

Dear Sir/Madam

**Re: Code of Practice on Consumer Product Safety Related recalls (PAS 7100:2018)**

Ards and North Down Borough Council is bringing a new Code of Practice to the attention of all manufacturers, importers and distributors of non-food consumer products in the borough.

The development of this Publicly Available Specification (or national Code of Practice) PAS 7100:2018 provides practical guidance to support businesses dealing with the notification and recall of unsafe products and other corrective actions. The Code also defines the role of Local Authorities to support businesses in monitoring of incidents and the implementation of corrective action.

The code recommends the preparation of a Product Safety Incident Plan (PSIP) by businesses in advance of its actual need, to enable businesses to act quickly when an unsafe product arises. The main contents of this PSIP are:

**1. Product Traceability**

This is how manufacturers trace their product through the use of a model or batch number. Manufacturers should decide where this information should be placed on the product for easy access. It must remain legible after use and providing this information on the product itself is required, where possible, since packaging is usually discarded after purchase.

**2. Customer Traceability**

It is recommended that customers be asked to consent to their contact details being recorded to be used only in the event of a product safety issue. This information should include name and address, telephone number, email and serial number of the product.

**3. Product Safety Monitoring Plan**

Risk based monitoring of your products should be taking place to identify potential product safety issues that might arise during their use. The PSIP should set out these arrangements and cover results of product testing, internal quality control procedures, reports on returned products, customer complaints and any legal actions.

**4. Legal Notification Plan**

Producers, importers and distributors are legally required to notify this council if they know that an unsafe product has been placed on the market. This notification must include information enabling a precise identification of the product, the batch affected and a full description of the risks present.

**5. Risk Assessment Plan**

This is a plan of how incidents should be investigated. An identification of the hazards associated with the product and the severity of the harm should be detailed. The code sets out methodologies businesses can use for this purpose.

**6. Corrective Action Decision Plan**

The PSIP should set out how decisions will be made, by whom and within what timescales. An example of immediate action would be to ask distributors to isolate affected products and put arrangements in place to deal with these items.

**7. Communication Plan**

The PSIP should list all contacts such as media, surveillance authority, waste disposal agencies and call centre agencies.

**8. Review**

- a. Ask yourself do you need to change the product design?
- b. Has the final outcome for the unsafe product been achieved, i.e. correction or disposal?

At this stage we are recommending all businesses obtain a copy of the new Code of Practice which is available to download, free of charge, from the BSI (British Standards Institution) at [www.bsigroup.com](http://www.bsigroup.com).

An assessment of your PSIP will be made during the next inspection of your business which is planned to be carried out within the next twelve months.

If you have any questions concerning this Code or in producing a Product Safety Incident Plan (PSIP) please do not hesitate to contact me on 0300 013 3333.

Yours faithfully

Environmental Health Officer