FOREWORD

In 2013, the OECD Working Party on Consumer Product Safety (WP) agreed to initiate new work on online product safety, focusing on the product safety problems faced by consumers when purchasing tangible goods *via* e-commerce. As part of the project, the Australian Competition and Consumer Commission (ACCC) co-ordinated an OECD product safety sweep ("the OECD sweep") on behalf of the WP, from 27-30 April 2015, in which 25 jurisdictions participated and inspected a total of 1 709 products sold online.

This technical paper provides a summary of the OECD Sweep results. It was prepared by the ACCC based on input received from the OECD Sweep participants and discussion at the WP's 12th Session in April 2016. It was developed as a contribution to the WP's report on "Online Product Safety: Trends and Challenges". It was prepared for publication by the OECD Secretariat.

The release of this technical paper has been authorised by Andrew Wyckoff, OECD Director for Science, Technology and Innovation.

Note to Delegations:

This document is also available on OLIS under reference code:

DSTI/CP/CPS(2016)3

TABLE OF CONTENTS

Tables

Figures

5

EXECUTIVE SUMMARY

The popularity of the Internet as a means for product exchange presents numerous challenges for product safety regulators. Unsafe and/or banned/recalled products may be readily traded across borders. The online supply of unsafe and/ or banned or recalled products from suppliers based within a regulator's nation is difficult to monitor as, unlike the situation with physical shop fronts, products are often not able to be properly assessed by regulators unless purchased; a cost-prohibitive option. Furthermore, many regulations stipulating informative or warning labelling be applied to products have not kept pace with consumers' *en masse* adoption of online shopping. Where once these labels were apparent to consumers at point-of-sale, now, in many instances, they are not available online.

To better gauge the extent of the above issues, an OECD online "sweep" of websites ("the OECD sweep") was co-ordinated by Australia on behalf of the OECD Working Party on Consumer Product Safety from 27 to 30 April 2015, in which product safety regulators representing 25 jurisdictions from across Asia, Australia/ Oceania, Europe, the Middle East and North and South America participated.

The OECD sweep comprised three distinct tranches of research: *i)* banned and recalled products (Tier 1); *ii)* inadequate product labelling and safety warnings (Tier 2); and *iii)* products that do not meet voluntary or mandatory safety standards (Tier 3).

The objectives of the sweep were to identify the extent to which non-compliant products were supplied by domestic and foreign online suppliers and to gain an understanding of common issues facing regulators in online product safety and the capacity to address these issues. Having achieved these objectives, it is hoped a consortium of interested stakeholders, including the OECD, the European Union and assorted product safety regulators, might collectively devise strategies to address identified issues in online product safety.

Findings from the OECD sweep reveal that overall, 26% of products were considered compliant. It is apparent that many online suppliers of regulated products are either unaware of product safety regulations or apparently unconcerned about supplying compliant products. This report aims to provide the following information:

- Preliminary analysis of the OECD sweep (tier 1-3).

- List of participating jurisdictions.

- Collated information on the number of products inspected, the number of websites visited and purchases made.

- Whether banned or recalled products would or would not be supplied to the participating jurisdiction (tier 1).

- Whether products requiring labelling featured that labelling online (tier 2).

- If the product was purchased, whether that product had the required labelling upon it (tier 2).

- Whether the product was determined to be compliant with relevant voluntary or mandatory safety standards (tier 3).

- The origins of products inspected during the OECD sweep (i.e. who supplied the products?).

- Methodologies used for recording data.

OECD ONLINE PRODUCT SAFETY SWEEP RESULTS[12]

In 2013, the OECD Working Party on Consumer Product Safety (WP) agreed to initiate work on online product safety issues through the following initiatives: 1) research and policy analysis (to be developed by the Secretariat), which would examine the scope and magnitude of some online product safety issues and ways in which governments and stakeholders have addressed those issues[3]; 2) an OECD online product safety sweep ("the OECD sweep"), co-ordinated by the Australian Competition and Consumer Commission (ACCC) on behalf of the WP and carried out from 27 to 30 April 2015; and 3) the development by the WP of an online surveillance guide for enforcement authorities, which would be informed by the work of the European Commission's Expert Group on the Safety of Products Sold Online. This report presents the detailed results of the OECD sweep results.

Participating jurisdictions

A total of 25 jurisdictions participated in the OECD sweep (* denotes a jurisdiction that is a member of the European Union): 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.

Overview and key findings

Sweep participants agreed to inspect goods falling into the following product categories: *i)* banned and recalled products (Tier 1); *ii)* inadequate product labelling and safety warnings (Tier 2); and *iii)* products that do not meet voluntary or mandatory safety standards or requirements (Tier 3). Each sweep participant was able to choose the number and types of products and websites they would look into for each of the tiers. It is thus important to note that the types and number of products surveyed differ from one jurisdiction to another.

Number of products inspected

Jurisdictions undertaking the OECD sweep collectively inspected 1709 products. The two most commonly inspected product types were toys and games (accounting for 18% of products inspected) and household electrical goods (accounting for 16% of products inspected) (Table 1).

Table 1. Products inspected during the OECD sweep

	Tier 1 Banned/recalled products	Tier 2 Product labelling	Tier 3 Products that do not meet safety standards	Total
Apparel	35	139	0	174
Automotive	21	1	0	22
Chemical	1	75	0	76
Cosmetic	4	43	0	47
Food	11	0	0	11
Household electrical	54	213	12	279
Household (non-electrical)	71	95	80	246
Infant/children	79	11	4	94
Personal care	9	0	0	9
Portable technology	9	45	17	71
Safety equipment	13	10	0	23
Sporting/recreation	146	71	3	220
Tools/machinery	6	90	0	96
Toys/games	229	67	14	310
Unclassified	5	20	6	31
Total	693	880	136	1709

Slightly more than half (51%) of the products were inspected as a part of the tier 2 component of the OECD sweep (Figure 1).

Figure 1. Number of products inspected during the OECD sweep by each tier
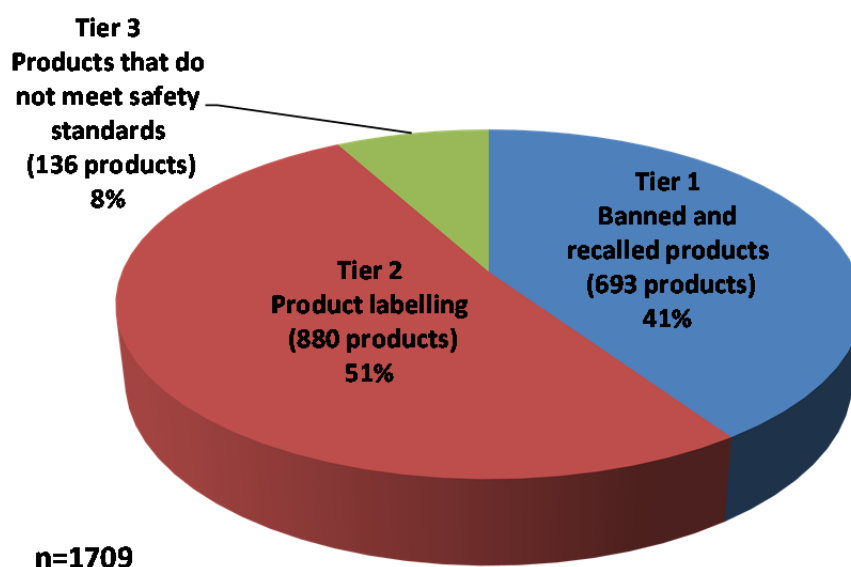
Number of products supplied

Of the 1709 products inspected by participants, only 1489 products were identified as potentially being supplied to participating jurisdictions.

As a part of the tier 1 component of the OECD Sweep, participating jurisdictions indicated whether a supplier would or would not supply to their jurisdiction. 200 products were identified as not being supplied to the participants' jurisdictions and for a further 20 products it was unknown whether they would be supplied to the participants' jurisdictions. As such, the value 220 has been subtracted from the 'total products inspected' (overall) value of 1709 to produce the 'total products supplied' value of 1489 (Table 2).

Table 2.   Number of products supplied

	Tier 1 Banned/ recalled products	Tier 2 Product labelling	Tier 3 Products that do not meet safety standards	Total
Total products inspected	693	880	136	1709
Total products not supplied	200	0	0	200
Total products unknown whether supplied	20	0	0	20
Total products to which standard does not apply	0	0	18	18
Total products supplied	473	880	136	1489

It is important to note throughout this report where 'total products inspected' is indicated and where 'total products supplied' is indicated as these summations take different values.

Websites used by suppliers

Overall, 73% of products inspected during the OECD sweep were being supplied *via* retailers' websites. The remainder (27%) were being supplied from e-commerce platforms.

