

Practices to survey the safety of products sold online

International Product Safety Week
16 November, 2016



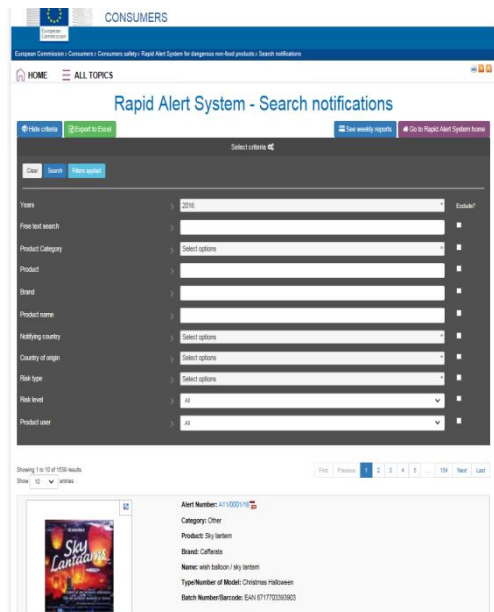
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EU level information gathering through stakeholder process

- Part of the expertise collected relates to market surveillance good practices
- Consultation with EU Member States and stakeholders
- Study
 - On good practices in market surveillance activities related to non-food consumer products sold online

Strategy & planning

- Vast amount of products sold online
- Proactive surveillance
- Reactive surveillance: e.g.



CONSUMERS

European Commission - Consumers - Consumers safety - Rapid Alert System for dangerous non-food products - Search notifications

HOME ALL TOPICS

Rapid Alert System - Search notifications

Hide criteria Export to Excel One weekly reports Go to Rapid Alert System home

Select criteria

Clear Search

Years: 2016

Free text search

Product Category: Select options

Product: Select options

Brand: Select options

Product name: Select options

Issuing country: Select options

Country of origin: Select options

Risk type: Select options

Risk level: 10

Product user: All

Showing 1 to 10 of 155 results
Show 12 entries

Alert Number: 41000095

Category: Other

Product: Sky lantern

Brand: Calafada

Name: with balloon / sky system

Type/Number of Model: Christmas Halloween

Batch Number/Barcode: EAN 871770203062



The GlobalRecalls portal brings together information on product recalls being issued around the world, on a regular basis, together in one place – on an OECD platform.

The portal includes information on mandatory and voluntary consumer product recalls which were issued by a governmental body and were made publicly available.

Global portal on product recalls

Free text search






Search for recalls

Product name: Manufacturer where made:

Date: prior to And/Or prior to

Search

Previous Records: 14796 Showing: 1 - 25 Next

Date	Picture	Product name	Jurisdiction of recall	Language	Details	Provider Link
November 2016		trek farley bicycles and framesets	Canada	English	Details	Provider details
November 2016		basic glass, kira glass and facets glass knobs	Canada	English	Details	Provider details
November 2016		différentes marques de déshumidificateurs	Canada	French	Details	Provider details
November 2016		various brand dehumidifiers	Canada	English	Details	Provider details
November 2016		vélos et kits cadres farley de trek	Canada	French	Details	Provider details

Organisation of market surveillance

- Useful to designate central units
- Importance of guidelines and trainings on online investigation and best practices
- Connection between investigations linked to the economic rights of consumers and product safety

Some specificities of online investigations



- Lack of access to the physical product and difficulties of sampling
- Benefits of conducting “mystery shopping”
- Challenges of finding the economic operators
- Particularity of evidence gathering

Corrective actions

- Corrective actions depending on the location of the economic operator
- Cooperation among EU Member States
- Economic operator located outside the EU
- Corrective action specific to products sold online: "notice and action "

Additional EU level current tools

- RAPEX notification on products sold online
- EC supported joint market surveillance actions among EU Member States - online component