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第五章

處理食物事故

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Chapter 5

Managing Food Incidents

- Minimizing Impact of Food Incidents on Local Health
- Tracing Origins of Food
- Expanding Legal Powers
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盡量減低食物事故 對市民健康的影響

過去一年，中心

- 處理了 **超過550** 宗食物事故
- 於涉及由食物而引起的疾病的食肆進行 **超過770** 宗調查
- 處理了 **超過6,000** 宗食物投訴

由於本港十分依賴進口食物，而市面上的食物種類繁多，中心因此密切留意在本港和海外發生的食物事故。就透過食物事故監察機制發現的食物事故，中心人員每天評估其對本港的影響，並採取適當措施，盡量減低對公眾健康的影響。市民對中心處理食物事故的工作寄望甚殷，中心亦優先處理這方面的工作，因為我們深信，只

有迅速和有效地處理食物事故，消費者的信心才能得以建立。

過去一年，中心處理了各類大大小小和對公眾健康有不同影響的食物事故。中心致力以主動積極的方式，設法減低食物事故對公眾健康可能帶來的影響：

- 化驗可能有問題的食品，並於當監察結果顯示食物的安全程度令人關注時，公布事件和採取適當行動，例如在二零零七年四月發現扇貝含大量麻痺性貝類毒素
- 公布事件並要求供應商停止分銷懷疑與食物中毒個案有關的食品，例如二零零六年七月與生海膽有關的食物中毒個案
- 公布經由食物投訴個案發現公眾關注的食物安全事件，並與業界協作，例如二零零七年一月因進食“蠟油魚”引致排油腹瀉的事件



Minimizing Impact of Food Incidents on Local Health

The CFS in the past year

- Handled **over 550** food incidents
- Conducted **over 770** investigations of food premises involved in food borne disease outbreak
- Handled **over 6,000** food complaints

With Hong Kong's heavy reliance on imported food and the varieties of food available in the local market, the CFS is vigilant about food incidents taking place locally and overseas. On a daily basis, staff assess the local impact of different food incidents identified through the food incident surveillance mechanism, and decide on the appropriate actions to minimize any impact on local health as much as possible. Our community has high expectations of the CFS in its management of food incidents and the CFS accords high priority to this area

of work, as the CFS believes that consumer confidence can only be built if these incidents are handled swiftly and effectively.

In the past year, the CFS has handled food incidents of varying scales and impacts on local public health. The CFS strives to handle food incidents in a proactive manner to reduce any potential impact on local health:

- **Test target food products with potential food safety problem, and make public announcement and take appropriate action when surveillance results reveal concerns, e.g. scallops found containing high level of Paralytic Shellfish Poisoning (PSP) toxin in April 2007**
- **Make public announcements and ask relevant suppliers to stop distributing food products suspected to be linked with food poisoning cases, e.g. the raw sea urchins related food poisoning cases in July 2006**
- **Make public announcements and coordinate with the trade when food safety issues of public concerns are identified from food complaint cases, e.g. oily diarrhoea caused by consumption of "oilfish" in January 2007**



個案1：扇貝驗出含麻痺性類毒素

背景

中心在日常食品監察計劃抽取化驗的一個扇貝樣本，驗出含有高水平的麻痺性貝類毒素，中心呼籲市民暫時避免進食這類扇貝。

中心採取的行動

中心追查扇貝的來源，並在市面抽取更多樣本化驗。中心密切監察情況。

對消費者的風險

麻痺性貝類毒素在自然情況下可能存於雙貝類體內。症狀主要與神經系統有關，可在進食貝類後數分鐘至數小時內出現。初期症狀包括刺痛、口部和四肢麻痺、腸胃不適(例如嘔吐和肚瀉)。症狀一般會在數小時至數日內完全消退。嚴重者會出現吞嚥和發音困難，癱瘓和呼吸系統停頓的情況，甚至引致死亡。麻痺性貝類毒素耐熱，烹煮不能把毒素消除。

給市民的建議

為預防麻痺性貝類中毒，中心建議市民：

1. 向可靠的持牌海鮮店鋪購買貝類；
2. 烹煮貝類前先除去內臟、生殖器官和卵子；每次宜進食較少量；
3. 兒童、病人和老人較易因進食含有毒素的貝類而中毒，應加倍小心；以及
4. 進食貝類後如出現中毒症狀，應立即求醫。