These proportions differ considerable depending upon which tier's results are examined. For the tier 2 component of the OECD sweep, around nine out of ten (90%) products, more than average, were being supplied from retailers' websites. Conversely, tier 1 and tier 3 results show that products supplied were identified as deriving from e-commerce platforms and retailers' websites in roughly equal quantities (Table 3 and Figure 2).

Table 3.   Type of website for supply

	Tier 1 Banned/recalled products	Tier 2 Product labelling	Tier 3 Products that do not meet safety standards	Total
Total products inspected	473	880	136	1489
Producs supplied on e-commerce platforms (no.)	250	86	62	398
Producs supplied on e-commerce platforms (%)	53%	10%	46%	27%
Products supplied on retailers' websites (no.)	223	794	72	1089
Products supplied on retailers' websites (%)	47%	90%	53%	73%
Website type unknown (no.)	0	0	2	2
Website type unknown (%)	0%	0%	1%	0%

Note: Tier 1 data analysis excludes those products that would not be supplied or where it was unknown whether the products would be supplied to the participating jurisdictions. Unknown website: unknown whether website was a retailer's website or an e-commerce platforms, usually because participating jurisdiction did not supply details of website.

Figure 2. Type of website for supply

Total products supplied on unknown* websites (2 products); 0%

Total products supplied on retailers' websites (1089 products); 73%

Total products supplied on e-commerce platforms (398 products); 27%

n=1489
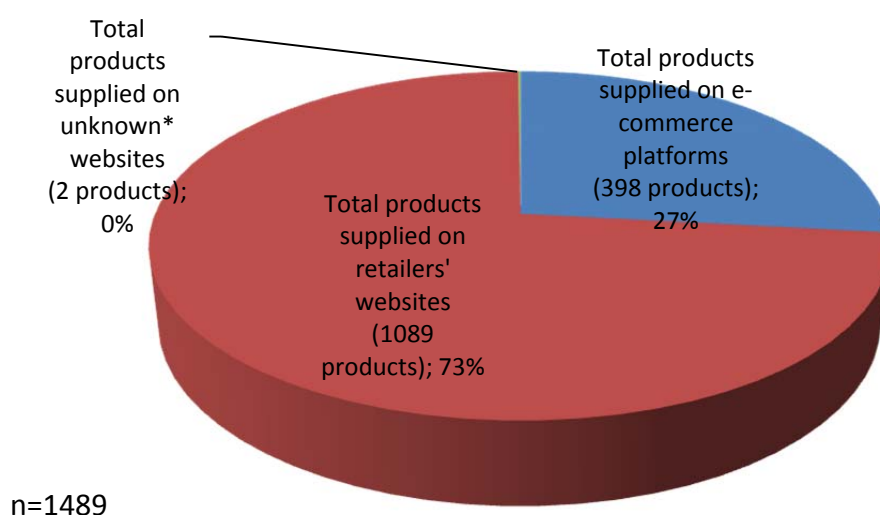
Number of products purchased

Overall, participating jurisdictions purchased a total of 141 products. Product purchases therefore equate to less than one in every ten (8%) products inspected (Table 4 and Figure 3).

Table 4.   Products purchased during the OECD sweep

	Tier 1 Banned/ recalled products	Tier 2 Product labelling	Tier 3 Products that do not meet safety standards	Total
Total products inspected	693	880	136	1709
Total products purchased	4	77	60	141
Products purchased as % of total products inspected	1%	9%	44%	8%

11

Figure 3. Product purchased during the OECD sweep
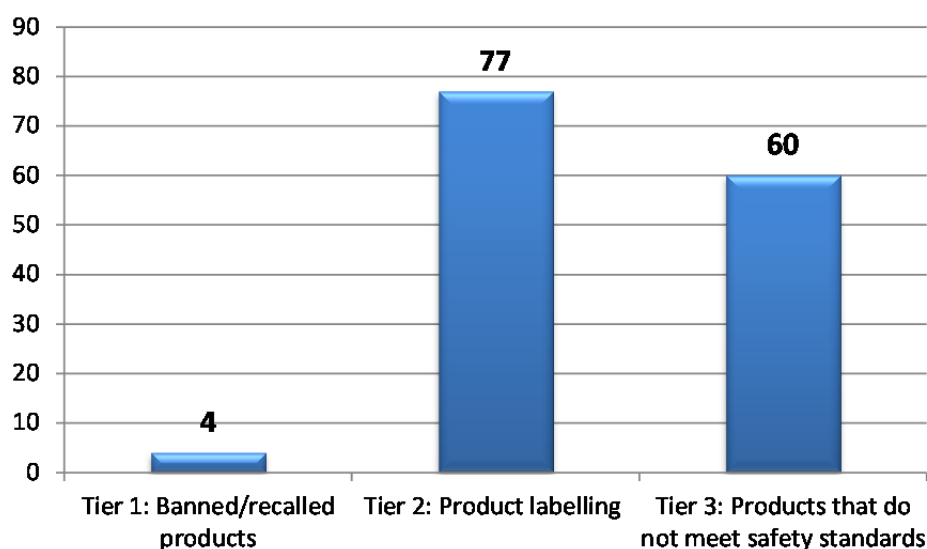
Origins of products supplied

Overall, of those products inspected during the OECD Sweep, about three quarters (73%) of all products determined to be supplied to participating jurisdictions were determined to be sourced from the participant's own jurisdiction (the supplier was domestically based). Most of the remainder of the inspected products (almost one quarter or 26%) were determined to be sourced from foreign based online suppliers. However, this finding masks considerable discrepancy in products' origins when assessed by tier (Table 5 and Figure 4).

Products that were inspected for tier 1 (banned or recalled products) were more likely to be sourced from a foreign based online supplier (59%) than a domestically based online supplier (39%).

Products that were inspected for tier 1 were more likely to be sourced from foreign suppliers than products that were inspected for tier 2 (inadequate product labelling and safety warnings) (8% sourced from foreign based online suppliers) and tier 3 (products that do not meet voluntary or mandatory safety standards or requirements) (25% sourced from foreign based online suppliers).

Products identified by jurisdictions undertaking the tier 2 and 3 components of the OECD Sweep were highly likely to be sourced from a domestically based online supplier. Nine in every ten (91%) tier 2 products and three out of every four (75%) tier 3 products were sourced from within the participant's own jurisdiction.

Table 5. Suppliers' origin (domestic or foreign)

	Tier 1 Banned/recalled products	Tier 2 Product labelling	Tier 3 Products that do not met safety standards	Total
Total products inspected	473	880	136	1489
Products sourced from domestic supplier (no.)	183	802	102	1087
Products sourced from domestic supplier (%)	39%	91%	75%	73%
Products sourced from foreign supplier (no.)	278	72	34	384
Products sourced from foreign supplier (%)	59%	8%	25%	26%
Supplier's jurisdiction unknown (no.)	12	6	0	18
Supplier's jurisdiction unknown (%)	3%	1%	0%	1%

Note: Tier 1 data analysis excludes those products that would not be supplied or where it was unknown whether the products would be supplied to the participating jurisdictions.

Figure 4. Suppliers' origin (domestic or foreign)
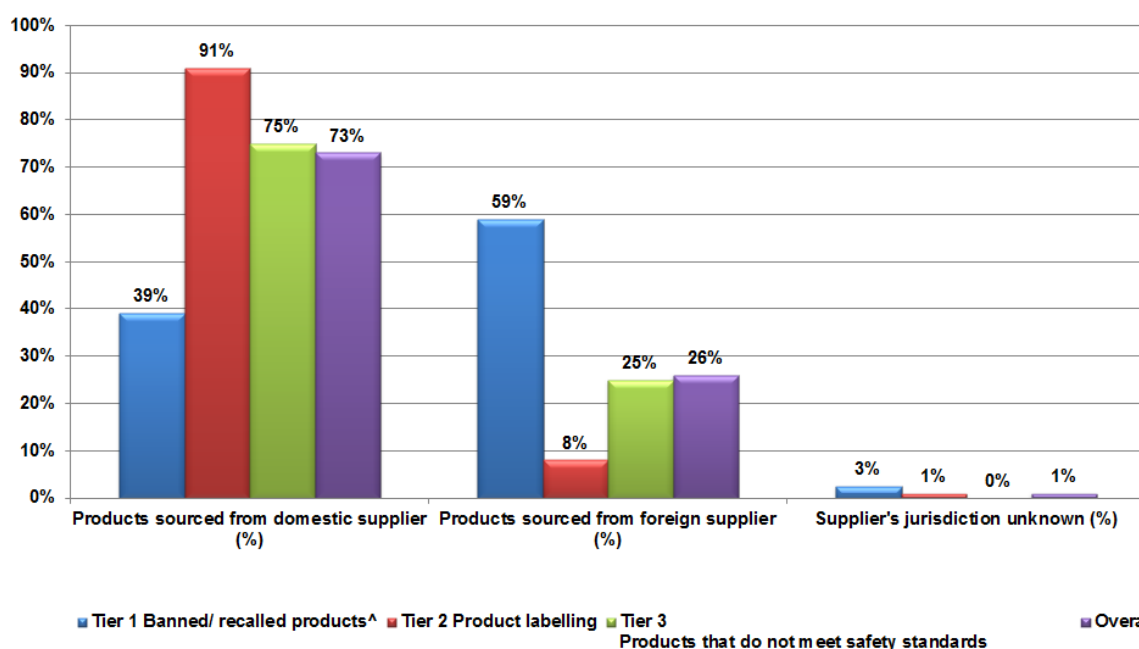
Note: Tier 1 data analysis excludes those products that would not be supplied or where it was unknown whether the products would be supplied to the participating jurisdictions.

