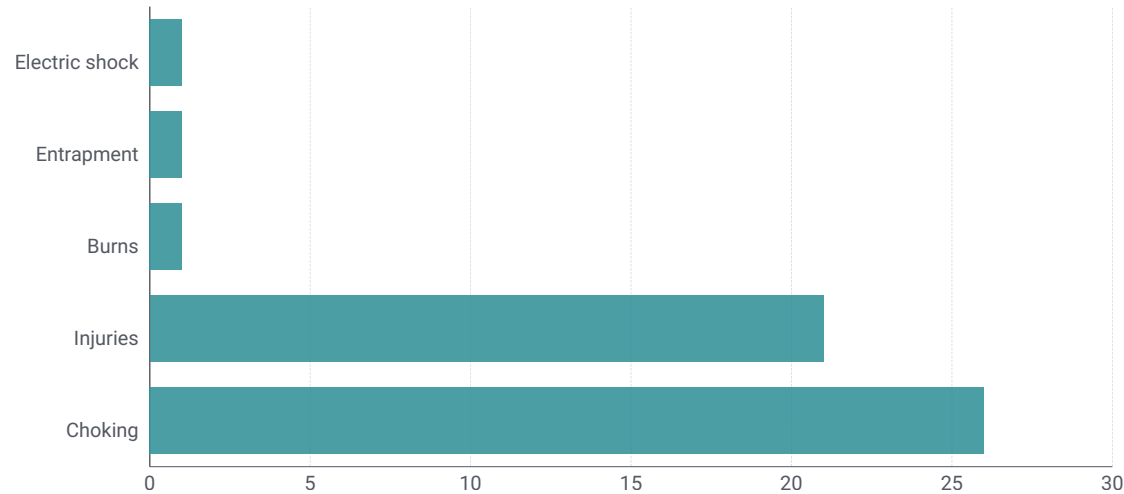
25 November 2021 – magnetic balls

If a child swallows more than one small high powered magnet, the magnets can stick together across the walls of the child's intestine or other digestive tissue, which can lead to internal injuries and even death. The magnets may pose a choking hazard to young children (small parts).

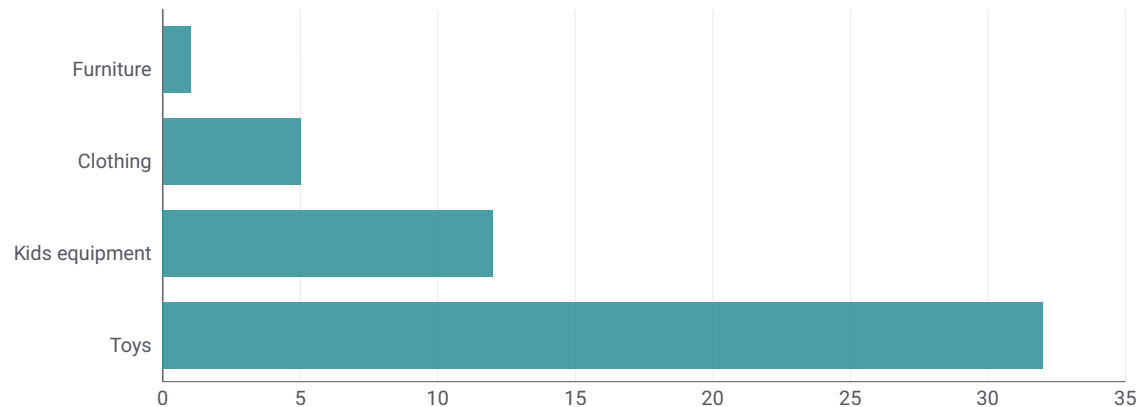
17 December 2021 – baby bell rattle

The rattle may break, releasing small parts. Small parts may pose a choking or suffocation hazard for young children, which can lead to severe injury or death.