中心在食品監察計劃驗出一個扇貝樣本含大量毒素後，建議市民不要進食該類扇貝，追查食物來源和加強抽驗

- 在海外食物安全當局發出警報後公布事件，並要求業界停售有關食品，例如二零零七年二月，美國當局發出警告，指某嬰兒食品可能受肉毒梭狀芽孢桿菌污染；二零零七年五月，美國當局發出警告，指某芝麻醬懷疑受沙門氏菌污染



醫生、護士及衛生督察於一所涉及食物中毒個案的食肆進行調查

Medical officers, nurses and health inspectors investigating a food poisoning case

Case 1: Paralytic Shellfish Poisoning Toxin Detected in Scallop

Background

The CFS detected a high level of Paralytic Shellfish Poisoning (PSP) toxin in a scallop sample taken under the routine food surveillance programme for testing. In view of the finding, the CFS has advised the public to avoid eating this kind of scallop for the time being.

Action Taken by the CFS

The CFS traced the source of the related scallop and took more samples for testing. The CFS closely monitored the situation.

Risks to Consumers

PSP toxin is a natural toxin which can be found in bi-valve shellfish. The symptoms of Paralytic Shellfish Poisoning are predominantly neurological and the onset is usually within minutes to hours after ingestion of the shellfish. Initial symptoms include tingling, numbness of the mouth and extremities and gastrointestinal discomfort such as vomiting and diarrhoea. Symptoms usually resolve completely within hours to days. In severe cases, difficulty in

swallowing and speech, paralysis with respiratory arrest and even death may occur. PSP toxin is heat-stable and cannot be destroyed through cooking.

Advice Given to the Public

To avoid Paralytic Shellfish Poisoning, members of the public were advised to observe the following:

1. Buy shellfish from reliable and licensed seafood shops;
2. Remove the viscera, gonads and roe before cooking and eat a smaller amount of shellfish in any one meal;
3. Children, patients and the elderly may be susceptible to poisoning and should be cautious in consuming shellfish; and
4. When symptoms occur after consuming shellfish, seek medical advice immediately.

After high level of toxins was found in a scallop sample tested under CFS' food surveillance programme, the CFS advised the public not to consume the relevant kind of scallop, traced the source of food and stepped up testing

- **Make public announcements and call for suspension of sale of a number of products following alerts from overseas food safety authorities, e.g. US authority issued warning on certain baby food suspected of contamination**

with *Clostridium botulinum* in February 2007, US authority issued warning on certain sesame tahini suspected of contamination by *Salmonella* in May 2007

個案2: 澳洲自願回收可能含塑膠碎片的Kit Kat朱古力條

背景

二零零七年三月三十日，澳洲及新西蘭食物標準局宣布，食物製造商澳洲雀巢有限公司自願回收可能含塑膠碎片的兩款Kit Kat朱古力條產品。

最佳食用日期為二零零八年二月十四日或之前的所有下列朱古力條均受影響：

- Kit Kat Caramel (65克)和 Kit Kat Cookie Dough (65克)。

中心採取的行動

即時聯絡本地分銷商索取更多資料，又呼籲零售商停售和市民停止食用有問題的產品，並密切監察情況。

給業界的建議：

停售問題產品。

給消費者的建議：

消費者如購買了問題產品，應停止食用。

中心透過每日監測食物事故的機制，得悉在澳洲發生的食物事故後，建議消費者停止食用有關朱古力產品，向業界索取資料，並呼籲零售商停售

在處理食物事故時，中心不但致力減低事故的即時影響，還採取重要的跟進措施，以防日後出現同類事件：

根據過去一年的經驗，中心知道必須在多方面作出改善，才能更及時和更有效地處理食物事故。為此，中心在不同範圍不斷推出多項改善措施。

重大食物事故	主要跟進措施
禽蛋 含蘇丹紅	與內地當局採取行政措施，包括註冊養殖場 / 加工廠，衛生證明書 推行進口商 / 分銷商自願登記計劃
進食 “蠟油魚” 引致排油 腹瀉	與業界、學者和消費者組織共同制定有關“蠟油魚”的定名和識別指引





Case 2: Voluntary Recall of Kit Kat Chocolate Bar Products in Australia Due to Possible Presence of Plastic Pieces

Background

On 30 March 2007, the Food Standards Australia New Zealand (FSANZ) announced that the food manufacturer, Nestlé Australia Ltd, was voluntarily recalling two Kit Kat chocolate bar products as they may contain pieces of plastic.