Compliance rates

200 (30%) tier 1 products were not being supplied to participating jurisdictions. Caution is advised when interpreting this insight. It may not be that online suppliers around the world are complying with bans/ recalls.   The reason for the non-supply of banned or recalled products may be as prosaic as prohibitive transportation costs or some similar issue (Table 6 and Figure 5).

About one in five (21%) products with labelling requirements had relevant labelling included with their online marketing. A further 22% of products had partial labelling included with their online marketing. Although more than half (57%) of products did not include relevant labelling concurrent with their online marketing it should not be inferred that the products, once received, were not labelled either. Often it is not a regulatory requirement that this information be provided online and of the 77 products purchased as a part of tier 2 of the OECD Sweep, the majority (68%) were found to fully meet the labelling

requirements of relevant regulations and a further 21% were found to partially meet the labelling requirements of relevant regulations (Table 6 and Figure 5).

Of the 111 products assessed as a part of tier 3 of the OECD sweep to which product safety standards or requirements applied and which could be assessed as either compliant or otherwise, more than three in every ten (32%) were considered compliant overall (Table 6 and Figure 5).

Table 6.   Compliance rates by tier

	Tier 1 Banned/ recalled products	Tier 2 Product labelling	Tier 3 Products that do not meet safety standards	Total
Total products inspected	673	880	111	1664
Total compliant products	200	189	36	425
Compliance rates (%)	30%	21%	32%	26%

Note: Tier 1 total products inspected value excludes 20 products for which it was unknown whether the product would be supplied.

Tier 3 total products inspected value excludes 7 products for which it was unknown whether the product was compliant and 18 products to which it was determined relevant product safety regulations did not apply.

Tier 1 compliance rates measured by determining what number of suppliers would not supply banned or recalled products to the participating jurisdictions.

Tier 2 compliance rates measured by determining what number of inspected products featured labelling upon the website (note that in many instances it is not mandatory to place the labelling on the website).

Tier 3 compliance rates measured by determining what number of inspected products were assessed as compliant.

Figure 5. Compliance rated by tier
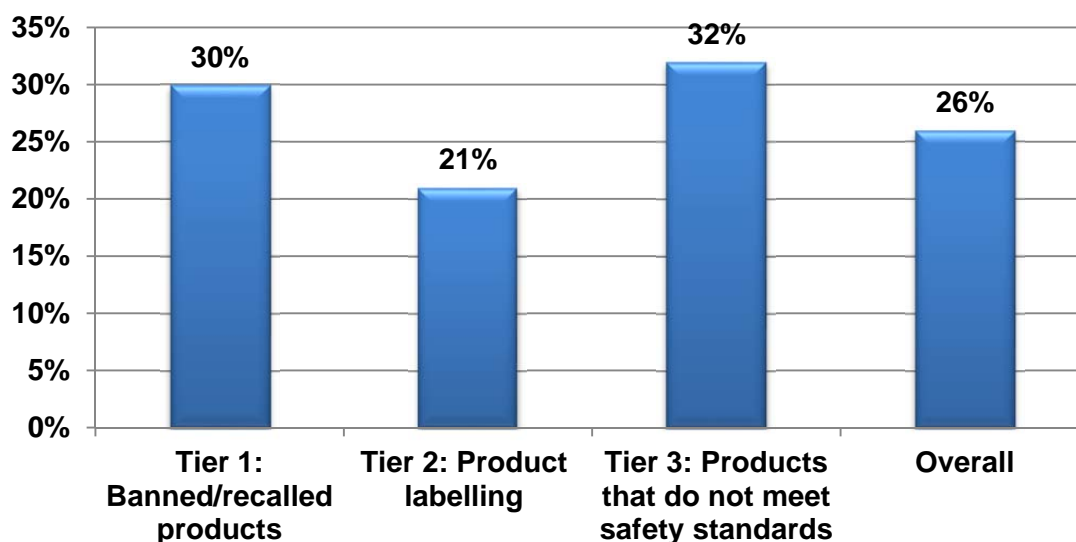
Many product types inspected during the OECD sweep, with the exception of food, were found to present with non-compliance. The product types considered most non-compliant included personal care products (89% non-compliant), sporting/ recreation products (87% non-compliant) and apparel (84% non-compliant) (Table 7).

14

Table 7. Non-compliance by product type

		Tier 1 Banned/ recalled products	Tier 2 Product labelling	Tier 3 Products that do not meet safety standards	Total non-compliant products	Total products inspected	Non-compliance rates
Product type	Apparel	28	119	0	147	174	84%
	Automotive	12	0	0	12	22	55%
	Chemical	1	48	0	49	76	64%
	Cosmetic	0	23	0	23	47	49%
	Food	0	0	0	0	11	0%
	Household electrical	24	168	5	197	274	72%
	Household (non-electrical)	59	87	44	190	237	80%
	Infant/ children	54	11	1	66	93	71%
	Personal care	8	0	0	8	9	89%
	Portable technology	9	29	17	55	71	77%
	Safety equipment	11	3	0	14	23	61%
	Sporting/ recreation	128	63	0	191	220	87%
	Tools/ machinery	3	67	0	70	96	73%
	Toys/ games	132	55	2	189	307	62%
	Unclassified	4	18	6	28	31	90%
Total non-compliant products		473	691	75	1239	1691	73%

Note: Tier 1 non-compliance rates measured by determining what number of suppliers would supply banned or recalled products to the participating jurisdiction.

Tier 2 non-compliance rates measured by determining what number of inspected products did not feature labelling or featured only partial labelling upon the website (note that in many instances it is not mandatory to place the labelling on the website).

Tier 3 non-compliance rates measured by determining what number of inspected products were assessed as non-compliant or partially compliant.

Tier 3 total non-compliant suppliers value excludes 7 products for which it was unknown whether the product was compliant and 18 products to which relevant product safety regulations did not apply.

Total products inspected number excludes 18 tier 3 products to which relevant product safety regulations did not apply.

For tier 1 and tier 2 findings, of those products inspected, products supplied via e-commerce platforms present higher non-compliance rates than that of supplied via retailers' websites. Non-compliance rate was the highest for tier 2 products provided via e-commerce platforms, however, it should be noted that in many jurisdictions, it is not mandatory to place the labelling on the website. Concerning tier 3 findings, of those products inspected, products that do not comply with standards are more likely to be provided via retailers' websites (Table 8).

Table 8. Non-compliance by type of website

	Tier1 Banned/ recalled products	Tier 2 Product labelling	Tier 3 Products that do not meet safety standards	Total (no.)
Total non-compliant products	473	691	75	1239
Total inspected products on e-commerce platforms (no.)	291	86	62	439
Non-compliant products supplied on e-commerce platforms (no.)	250	79	31	360
Non-compliance rate - e-commerce platforms (%)	86%	92%	50%	82%
Total inspected products on retailers' websites (no.)	312	794	72	1178
Non-compliant products supplied on retailers' websites (no.)	223	612	42	877
Non-compliance rate - retailers' websites (%)	71%	77%	58%	74%
Non-compliant products - website type unknown (no.)	0	0	2	2
Non-compliance rate - website type unknown (%)	0%	0%	100%	

Note: Tier 1 non-compliance rates measured by determining what number of suppliers would supply banned and recalled products to the participants.

Tier 2 non-compliance rates measured by determining what number of inspected products did not feature labelling or featured only partial labelling on the website.

Tier 3 non-compliance rates measured by determining what number of inspected products were assessed as non-compliant or partially compliant. Tier 3 total non-compliant suppliers value excludes 18 products to which relevant product safety regulations did not apply.

Overall, of those inspected, non-compliance rate is about the same for domestic and foreign suppliers for tier 1 and tier 2 findings. However, the findings for tier 3 demonstrate where products that do not comply with the standard are concerned, products from foreign jurisdictions are more likely to present a problem (Table 9).

