



Australian
Competition &
Consumer
Commission

OECD Online Product Safety Sweep

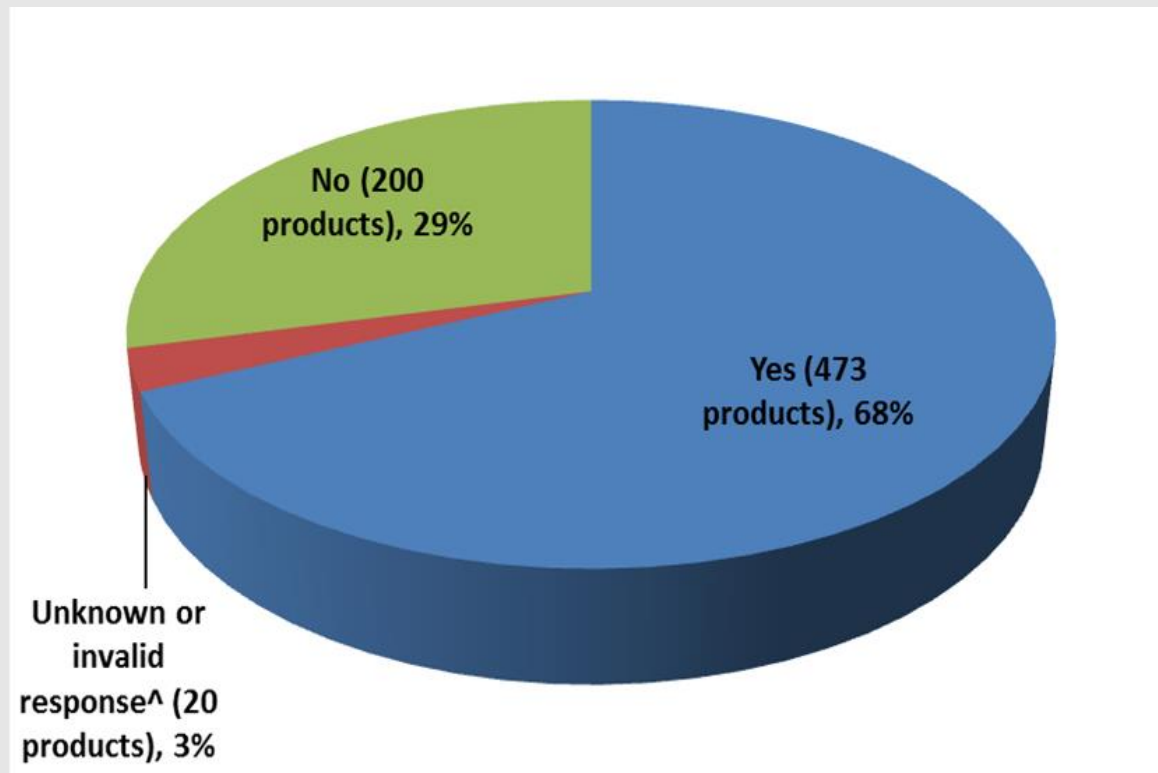
Results, observations and some considerations

Online Product Safety Sweep

- Conducted in 2015 by Australia on behalf of the OECD Working Party on Consumer Product Safety
- Involved 25 countries (*Australia, Austria, Brazil, Canada, Chile, Colombia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Hungary, Iceland, Japan, Korea, Latvia, Malta, New Zealand, Poland, Portugal, Slovenia, Spain, Sweden, Turkey*)
- **T1** – Banned or recalled products
- **T2** – Inadequate product labelling and safety warnings
- **T3** – Products that do not meet voluntary or mandatory safety standards