All supplies of the following chocolate bars with Best Before dates up to and including 14 February 2008 are affected:

- Kit Kat Caramel (65g); and
- Kit Kat Cookie Dough (65g).

Action Taken by the CFS

Contacted the local distributor for more information, made an appeal to retailers to stop selling the affected products and the public not to consume them, and closely monitored the situation.

Advice Given to the Trade:

Stop selling the affected products.

Advice Given to Consumers:

Consumers who have purchased the affected products should stop consuming them.

After picking up a food incident in Australia under its daily food incident surveillance mechanism, the CFS advised consumers to stop consuming the relevant chocolate products, sought information from the trade and appealed to the retailers to stop selling the products

In managing food incidents, the CFS strives not only to reduce the immediate impact of the incidents, but has also taken important follow-up measures to prevent similar problems from occurring in the future:

The CFS recognizes from its experience in the past year that improvements in a number of aspects are essential to enhance its capability to manage food incidents in a more timely and effective manner, and has been pursuing a number of initiatives to bring about improvements in the relevant areas.

Major Food Incidents	Major Follow-up Actions
Sudan Dyes found in Poultry Eggs	Adopted administrative measures with the Mainland authorities, e.g. registered farms/processing plants, health certification Introduced voluntary enrolment scheme of importers/distributors
Oily Diarrhoea caused by Consumption of "Oilfish"	Developed Guidelines on naming and identification of "Oilfish" in consultation with the trade, academics and consumer group



追查 食物來源

食物鏈是一個複雜的網絡，當中包括進口商、批發商、分銷商、運輸商和零售商。一旦發生食物事故，中心需要獲得有關食物在本港的進口、分銷和銷售情況的資料，才能採取最適當的措施盡量減低對公眾健康造成的影響。不過，中心在追查問題食品源頭方面一直遇到困難，有時因而未能迅速行動。因此，當局必須於食物業建立追查食物來源的制度，讓中心評估本港的情況和迅速回應食物事故。為此，中心經已或將會採取下列措施以作準備：

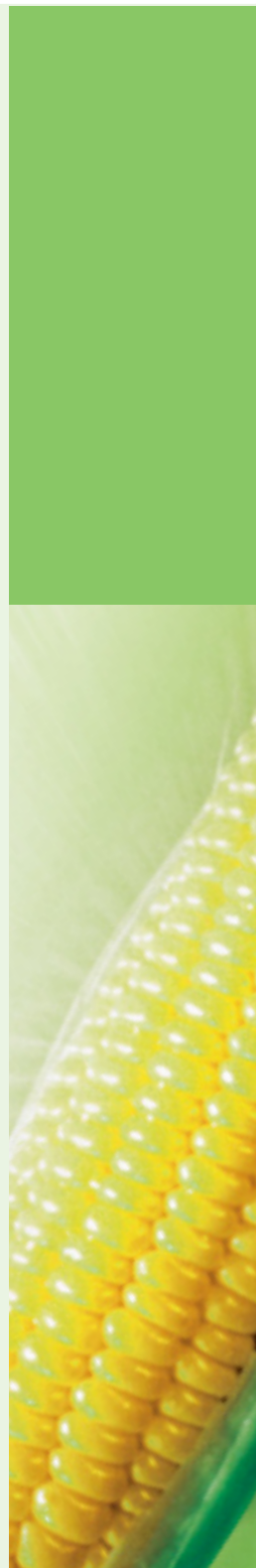
- 在禽蛋被驗出含蘇丹紅後，中心在二零零六年年底引入禽蛋進口商自願登記制度，現正把同類自願登記計劃推廣至其他高風險食品

- 着手建立全面的進口商、批發商及分銷商資料庫，先由高風險食品開始，根據“購入和銷出”的概念，強制業界保存銷售與分銷記錄，以便更有效追查食物
- 與內地當局一同研究是否可以利用射頻識別技術追查食物和食用動物來源