Table 9.   Non-compliance by suppliers' origins

	Tier 1 Banned/ recalled products	Tier 2 Product labelling	Tier 3 Products that do not meet safety standards	Total
Total non-compliant products	473	691	75	1239
Total inspected domestic products (no.)	266	802	102	1170
Domestic non-compliant products (no.)	183	627	45	855
Domestic non-compliance rate (%)	69%	78%	44%	73%
Total inspected foreign products (no.)	380	72	34	486
Foreign non-compliant products (no.)	278	58	30	366
Foreign non-compliance rate (%)	73%	81%	88%	75%
Non-compliant products - jurisdiction unknown (no.)	12	6	0	18
Non-compliance rates - jurisdiction unknown (%)	26%	100%	0%	

Note: Tier 1 non-compliance rates measured by determining what number of suppliers would supply banned and recalled products to the participants.

Tier 2 non-compliance rates measured by determining what number of inspected products did not feature labelling or featured only partial labelling on the website.

Tier 3 non-compliance rates measured by determining what number of inspected products were assessed as non-compliant or partially compliant. Tier 3 total non-compliant suppliers value excludes 18 products to which relevant product safety regulations did not apply.

Key findings for tier 1 (banned or recalled products)

17 jurisdictions contributed to the tier 1 component (banned or recalled products) of the OECD sweep which included: Australia, Brazil, Canada, Chile, Colombia, Korea, New Zealand, Turkey and 9 EU Member States (Austria, Czech Republic, Denmark, Germany, Hungry, Latvia, Portugal, Slovenia and Spain).

Tier 1 (banned or recalled products) data analysis: inspected products

Number of products inspected and available online

693 banned or recalled products were identified by the 17 jurisdictions that contributed to this component (tier 1) of the OECD Sweep. Of the 693 banned or recalled products identified, jurisdictions undertaking the Sweep determined that slightly more than two-thirds (68%) of those products would be supplied to their jurisdiction (Table 10 and Figure 6).

The remainder of the products, comprising 220 products, would either not be supplied to participants' jurisdictions or it was unknown whether they would be supplied to the participants' jurisdictions.

Table 10. Number of tier 1 products surveyed and whether products were available for sale in participating jurisdictions

Total products identified	693

Was the product available for sale in your jurisdiction?

	No.	%
Yes	473	68%
Unknown or invalid response^	20	3%
No	200	29%

^ Invalid response = relevant cell left blank when data entered

Figure 6. Whether tier 1 products were available for sale in participating jurisdictions

n=693
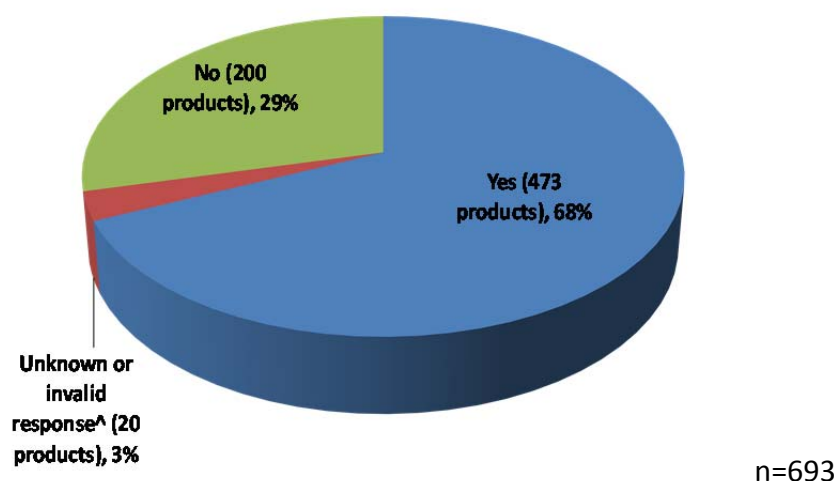
Websites used by suppliers of tier 1 (banned or recalled) products

Of those products inspected, over 70% of retailers' websites sell tier 1 products. This figure goes up to 86% for e-commerce platforms inspected (Table 11).

Number of tier 1 (banned or recalled) products purchased

4 products were purchased as a part of the tier 1 component of the OECD Sweep.

Number of tier 1 (banned or recalled) products available online

Overall, for every one banned or recalled product that would not be supplied, two banned or recalled products would be supplied. Many banned or recalled product types were more likely to be supplied than not be supplied (Table 12).

Table 11. Website type used by suppliers for banned or recalled products

		Was the product available for sale in your jurisdiction?							
		Yes (no.)	Yes (%)	No (no.)	No (%)	Unknown (no.)	Unknown (%)	Total (%)	Total (no.)
Website type	Retailers' website	223	71%	73	23%	16	5%	100%	312
	E-commerce platform	250	86%	37	13%	4	1%	100%	291
	Comparison	0	0%	63	100%	0	0%	100%	63
	Unknown/invalid response	0	0%	27	100%	0	0%	100%	27
	Total (no.)	473		200		20			693

Table 12. Banned or recalled products available online, by product type

	Was the product available for sale in your jurisdiction?*		
	Yes	No	Ratio^ Shall supply: shall not supply
Apparel total	28	7	4:1
Jequirity beans	22	2	11:1
Other apparel	6	5	1:1
Automotive total	12	5	2:1
Oil radiator	0	1	n/a
Tinted headlight covers	12	4	3:1
Chemical total	1	0	n/a
Chemical	1	0	n/a
Cosmetic total	0	4	n/a
Cosmetic	0	4	n/a
Food total	0	11	n/a
Food supplement	0	11	n/a
Household electrical total	24	27	1:1
Recalled 3-way socket	1	0	n/a
Electrical appliances and equipment	7	3	2:1
Kitchen electrical	4	1	4:1
Power supply unit	10	3	3:1
Household electrical	2	1	2:1
Lamps/ lighting	0	8	n/a
Chargers	0	7	n/a
Travel adaptors	0	4	n/a
Household (non-electrical) total	59	11	5:1
Fantasy/ novelty lighters	13	0	n/a
Door bell	1	0	n/a
e-cigarette	2	1	2:1
Hot water bottle	17	0	n/a
Party item	1	0	n/a
Patio chair	1	0	n/a
Wall mount for television	1	0	n/a
Heated pads	1	3	1:3
Relight candle	17	4	4:1
Smoke detectors	3	0	n/a
Multifunctional Measuring instrument	2	0	n/a
Iron chairs	0	1	n/a
Kitchen/ cooking accessories	0	1	n/a
Hot water dispenser	0	1	n/a
Infant/ children total	54	17	3:1
Baby self-feeding device	28	12	2:1
Baby walker	8	1	8:1
Pacifiers with crystals/ pearls	4	0	n/a
Childcare articles and children's equipment	2	0	n/a
Prams/ strollers	10	1	10:1
Highchair	1	1	1:1
Cot	1	2	1:2
Personal care total	8	1	8:1
Epilator/ hair removal	3	0	n/a
Anti-mosquito patches	5	0	n/a
UV nail lamp	0	1	n/a
Portable technology total	9	0	n/a
Headphones/ headsets	4	0	n/a
Router	4	0	n/a
Sports video camera	1	0	n/a
Safety equipment total	11	2	6:1
High-visibility clothing	5	0	n/a
Cycling helmet	1	0	n/a
Life jackets	5	0	n/a
Safety boots	0	1	n/a
Work gloves	0	1	n/a
Sporting/ recreation total	128	18	7:1
Archery set with infrared (Arqueiro X)	11	1	11:1
Bicycle disc brake calipers	1	0	n/a
Floating device	0	1	n/a
Sky lanterns	115	16	7:1
Soft air gun	1	0	n/a
Tools/ machinery total	3	3	1:1
Gardening machinery]	0	1	n/a
Machinery	3	0	n/a
Tools	0	2	n/a
Toys/ games total	132	93	1:1
Balloon blowing kit	17	0	n/a
Toys (assorted)	46	92	1:2
Small high powered magnets	69	1	69:1
Unclassified total	4	1	4:1
4 in 1 & Laser Pen	1	0	n/a
Laser	0	1	n/a
Usage restricted radio equipment (Jammer)	3	0	n/a
Total	473	200	2:1

*The products for which it was unknown whether they would be supplied have not been included in this table

^ Ratio values have been rounded to the nearest whole number

19

Suppliers' origin (domestic or foreign) for the inspected products for tier 1

For both domestic and foreign suppliers, of those inspected, around 70% of them are found to supply banned or recalled products which provides that domestic suppliers were equally as likely as foreign suppliers to sell banned or recalled products (Table 13).

Table 13. Suppliers' origin for banned or recalled products (domestic or foreign)

	Was the product available for sale in your jurisdiction?					
	Domestic	Domestic (%)	Foreign (no.)	Foreign (%)	Unknown (no.)	Total
Yes	183	69%	278	73%	12	473
No	82	31%	86	23%	32	200
Unknown	1	0%	16	4%	3	20
Total products inspected	266	100%	380	100%	47	693

Tier 1 (banned or recalled products) data analysis: supplied products

Suppliers' origin (domestic or foreign) for banned or recalled products supplied

Several banned or recalled product types, including jequirity beans, tinted headlight covers, fantasy/ novelty lighters, relight candles, baby self-feeding devices, sky lanterns, balloon blowing kits and small high powered magnets respectively, were found to primarily be supplied by foreign jurisdictions (Table 14).

