

# PAS 7100 – your guide to managing a product safety incident

Product safety regulations require that new and used consumer products placed on the market in the United Kingdom must be safe, with the responsibility for ensuring that safety being borne by businesses across the supply chain.

The responsibilities imposed by the legislation include duties to:

- place only safe products on the market, supported by information for correct use;
- warn consumers about potential product-related risks;
- monitor the safety of products;
- inform the relevant Market Surveillance Authority if a safety issue is identified;
- take effective corrective action where necessary.

Although the vast majority of products are safe and do not become the subject of corrective action, the availability of a planned course of action is critical to ensuring a timely and effective response should a safety issue or potential safety issue arise.

## What is PAS 7100 about?

PAS 7100:2018 "*Code of practice on consumer product safety related recalls and other corrective actions*" provides practical guidance to help ensure businesses can act promptly and effectively to protect public safety should a consumer product be found to be unsafe. It is focussed on non-food consumer products and is intended for use by producers, importers and distributors irrespective of type or size.

Part 1 sets out a code of practice for businesses, providing practical guidance to help:

- prepare to manage a possible safety related product recall or other corrective action;
- establish mechanisms to monitor the safety of consumer products;
- investigate any potential product safety issue;
- establish mechanisms to deal with any product safety issue identified;
- review corrective action programmes to ensure that product safety responsibilities continue to be met.

Part 2 provides guidance on the role of Market Surveillance Authorities in supporting businesses to meet the requirements of the code.

## Why should you use PAS 7100?

- it is vital that businesses monitor the safety of their products closely, enabling a prompt response should a potential safety issue arise;
- advance planning will make for more effective and efficient management of any product safety incident;
- in addition to the paramount importance of protecting people from harm, businesses have legal responsibilities to meet and reputations to protect.

## Where can I access PAS 7100?

UK SMEs can download a free copy from the BSI website: <https://www.bsigroup.com/en-GB/pas7100-supporting-better-product-recalls/>.

*No business wants to be responsible for a product recall, but should you need to, by having followed PAS 7100 you will be more in control of the process and will undoubtedly save yourself time, effort and money.*

## How can I contact my local Trading Standards service for business support?

**Post:** Hertfordshire County Council Trading Standards Service, County Hall, Pegs Lane, Hertford, SG13 8DQ  
**Tel:** 01707 281401. Open 9am - 5pm Monday to Friday. **Email:** tradingstandards@hertfordshire.gov.uk

