

Submission to the Legislative Council Panel on Food Safety and Environmental Hygiene

**Wyeth Nutrition's Position and Recommendations on Hong Kong Government's
'Measures to stabilize supply of formula products for infants and young children'**

The recent situation of the supply of formula milk for infants and young children in Hong Kong market has attracted wide attention from the general public and the media. Admittedly, certain formula milk brands encounter a lack of stock in the past few weeks. However, Wyeth Nutrition would like to reiterate that in general there is no 'formula milk scarcity' or shortage in Hong Kong. In the market, many international brands, such as Wyeth Nutrition, is in possession of sufficient supply to satisfy the need of infants and young children in Hong Kong.

Wyeth Nutrition is committed to promote health of infants and young children. As a responsible supplier, it has always been our mission to ensure sufficient supply of our products to ease parents' worries on buying formula milk. In the face of the recent sharp increase in demand for formula milk in Hong Kong, our stance is that in order to avoid the occurrence of shortage, ensuring sufficient supply should be at the focal point.

To ensure parents' convenience in buying Wyeth Nutrition's products at different retail points, a pioneer 'multi-market' monitoring and supply chain management system has been developed and adapted by us for a long time. As a measure to meet the continually increasing demand, not only our front line sale force is mobilized to visit retail stores at different districts regularly so as to guarantee timely supply, we also keep our promise to deliver our products within 24 to 48 hours (except on Sundays and public holidays) upon receiving the ordering notice from retailers. Moreover, Wyeth Nutrition also hires independent patrol teams to actively carry out stock level check of our products in retail stores (including large chain stores and pharmacies) and market demand observation on-site. We are thus notified at once if insufficient stock of particular product occurs. It allows us to take the initiative to contact the retailers to make sure sufficient stock at retail phase. Thanks to all these measures, amidst the various severity of formula milk shortage in the past few years, Wyeth Nutrition has always been able to maintain sufficient stock in retail phase with no purchase limit needed to be set (related limiting measures may have been set by individual retailers). Over the past six months, there has never been one incidence that our ordering service has been used by parents due to stock shortage. The operation of Wyeth MaMa Club hotline service has been smooth. Parents know that we are just one dial away should they have any enquiries. Our efforts have gained recognitions from the Hong Kong General Chamber of Pharmacy, as well as from the media after their observation at retail stores and testing.

Wyeth Nutrition understands fully the Government's need to address the demand of society and hence to launch multiple measures to tackle the shortage of individual formula milk brands. We welcome the set-up of special hotline to help parents and ease their worries when they are unable to buy the necessary formula milk at retail stores and fail to contact individual suppliers. We will pro-actively cooperate with the Government to pacify parents' worrying minds. Nevertheless, we are of the view that the amendment on the Import and Export Ordinance and limit of the amount of formula milk to be carried across border should not cause disturbance in normal business operation. For instance, in the case of products being sent to Macau and to other regions for testing, the application requirements, procedures, required documents, application time, valid date of permit, etc. should be clearly defined and stated.

In the future, Wyeth Nutrition will continue her efforts to ensure sufficient supply and stock, and to work with different stakeholders for the optimal nutrition of infants and young children in Hong Kong.

Wyeth Nutrition

4th February 2013