Products classified as personal care and safety equipment were amongst the banned or recalled product types that were sourced exclusively from domestic online suppliers. Banned or recalled products classified as infant/ children, automotive, toys/ games, apparel and sporting/ recreation were primarily sourced from foreign online suppliers (Figure 7).

Table 14. Suppliers' origin (domestic or foreign) for banned or recalled products supplied

	Supplier - domestic or foreign?				
	Domestic (no.)	Domestic (%)	Foreign (no.)	Foreign (%)	Unknown (no.)
Apparel total	**6**	**21%**	**22**	**79%**	**0**
Jequirity beans	0	0%	22	100%	0
Other apparel	6	100%	0	0%	0
Automotive total	**4**	**33%**	**7**	**58%**	**1**
Tinted headlight covers	4	33%	7	58%	1
Chemical total	**1**	**100%**	**0**	**0%**	**0**
Chemical	1	100%	0	0%	0
Household electrical total	**21**	**88%**	**3**	**13%**	**0**
Recalled 3-way socket	1	100%	0	0%	0
Electrical appliances and equipment	5	71%	2	29%	0
Kitchen electrical	4	100%	0	0%	0
Power supply unit	9	90%	1	10%	0
Household electrical	2	100%	0	0%	0
Household (non-electrical) total	**26**	**44%**	**29**	**49%**	**4**
Fantasy/ novelty lighters	6	46%	7	54%	0
Door bell	1	100%	0	0%	0
e-cigarette	2	100%	0	0%	0
Hot water bottle	11	65%	6	35%	0
Party item	0	0%	1	100%	0
Patio chair	1	100%	0	0%	0
Wall mount for television	0	0%	0	0%	1
Heated pads	0	0%	0	0%	1
Relight candle	0	0%	15	88%	2
Smoke detectors	3	100%	0	0%	0
Multifunctional Measuring instrument	2	100%	0	0%	0
Infant/ children total	**20**	**37%**	**31**	**57%**	**3**
Baby self-feeding device	2	7%	23	82%	3
Baby walker	0	0%	8	100%	0
Pacifiers with crystals/ pearls	4	100%	0	0%	0
Childcare articles and children's equipment	2	100%	0	0%	0
Prams/ strollers	10	100%	0	0%	0
Highchair	1	100%	0	0%	0
Cot	1	100%	0	0%	0
Personal care total	**8**	**100%**	**0**	**0%**	**0**
Epilator/ hair removal	3	100%	0	0%	0
Anti-mosquito patches	5	100%	0	0%	0
Portable technology total	**8**	**89%**	**1**	**11%**	**0**
Headphones/ headsets	4	100%	0	0%	0
Router	3	75%	1	25%	0
Sports video camera	1	100%	0	0%	0
Safety equipment total	**11**	**100%**	**0**	**0%**	**0**
High-visibility clothing	5	100%	0	0%	0
Cycling helmet	1	100%	0	0%	0
Life jackets	5	100%	0	0%	0
Sporting/ recreation total	**27**	**21%**	**101**	**79%**	**0**
Archery set with infrared (Arqueiro X)	11	100%	0	0%	0
Bicycle disc brake calipers	0	0%	1	100%	0
Sky lanterns	16	14%	99	86%	0
Soft air gun	0	0%	1	100%	0
Tools/ machinery total	**3**	**100%**	**0**	**0%**	**0**
Machinery	3	100%	0	0%	0
Toys/ games total	**50**	**38%**	**78**	**59%**	**4**
Balloon blowing kit	0	0%	17	100%	0
Toys (assorted)	44	96%	1	2%	1
Small high powered magnets	6	9%	60	87%	3
Unclassified total	**4**	**100%**	**0**	**0%**	**0**
4 in 1 & Laser Pen	1	100%	0	0%	0
Usage restricted radio equipment (Jammer)	3	100%	0	0%	0
Total	**189**	**40%**	**272**	**58%**	**12**

Figure 7. Suppliers' origin (domestic or foreign) for banned or recalled products supplied
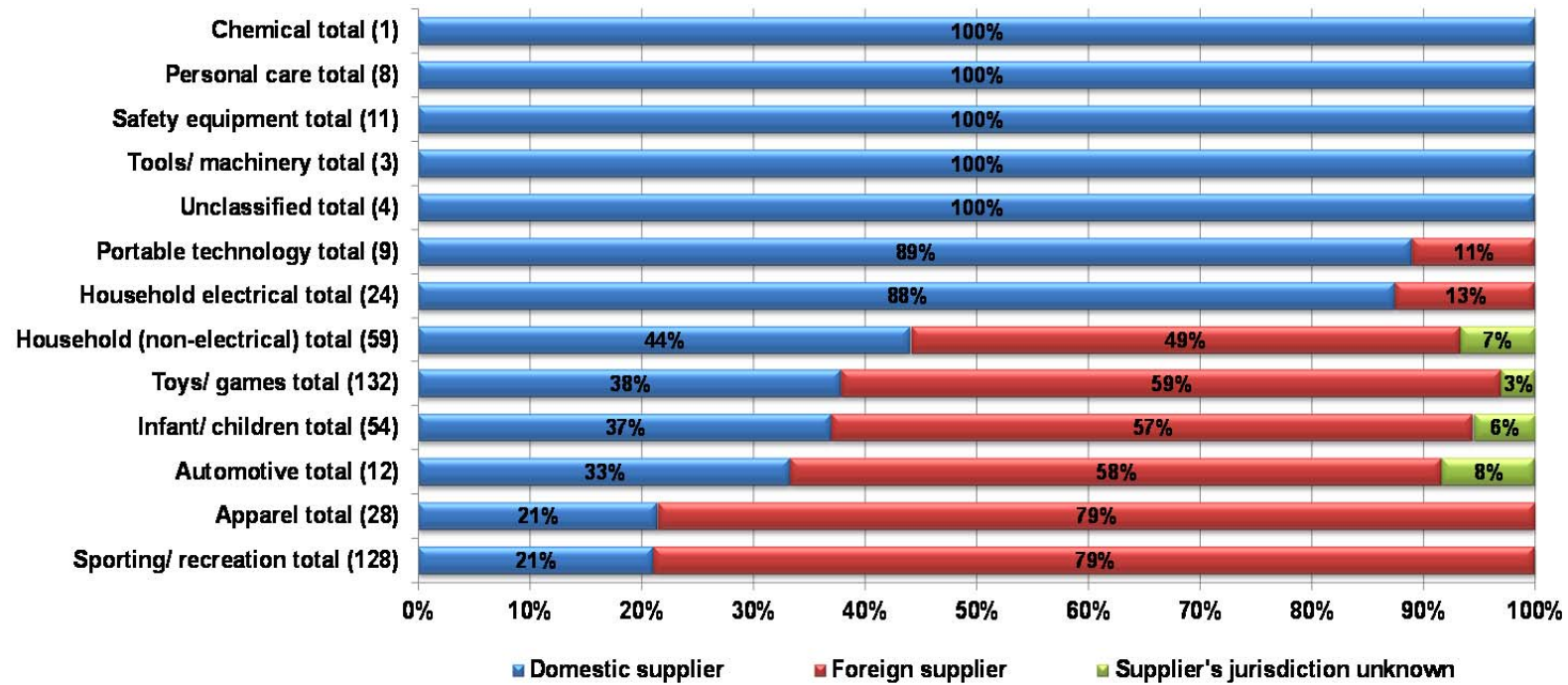
Note: Numbers in parentheses show the number of product inspected.

Key findings for tier 2 (inadequate product labelling and safety warnings)

15 jurisdictions contributed to the tier 2 component (inadequate product labelling and safety warnings) of the OECD sweep which included: Australia, Iceland, Japan, Turkey and 11 EU Member States (Austria, Estonia, Finland, France, Germany, Latvia, Malta, Poland, Portugal, Spain and Sweden).

Number of products inspected and whether product labelling displayed on website

880 products were inspected by jurisdictions contributing to the tier 2 component of the OECD sweep. The majority (57%) did not have relevant labelling featured on their website. About one in five (21%) inspected products did have the relevant product labelling displayed online. About one in five (22%) products had partial product labelling displayed online (Table 15 and Figure 8).

Table 15. Number of tier 2 products inspected and whether product labelling displayed on website before purchase

Total products identified	880

Was the product label displayed on the website before purchase?