BABIES AND KIDS – JULY TO DECEMBER 2021
REASONS FOR RECALLS

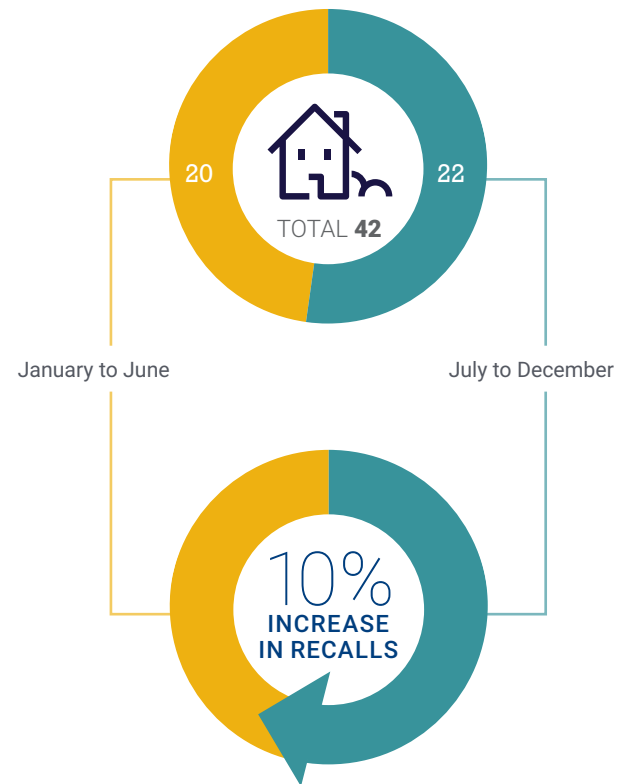


BABIES AND KIDS – JULY TO DECEMBER 2021
CATEGORIES OF RECALLS



Home and living 2021 overview

TOTAL RECALLS 2021



Injury	33%
Electric shock	19%
Burns	17%
Fires	17%
Choking	12%
Carcinogenic	2%

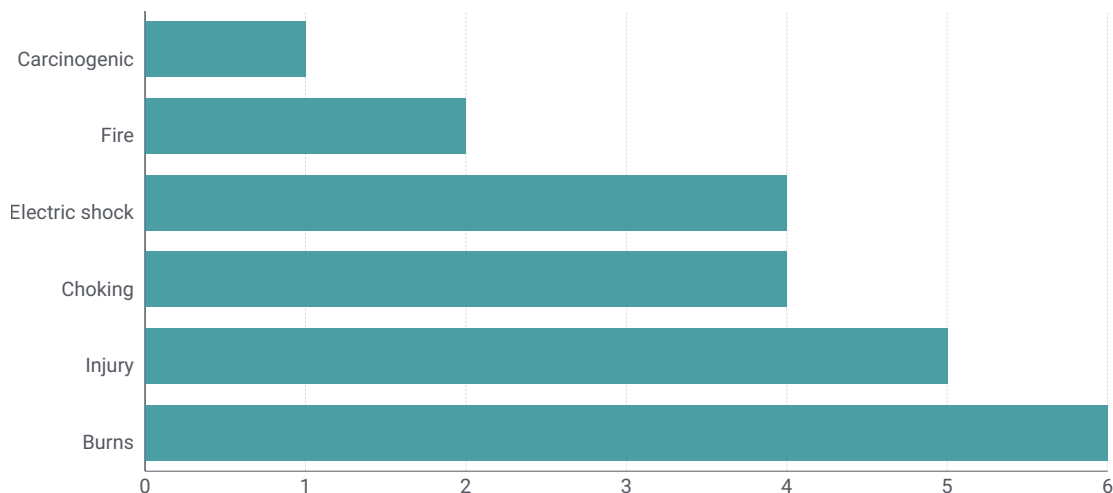
SUMMARY HOME AND LIVING 2021 REASONS FOR RECALLS

Electrical	33%
Home furnishings	19%
Novelties	17%
Kitchenware	14%
Furniture	12%
Pet equipment	2%
Cleaning	2%