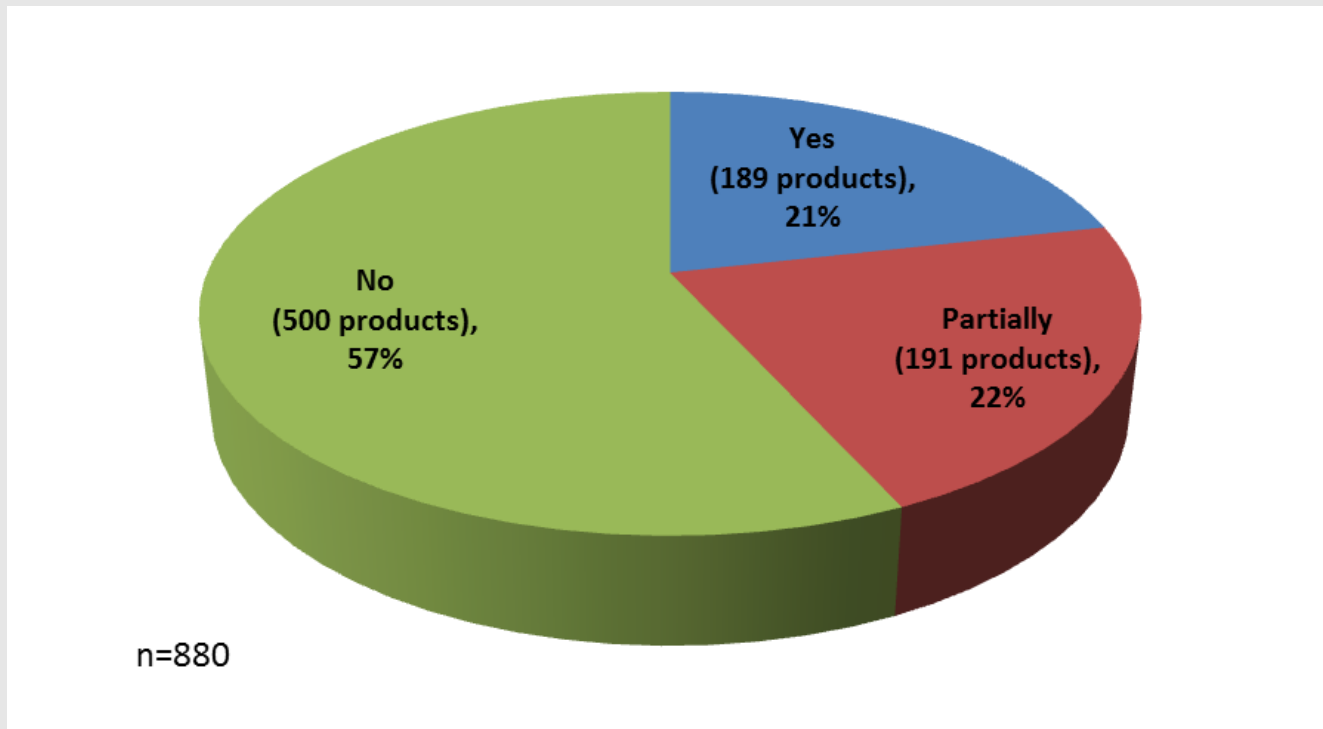
T1: Banned or recalled products

- Inspection of 693 banned or recalled products:
68% found product available in regulator's jurisdiction.