	No.	%
Yes	189	21%
Partially	191	22%
No	500	57%

Figure 8. Whether product labelling was displayed on the websites before purchase

n=880
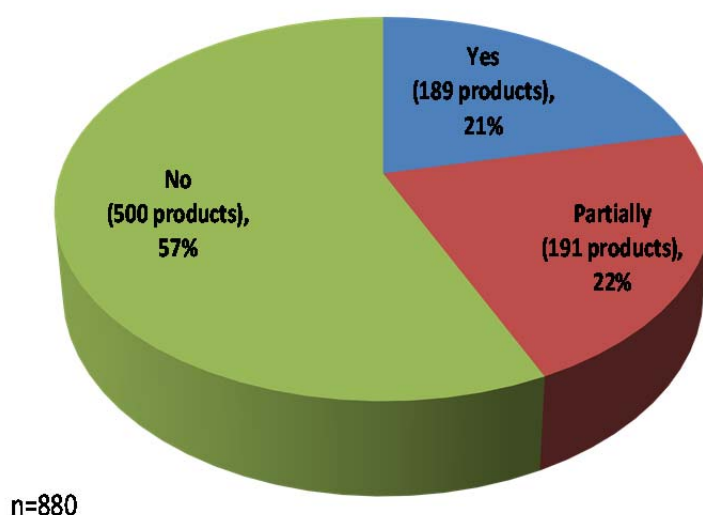
Websites used by suppliers of tier 2 (product labelling) products

Participating jurisdictions inspected 794 products on retailers' websites and 86 products on e-commerce platforms during their search for tier 2 products. 380 products were being supplied on websites that featured whole or partial product labelling (Table 16).

Almost all (96%) products identified during tier 2 OECD sweep activities that featured relevant labelling on the website prior to purchase were identified as being supplied via retailers' websites. There was no labelling displayed for 78 (91%) of the 86 products inspected on e-commerce platforms (Table 16).

Table 16. Website type used by suppliers of tier 2 products

		Was the product label displayed on the website before purchase?			
		Yes (no.)	Partially (no.)	No (no.)	Total
Website type	E-commerce platform	7	1	78	86
	Retailers' website	182	190	422	794
	Total products inspected	**189**	**191**	**500**	**880**

Number of tier 2 (product labelling) products purchased

Participating jurisdictions purchased 77 products when undertaking the tier 2 component of the OECD Sweep (Table 17 and Figure 9).

Table 17. Number of tier 2 products purchased

Total products identified	880

Was the product purchased?

	No.	%
Yes	77	9%
No	753	86%
Unknown/ Invalid response^	50	6%

^invalid response = cell left blank

Figure 9. Percentage of tier 2 products purchased

n=880
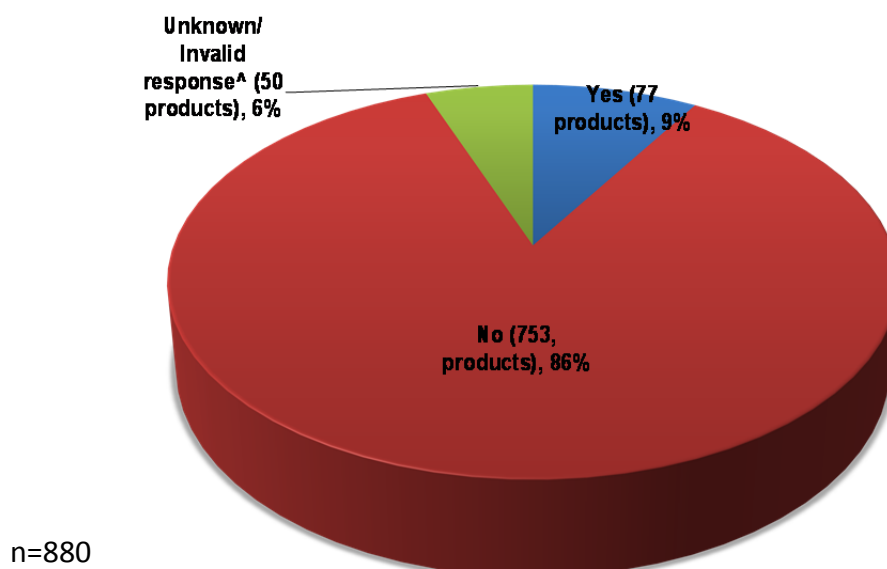
If tier 2 (product labelling) product purchased, whether supplied with correct labelling

Of the 77 products that were purchased as a part of tier 2 of the OECD sweep, the majority (68%) met labelling requirements (i.e. the product or its packaging was appropriately labelled, complying with relevant standards). Only a small number (12%) of products were unlabelled (Table 18 and Figure 10).

Table 18. Number of tier 2 products supplied with correct labelling, when purchased

Total products purchased	77

	No.	%
Labelled	52	68%
Partially labelled	16	21%
Not labelled	9	12%

Figure 10.   Number of products supplied with correct labelling, when purchased

n=77
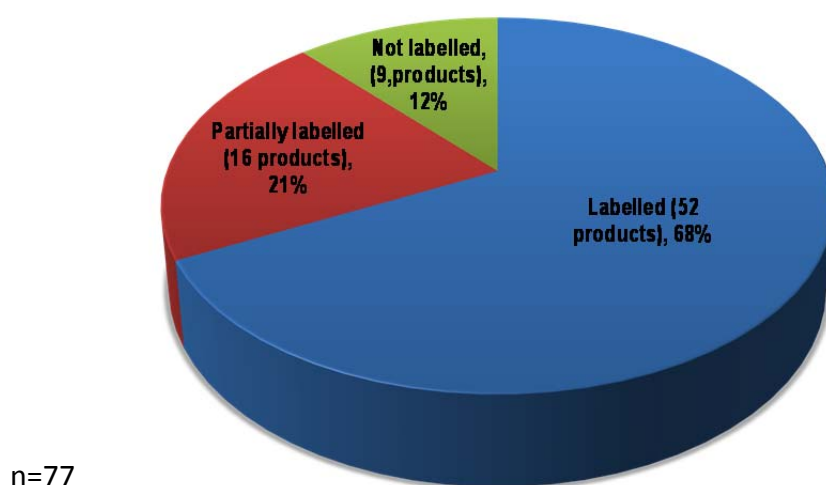
Of the products that were purchased and found to be correctly labelled, fewer than five in twenty (4%) products had product labelling displayed on the website before purchase and a further 50% had partial product labelling displayed on the website (Table 19 and Figure 11). As such, it is apparent a lack of product labelling displayed on the website prior to purchase may not mean that the product when physically received will not be labelled.

Table 19. Number of products that showed product labelling on website before purchase of those tier 2 products that were purchased and correctly labelled

Total products purchased that were correctly labelled	52

Was the product label displayed on the website before purchase?

	No.	%
Yes	2	4%
Partially	26	50%
No	24	46%

Figure 11.   Number of products that showed product labelling on website before purchase of those tier 2 products that were purchased and correctly labelled
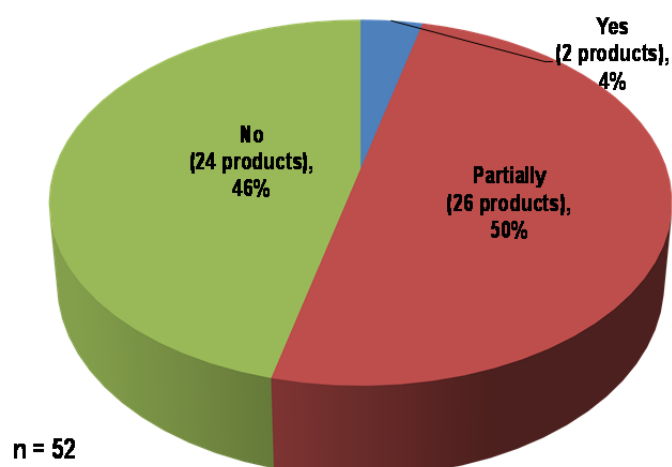
Number of products of which product labelling was displayed on website, by product type

Products such as safety equipment (70% labelled), cosmetics (49% fully or partially labelled) or chemicals and portable technology (36% labelled) were most likely to have relevant labelling displayed on the website prior to purchase. Products classified as sporting/ recreation (88% without labelling), non-electrical household (84%), apparel (83% without labelling) or tools/ machinery (74% without labelling) were least likely to have relevant labelling displayed on the website prior to purchase. Products classified as infant/children or household electrical tended to feature partial labelling on the website prior to purchase (Figure 12 and Table 20).

Figure 12.   Percentage of tier 2 products that displayed product labelling before purchase, by product type

Was the product label displayed on the website before purchase?

