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RB global CEO apologises to the victims and families affected by Oxy HS product in Korea

Slough, UK, September 21 2016: Rakesh Kapoor, CEO of RB plc, met with Oxy Humidifier Sanitizer (HS) victims and families and with representatives of the Korean National Assembly Special Committee (SC) today at the Company's headquarters in Slough, UK, to offer his deepest apology. The aim of the meeting was to host a constructive discussion in finding an appropriate solution to the complex HS issue.

Mr. Kapoor took the opportunity to listen to the stories of the visiting victims and families and reiterated his apology.

In his apology, Mr Kapoor said:

"As the Global CEO of the RB Group, I sincerely apologise for the injury and deaths of Korean consumers resulting from the HS products of the Oxy RB. I acknowledge the pain and irreparable damage suffered by many families who have been affected by the HS issue and would like to offer my deepest sympathy."

Commenting after today's meeting, Mr Kapoor said, "We were pleased to host the National Assembly's Special Committee on their visit and address their questions on the areas where they sought further information. We acknowledge the special role the SC has played, especially when it comes to resolving broader issues through constructive dialogue. We recognise this is a complex issue with numerous stakeholders involved, but we hope this meeting will prove a positive turning point and a first step towards a government-led solution for those who have suffered involving all responsible parties."

On July 31, Oxy RB announced its Compensation Plan for Category 1 ("almost certain") and Category 2 ("high possibility") victims as identified in Round 1 and Round 2 of the Korean government's investigation, and is now supporting the registered victims to receive appropriate remedy. The Compensation Plan was developed based on the views gathered from the victims and families since May this year.

The HS issue in Korea involves numerous HS product manufacturers, suppliers and stakeholders.

Consumer safety remains Oxy RB's number one priority and it has taken steps to review its safety and escalation processes so that something like this will never happen again.

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Note to editors

About Humidifier Sanitizer issue in Korea

Humidifier Sanitizer (HS) products developed and sold in Korea have been shown to cause pulmonary disease leading to death and injury as identified in the investigations of the Korean Center for Disease Control (KCDC) and the Ministry of Environment (MOE). The victims were classified into four Categories based on assessments of their environmental exposure, medical information, etc.

Oxy RB, the South Korean subsidiary of RB, had sold its Oxy HS product in Korea from 1996 to 2011. The Company began a voluntary recall of all of its HS products following the KCDC announcement, before the Korean government announced an official recall.

About actions taken by Oxy RB in Korea in effort to support Oxy HS victims and families

Oxy RB announced its Compensation Plan on July 31 for Category 1 (“almost certain”) and Category 2 (“high possibility”) victims as identified in the Korean government’s Round 1 investigation (by the KCDC) and Round 2 (by the MOE).

The Compensation Plan was developed taking account of the views of the victims and their families and based on the principles of Respect, Fairness, Transparency and Speed. To do so, Oxy RB had consulted 80% of all Category 1 and 2 (Rounds 1 and 2) Oxy HS victims and their families since May to better understand their pain and suffering, as well as their practical needs, in overcoming the damage done by the Oxy HS product.

The victims who have registered to participate in this Compensation Plan are being supported by Care Managers consisting of Oxy RB employees. The Company has also committed 10 billion KRW to a Humanitarian Fund to help support other individuals who have been affected by the HS issue.

Apology in full

As the Global CEO of the RB Group, I sincerely apologise for the injury and deaths of Korean consumers resulting from the HS products of the Oxy RB. I acknowledge the pain and the irreparable damage suffered by many families who have been affected by the HS issue and would like to offer my deepest sympathy.

In particular, I am very sorry for the indescribable suffering and the loss that infant and child victims and their parents had to endure. I also apologize that Oxy RB was unable to prevent the HS issue from happening.

We assure you that we share the sense of responsibility with Oxy RB in Korea and will do our best to support Oxy RB compensation of the victims. RB is fully committed to working with all parties in a government led solution for other individuals who have suffered as a result of the HS issue.

I would like to thank the NASC for leading the efforts to seek a resolution of the HS issue. Also, I would like to acknowledge the important role of the NASC for its efforts to support victims and understand the role of all HS manufacturers, raw material suppliers and government departments.

This tragedy has important lessons for the entire industry to ensure something like this cannot happen again. I am committed to supporting appropriate safety tests and measures for all Oxy RB products to make sure such a tragedy could never happen again and to fully perform our corporate social responsibility. We also would like to do our best to support the National Assembly and government for the efforts to clarify the truth.

Once again, I offer my sincerest apology to the victims, their families, Korean citizens, and you, their representatives. We will work hard to regain the confidence of Korean society.

For more information visit www.rb.com

*RB is the trading name of Reckitt Benckiser group of companies