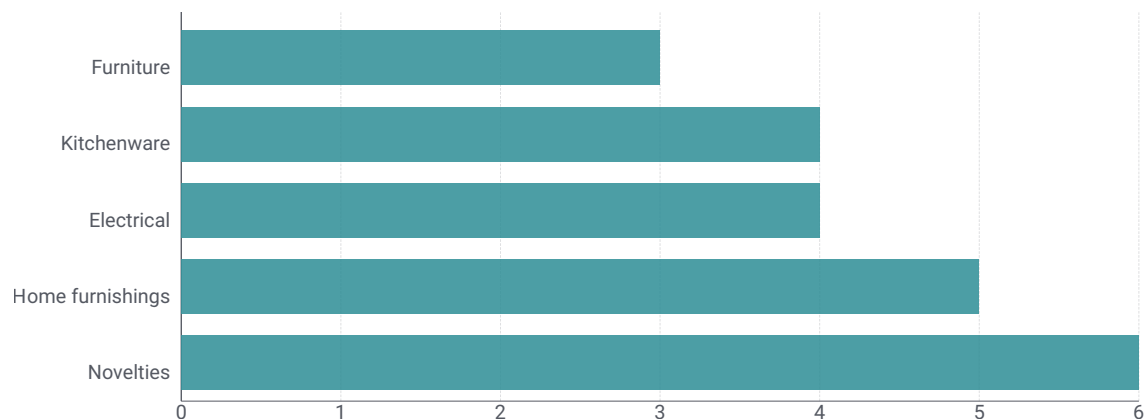
SUMMARY HOME AND LIVING 2021 CATEGORIES OF RECALLS

Home and living - July to December 2021

HOME AND LIVING – JULY TO DECEMBER 2021
REASONS FOR RECALLS



HOME AND LIVING – JULY TO DECEMBER 2021
CATEGORIES OF RECALLS



Source: ACCC 2021

Recall examples

5 July 2021 – mugs, bowls & plates

The product may break during use. If the product breaks when it is filled with hot liquid, this can increase the risk of burns, scalding or serious injury.

17 September 2021 – phone AC adaptor

The adaptor's insulated pin may crack and expose the active pin. Risk of electric shock or electrocution causing injury or death.

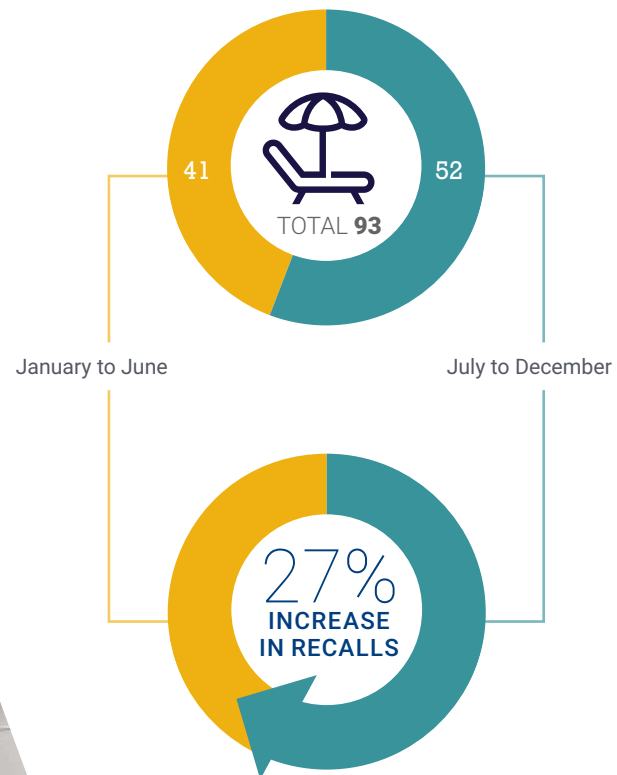
19 October 2021 – LED light

The button battery compartment of the product may not be adequately secured, so the button battery in the product may be easily accessible. If young children gain access to the button battery and ingest it, they may suffer internal burn injuries, which can result in serious illness and even death.