Product type	Yes (%)	Partially (%)	No (%)
Automotive total (1)	100%		
Household electrical total (213)	21%	73%	6%
Safety equipment total (10)	70%		30%
Infant/ children total (11)		55%	45%
Cosmetic total (43)	47%	2%	51%
Toys/ games total (67)	18%	27%	55%
Chemical Total (75)	36%		64%
Portable technology total (45)	36%		64%
Tools/ machinery total (90)	26%		74%
Apparel total (139)	14%	2%	83%
Household (non-electrical) total (95)	8%	7%	84%
Sporting/ recreation total (71)	10%	1%	88%
Unclassified total (20)	10%		90%

Note; Numbers in parentheses show the number of product inspected.

28

Table 20. Number of products of which product labelling displayed on website before purchase, by product type

|	Yes (no.)	Yes (%)	Partially (no.)	Partially (%)	No (no.)	No (%)	Total (no.)
Apparel total	**20**	**14%**	**3**	**2%**	**116**	**83%**	**139**
Children's clothing	0	0%	0	0%	15	100%	15
Children's nightwear	2	3%	1	2%	55	95%	58
Footwear	9	60%	0	0%	6	40%	15
Sunglasses	9	18%	2	4%	40	78%	51
Automotive total	**1**	**100%**	**0**	**0%**	**0**	**0%**	**1**
Tyres, Energy Labeling	1	100%	0	0%	0	0%	1
Chemical Total	**27**	**36%**	**0**	**0%**	**48**	**64%**	**75**
Biocides, Warnings	1	100%	0	0%	0	0%	1
Plant protection product	6	100%	0	0%	0	0%	6
Chemical designed to unblock water-pipes	15	33%	0	0%	31	67%	46
Disinfectant for swimming pool	5	23%	0	0%	17	77%	22
Cosmetic total	**20**	**47%**	**1**	**2%**	**22**	**51%**	**43**
Cosmetics	20	47%	1	2%	22	51%	43
Household electrical total	**45**	**21%**	**155**	**73%**	**13**	**6%**	**213**
Blender	0	0%	2	100%	0	0%	2
Built-in refrigerator	12	19%	52	81%	0	0%	64
Electric blanket	0	0%	1	100%	0	0%	1
Electronic door lock	0	0%	0	0%	1	100%	1
Food processor	0	0%	1	100%	0	0%	1
Hairdryer	0	0%	4	100%	0	0%	4
Hand mixer	0	0%	2	100%	0	0%	2
Household Appliances, Energy Labeling	0	0%	0	0%	2	100%	2
Iron	0	0%	5	100%	0	0%	5
Kettle	0	0%	5	100%	0	0%	5
Low-energy bulb	12	80%	0	0%	3	20%	15
Microwave oven	0	0%	1	100%	0	0%	1
Multicooker	0	0%	2	100%	0	0%	2
Popcorn popper	0	0%	1	100%	0	0%	1
Refridgerator	4	12%	28	85%	1	3%	33
"Shuesdryer"	0	0%	0	0%	1	100%	1
Toaster	0	0%	3	100%	0	0%	3
Television	2	6%	31	94%	0	0%	33
Vacuum cleaner	0	0%	0	0%	1	100%	1
Waffle pann	0	0%	1	100%	0	0%	1
Washing machine	15	44%	16	47%	3	9%	34
Wireless spy camera	0	0%	0	0%	1	100%	1
Household (non-electrical) total	**8**	**8%**	**7**	**7%**	**80**	**84%**	**95**
Child-resistant locking devices for windows	6	100%	0	0%	0	0%	6
Door bell	0	0%	0	0%	2	100%	2
e-cigarette	1	14%	0	0%	1	14%	7
Mincer/grinder	0	0%	1	100%	0	0%	1
Smoke detector	0	0%	0	0%	3	38%	8
Tempered glass lid	1	1%	6	7%	74	91%	81
Infant/ children total	**0**	**0%**	**6**	**55%**	**5**	**45%**	**11**
Baby walker	0	0%	4	100%	0	0%	4
High chair	0	0%	2	29%	5	71%	7
Portable technology total	**16**	**36%**	**0**	**0%**	**29**	**64%**	**45**
Hand-held radio	0	0%	0	0%	1	100%	1
Mobile telephone/ smartphone	13	37%	0	0%	22	63%	35
Photo camera	1	100%	0	0%	0	0%	1
Smart watch	0	0%	0	0%	5	100%	5
Tablet	2	100%	0	0%	0	0%	2
Wireless device detector	0	0%	0	0%	1	100%	1
Safety equipment total	**7**	**70%**	**0**	**0%**	**3**	**30%**	**10**
High visibility jackets	5	100%	0	0%	0	0%	5
Life jackets	2	40%	0	0%	3	60%	5
Sporting/ recreation total	**8**	**11%**	**1**	**1%**	**62**	**87%**	**71**
Children's bicycles	1	7%	0	0%	14	93%	15
Children's play equipment	1	0%	0	0%	11	100%	12
Electric bicycle	0	0%	0	0%	24	100%	24
Floating leisure products - swim ring	0	0%	1	50%	1	50%	2
Mountain bicycles	3	100%	0	0%	0	0%	3
Painting pencil (set)	1	100%	0	0%	0	0%	1
Paddling pool	0	0%	0	0%	3	100%	3
Skateboards, rollerskates and scooters	2	20%	0	0%	9	80%	11
Tools/ machinery total	**23**	**26%**	**0**	**0%**	**67**	**74%**	**90**
Air compressor	23	26%	0	0%	67	74%	90
Toys/ games total	**12**	**19%**	**18**	**26%**	**37**	**56%**	**67**
Toys (various)	12	19%	18	27%	34	54%	64
Wireless game controller	0	0%	0	0%	3	100%	3
Unclassified total	**2**	**10%**	**0**	**0%**	**18**	**90%**	**20**
Anti-fouling paint for ships	2	18%	0	0%	9	82%	11
Jammer/mobile phone blocker	0	0%	0	0%	4	100%	4
Laser (various)	0	0%	0	0%	5	100%	5
Total products inspected	**189**	**21%**	**191**	**22%**	**500**	**57%**	**880**

Suppliers' origin (domestic or foreign) for the inspected products for tier 2

Domestic suppliers were almost equally as likely as foreign suppliers to provide product labelling on the website prior to purchase. Nearly one quarter (24%) of domestic suppliers provided partial product labelling on their website prior to purchase. No foreign suppliers provided partial product labelling on their website prior to purchase. The percentage of suppliers who did not display any product labelling was much higher for foreign suppliers (81%) than for domestic suppliers (54%) (Table 21 and Figure 13).

Table 21. Suppliers' origin for tier 2 products

	Was the product label displayed on the website before purchase?					
	Domestic (no.)	Domestic (%)	Foreign (no.)	Foreign (%)	Unknown (no.)	Total
Yes	175	22%	14	19%	0	189
Partially	191	24%	0	0%	0	191
No	436	54%	58	81%	6	500
Total products inspected	**802**	**100%**	**72**	**100%**	**6**	**880**

Figure 13.   Percentage of products that displayed product labelling on the website before purchase
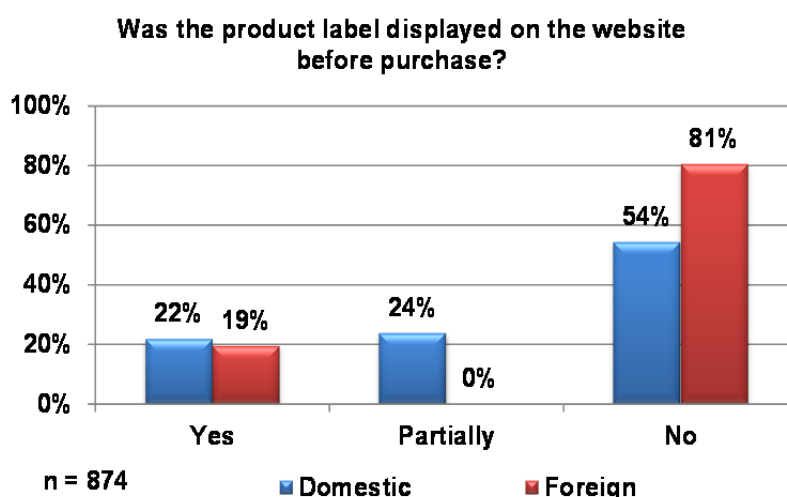
Key findings for tier 3 (products that do not meet voluntary or mandatory safety standards)

Seven jurisdictions contributed to the tier 3 (products that do not meet safety standards and requirements) component of the OECD sweep which included: Australia, Chile, and five EU Member States (Austria, France, Germany, Latvia and Slovenia).

Number of products inspected and compliance with voluntary or mandatory standards

136 products were inspected by the jurisdictions contributing to the tier 3 component of the OECD Sweep. Of the 136 products inspected, just more than one in four (26%) were assessed as compliant with relevant voluntary or mandatory product safety standards. About half (54%) of all products inspected were assessed as not complying with relevant voluntary or mandatory product safety standards (Table 22 and Figure 14).

