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PAS 7100:2022

Product recall and other corrective actions – Code of practice

Part I: Businesses

Part II: Regulators



Office for Product
Safety & Standards

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PAS 7100:2022

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Foreword

Publishing information

This PAS was sponsored by OPSS. Its development was facilitated by BSI Standards Limited and it was published under licence from The British Standards Institution. It came into effect on 31 March 2022.

Acknowledgement is given to Geraldine Cosh, as the technical author, and the following organizations that were involved in the development of this PAS as members of the steering group:

- Association of Manufacturers of Domestic Appliances (AMDEA)
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- London Fire Brigade
- National Caravan Council (NCC)
- National Fire Chiefs Council
- Royal Society for the Prevention of Accidents (ROSPA)
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Supersession

This PAS supersedes PAS 7100:2018, which is withdrawn.

Relationship with other publications

This PAS is to be read in conjunction with PAS 7050:2022, which supports businesses and regulators in complying with their relevant legal duties relating to placing safe products on the market.

Information about this document

This is a partial revision of the PAS, and introduces the following principal changes:

- to incorporate changes regarding UK exit from the European Union;
- alignment with PAS 7050; and
- new sections for online marketplaces and repair and refurbishment.

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Users may substitute any of the recommendations in this PAS with practices of equivalent or better outcome. Any user claiming compliance with this PAS is expected to be able to justify any course of action that deviates from its recommendations.

Presentational conventions

The provisions of this PAS are presented in roman (i.e. upright) type. Its recommendations are expressed in sentences in which the principal auxiliary verb is “should”.

Commentary, explanation and general informative material is presented in smaller italic type, and does not constitute a normative element.

Where words have alternative spellings, the preferred spelling of the Shorter Oxford English Dictionary is used (e.g. “organization” rather than “organisation”).

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Ministerial statement



The government is committed to protecting consumers from unsafe products. The UK's product safety system requires businesses, government, regulators and consumers to all play important roles in keeping everyone safe. We want to ensure that not only are consumers protected from unsafe products, but that they have confidence in the products they buy and in businesses' processes and preparedness to deal with any product safety issue should it arise.

I am delighted to welcome these two PAS Standards, produced under the leadership of the British Standards Institution (BSI). Together, the new PAS 7050 and the revised PAS 7100 will help businesses and regulators to have the appropriate systems and processes in place to enable the production of safe goods and to deal quickly and effectively if something goes wrong.

Since the original PAS 7100, *Code of practice on consumer product safety related recalls and other corrective actions* was launched in 2018, we have made considerable progress in reforming the UK's product safety system and all learned a tremendous amount from our experiences of product safety and recalls. I am pleased that these experiences have been shared and reflected in these new Codes of Practice. I am grateful to the steering group members and other experts that have worked with BSI to develop these Codes.

A handwritten signature in black ink, appearing to read 'Paul Scully'.

Paul Scully MP
Minister for Small Business, Consumers and Labour Markets and Minister for London

0 Introduction

0.1 General

The General Product Safety Regulations 2005 (GPSR) [1] and other product specific safety regulations require that new and used consumer products placed on the market in the United Kingdom are safe. Businesses across the supply chain are responsible for the safety of products.

The responsibilities imposed by the legislation include duties to:

- place only safe products on the market, supported by information on their correct use;
- warn consumers about potential product-related risks;
- monitor the safety of products;
- inform the relevant regulator if a safety issue is identified (where appropriate); and
- take effective corrective action where necessary.

0.2 Incident management plans

OPSS supports this Code of Practice in helping businesses plan for and deal with product safety issues.

Business preparedness, in line with this PAS, supports incident management plans held by local authorities and OPSS as illustrated in Figure 1. [2]

Figure 1 – Relationship between incident management plans