Health and lifestyle 2021 overview

TOTAL RECALLS 2021



Recreation 26%
Pharmacy 52%
Personal 20%
Cosmetics 2%

SUMMARY

HEALTH AND LIFESTYLE 2021
REASONS FOR RECALLS

Injury 63%
Illness 20%
Carcinogen 12%
Electric shock 1%
Fire 1%
Burns 1%
Choking 1%

SUMMARY

HEALTH AND LIFESTYLE 2021
CATEGORIES OF RECALLS

Recall examples

3 September 2021 – wound dressing

The packaging of the adhesive wound dressings is not sealed together completely, leaving partial or fully open seals. The product may become non-sterile if the seal is open. If the dressing is non-sterile and used to treat wounds, this may result in infection and health complications.

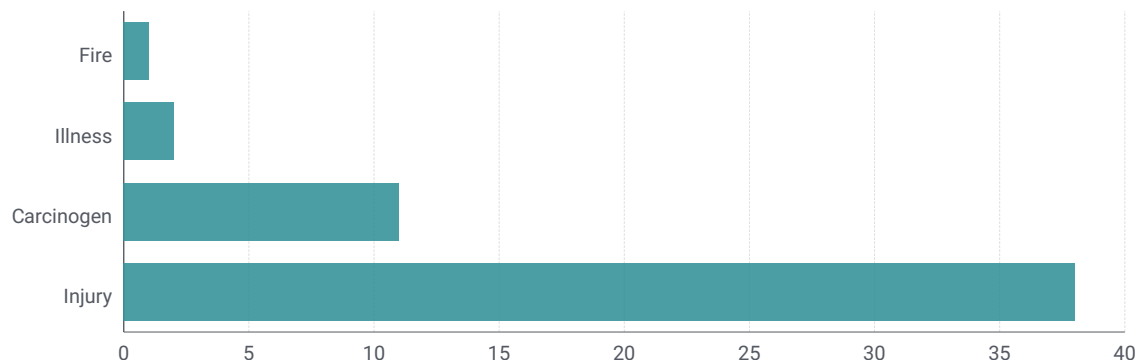
3 November 2021 – bicycle

The front pulley's clamping bolts may not be tightened properly and may allow the steering wire to slip. If the steering wire slips, the rider will lose steering control. This may lead to an accident causing injury or death.

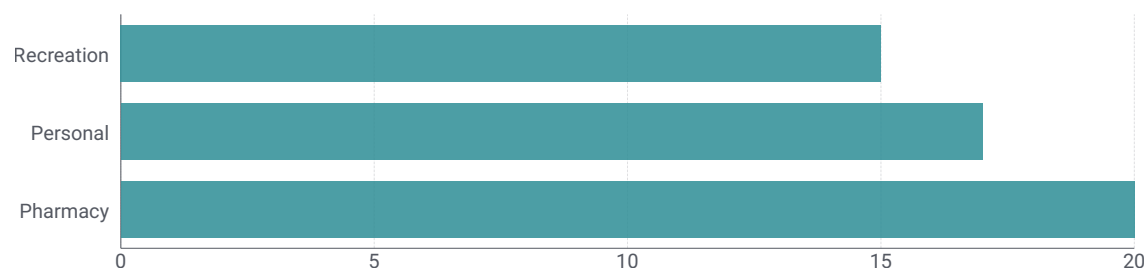
30 November 2021 – shampoo

The shampoo may be contaminated with *Enterobacter gergoviae*. Cosmetic products contaminated with *Enterobacter gergoviae* may cause significant infection or illness, especially if the user is immunocompromised.

HEALTH AND LIFESTYLE – JULY TO DECEMBER 2021
REASONS FOR RECALLS



HEALTH AND LIFESTYLE – JULY TO DECEMBER 2021
CATEGORIES OF RECALLS



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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