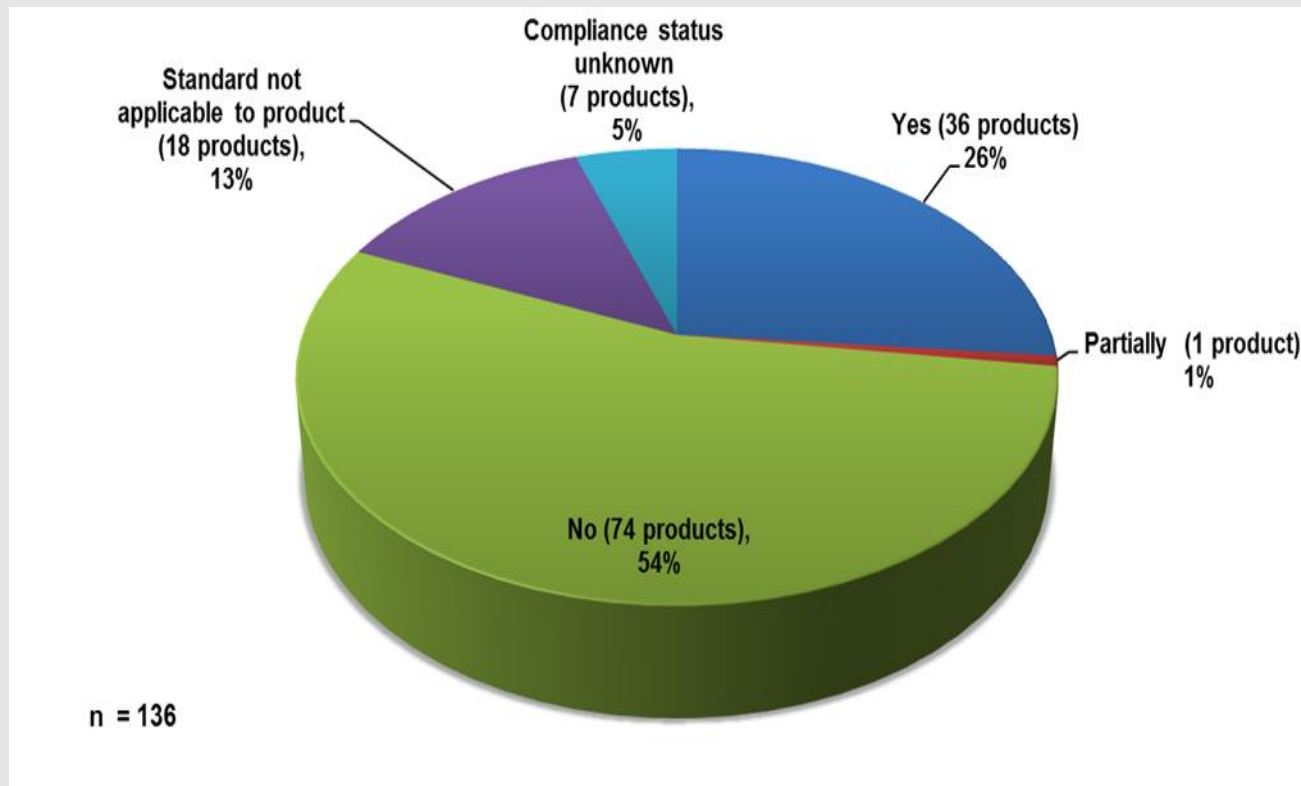
T2: Inadequate product labelling

- Inspection of 880 products: 57% did not have product label displayed on website pre purchase, 22% partially.



T3: Products that do not meet voluntary or mandatory safety standards

- Inspection and testing: of 136 products, only 26% complied, 1% partially, 54% did not, rest N/A - N/K



What happened after the sweep?

- Results, including companies and enforcement outcomes, collated
- Reviewed by participants
- Final report prepared by the OECD Working Party on Consumer Product Safety
- Report was used to inform OECD consideration on e-commerce
- 2016 OECD E-commerce Recommendation:
"online businesses should not offer, advertise or market goods or services that pose an unreasonable risk to the health or safety of consumers"

What did we learn from the sweep?

- The OECD final report noted measures to address risk in the online market include:
 - authorities' market surveillance activities and enforcement actions
 - co-operation with customs authorities
 - co-operation between authorities and internet platforms
 - international co-operation between authorities
 - actions undertaken by businesses
 - enhancing business awareness of online product safety issues, and
 - consumer education about online product safety issues.

What are we thinking about in Australia?

- Guidance/awareness-raising for online businesses and consumers (*teaching businesses how to comply and educating consumers about how to buy safe/compliant products*)
- Safety warnings for consumers (*educating consumers*)
- Engagement with e-commerce platforms (*seeking support from larger e-commerce platforms to 'police' their suppliers*)
- Disrupting international money transfers (*via collaboration with payment systems*)
- When information—i.e. labelling requirement—standards are reviewed, consider the case for labelling information required at point-of-sale to be made available to online consumers (*this will inform purchasing decisions and relates to T2 – product labelling – issues*)
- Cooperation with international counterparts and product safety networks
- Continued efforts to harmonise product safety standards

Reports presented today

- **Online Product Safety: Trends and Challenges**
(OECD Digital Economy Papers, No. 261)
<http://dx.doi.org/10.1787/5jlnb5q93jlt-en>
- **OECD Online Product Safety Sweep Results**
(OECD Digital Economy Papers, No. 262)
<http://dx.doi.org/10.1787/5jlnb5q64ktd-en>

Any questions or comments?

Australian Competition and Consumer
Commission

November 2016

Neville Matthew - neville.matthew@accc.gov.au