擴大 法定權力

要迅速和有效地處理公眾十分關注的食物事故，某些規管措施是很重要的。受現行法例所限，這些做法並不可行。為改善這個情況，中心在著手透過立法增加處理食物事故的方法：

- 制定法例，授權政府可飭令業界回收食物或禁止出售可能嚴重影響公眾健康的食物
- 引入強制呈報機制，要求所有食物進口商向中心登記，並保存和提供分銷與銷售記錄



Tracing Origins of Food

The food chain is a complex web involving importers, wholesalers, distributors, transporters and retailers. When a food incident occurs, the CFS needs to obtain information on the import, distribution and sale situation of the food concerned in Hong Kong, in order to take the most appropriate actions to minimize the impact to public health. The CFS however has been facing difficulties in tracing the origins of the implicated food items, which have hindered the CFS from acting promptly on some occasions. It is therefore essential to put in place a tracing system within the food business for the CFS to assess the local situation and to respond to food incidents swiftly. The following measures have been/will be taken to pave the way:

- Introduced a voluntary enrolment system for poultry egg importers at the end of 2006 in response to the detection of Sudan dyes in eggs, and extending a similar voluntary enrolment scheme to cover other high risk food items
- Creating a comprehensive database of importers, wholesalers and distributors, starting from high risk food items and to mandate the keeping of records of

sales and distribution under the “one-step-forward and one-step-backward” philosophy to enable better food traceability

- Together with the Mainland authorities, examine the feasibility of applying Radio-Frequency Identification (RFID) techniques to trace the origins of food and food animals

Expanding Legal Powers

Certain regulatory measures are important means for managing food incidents of high public concern effectively and swiftly. Such options are however not available due to the existing legislative set-up. To improve the situation, the CFS has been working to expand its management options for handling food incidents through legislative means:

- Introduce legislation to empower the Government to order recall of food by the trade or prohibition of sale of food with significant health implications
- Implement a mandatory notification system to require all food importers to register with the CFS, and to keep and produce records of distribution and sale



與市民和業界的溝通

在處理食物事故方面，及時和有效地向各持分者傳達信息十分重要，因為市民和業界必須知道有關情況，才能採取必要的保護措施減低風險。在需要業界的配合時(例如自願回收食物)，與他們溝通和聯繫尤其重要。在溝通工作方面，中心強調坦誠透明，並不斷改善與各持分者有關的溝通策略：

- 改善回應計劃，確保更有條理和更一致地回應大大小小的食物事故，力求盡量公開和提高透明度
- 採納防預原則，在初步評估顯示食物可能會影響公眾健康時，即公布事件，日後再發表進一步調查的詳細資料

過去一年，中心因應重大食物事故發出了26個食物警報

- 除了新聞公報和記者會外，還透過電子方式(食物安全電子資料傳送系統)發出食物警報，以便即時發放消息
- 邀請業界和消費者組織代表參與制定食物安全指引，例如因應“蠟油魚”事件而擬定的指引
- 確保發給市民和業界的資訊簡便易明
- 發布以保障消費者為本的訊息

舉行簡報會向業界簡介有關識別及標籤油魚/鱈魚的指引
A briefing introducing the Guidelines on Identification and Labelling of Oilfish/Cod to the trade



Communicating to the Public and the Trade

Timely and effective communications of relevant information to stakeholders is critical to the handling of any food incidents, as the public and the trade must be informed of the situation to allow them to take the necessary action to protect themselves and to reduce the risks. Communication and liaison with the trade is particularly important when cooperation from the trade is necessary, e.g. in voluntary food recalls. The CFS emphasizes transparency in communications and has been improving its risk communication strategies with stakeholders:

- **Refine the response plan to ensure more structured and consistent response to food incidents of various scales to maximize openness and transparency**

- **Adopt precautionary principle and make public announcements when initial assessment reveals potential health risk of public concern, to be followed by details from further investigations**
- **Issue Food Alerts through electronic means (the Food Safety Electronic Information Delivery System) for prompt information delivery in addition to press release and press conference**

26 Food Alerts have been issued in the past year in response to major food incidents

- **Involve representatives from the trade and consumer group in formulating food safety guidelines, e.g. in drawing up Guidelines in response to the “oilfish” case**
- **Ensure information to the public and the trade is friendly and easy to understand**
- **Convey messages directed at consumer protection**

與業界合作，以期有效回應食物事故

Working with the trade for effective response to food incidents