Table 22. Number of products inspected for tier 3 and whether they meet voluntary or mandatory safety standards

Total products identified	136

Did the product comply with the standard or requirements?

	No.	%
Yes	36	26%
Partially	1	1%
No	74	54%
Standard not applicable to product	18	13%
Compliance status unknown	7	5%

Figure 14.   Whether tier 3 products were assessed as compliant

n = 136
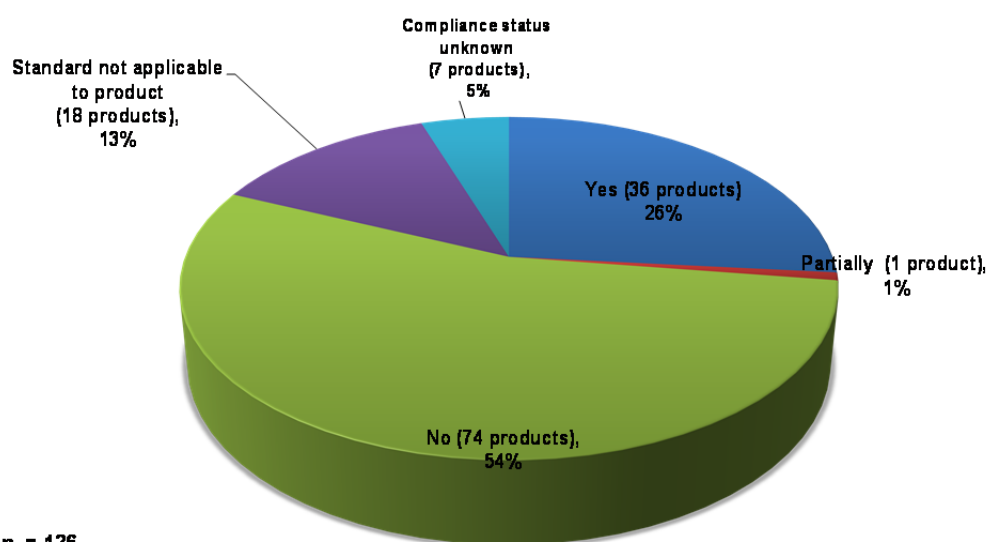
Websites used by suppliers of tier 3 (products that do not meet voluntary or mandatory safety standards) products

Participating jurisdictions inspected 72 products supplied *via* retailers' websites and 62 products supplied via e-commerce platforms during their search for tier 3 products. Of the products supplied from retailers' websites, 58% were assessed as non-compliant. Of the products supplied from e-commerce platforms 48% were assessed as non-compliant (Table 23).

31

Table 23. Website type used by supplier of tier 3 products

|	Did the product comply with the standard or requirements?											
	Yes (no.)	Yes (%)	Partially (no.)	Partially (%)	No (no.)	No (%)	Standard not applicable to product (no.)	Standard not applicable to product (%)	Compliance status unknown (no.)	Compliance status unknown (%)	Total (%)	Total (no.)
Retailers' website	23	32%	0	0%	42	58%	7	10%	0	0%	100%	72
E-commerce platform	13	21%	1	2%	30	48%	11	18%	7	11%	100%	62
Unknown/invalid response	0	0%	0	0%	2	100%	0	0%	0	0%	100%	2
Total products inspected(no.)	36		1		74		18		7			136

Number of tier 3 (products that do not meet voluntary or mandatory safety standards) products purchased

Participating jurisdictions collectively purchased 60 products when undertaking the tier 3 component of the OECD sweep (Table 24 and Figure 15).

Table 24. Number of tier 3 products purchased

	No.	%
Assessed online only	76	56%
Bought and assessed	60	44%
Total products inspected	**136**	**100%**

Figure 15.   Percentage of tier 3 products purchased

n=136
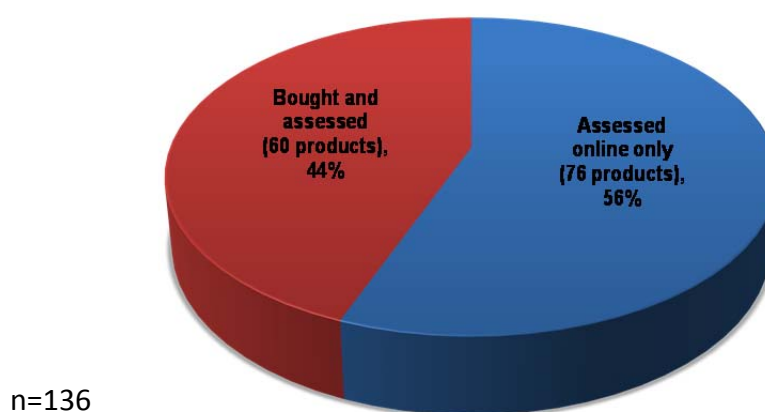
Compliance assessment (tier 3 products assessed online only or purchased)

Products that were purchased were far more likely to be assessed as compliant (42%) relative to those that were assessed online only (14%). Nonetheless, significant proportions (55%) of purchased products were assessed as not complying with relevant standards (Table 25 and Figure 16).

Of the products that were assessed online only, sweep participants were unable approximately one-tenth (9%) of the time to determine whether the product complied (Table 25 and Figure 16).

Compliance assessment by product type (tier 3 products assessed online only or purchased))

Lasers, lighters and bunk-beds were most likely to be assessed as non-compliant with relevant standards or requirements after having been inspected online only (Table 26).

Among purchased tier 3 products, highchairs and beanbags were assessed as being compliant more than half of the time. Products classified as portable technology or household electrical were mostly found to be non-compliant (Table 27).

Table 25. Number of tier 3 products that meet voluntary or mandatory safety standards

	Assessed online only (no.)	Assessed online only (%)	Bought and assessed (no.)	Bought and assessed (%)	Total
Compliant	11	14%	25	42%	36
Partially compliant	0	0%	1	2%	1
Non-compliant	41	54%	33	55%	74
Standard not applicable to product	17	22%	1	2%	18
Compliance status unknown	7	9%	0	0%	7
Total products inspected	**76**	**100%**	**60**	**100%**	**136**

Figure 16.   Percentage of tier 3 products that meet voluntary or mandatory safety standards
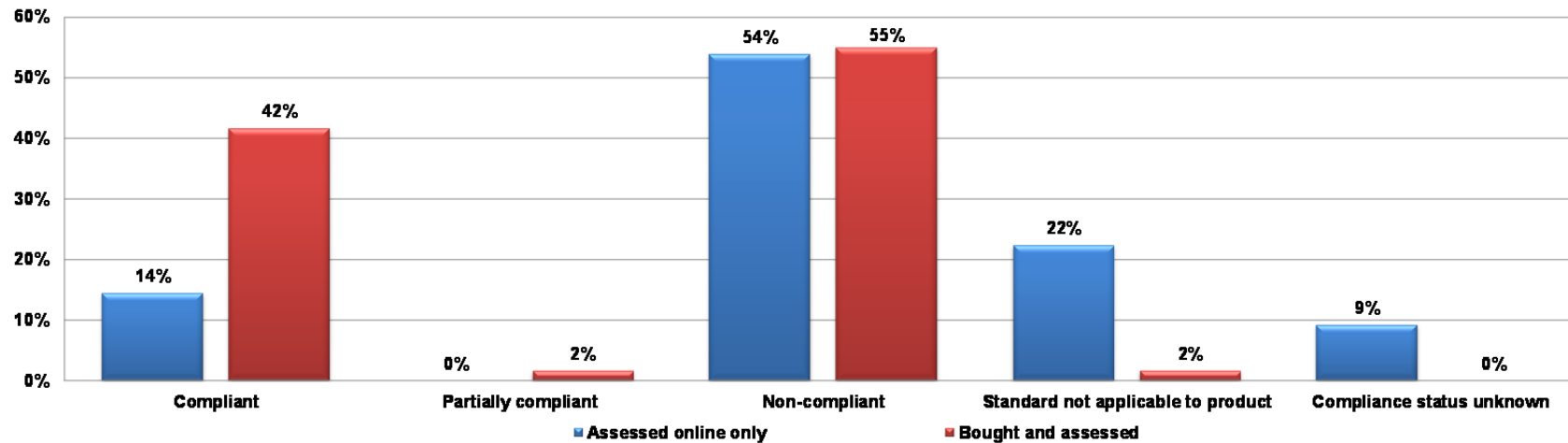
Table 26. Compliance assessment for tier 3 products by product type (assessed online only)

	Compliant (no.)	Compliant (%)	Non-compliant (no.)	Non-compliant (%)	Compliance status unknown (no.)	Compliance status unknown (%)	Standard not applicable to product (no.)	Standard not applicable to product (%)	Total
Household electrical total	**0**	**0%**	**0**	**0%**	**0**	**0%**	**5**	**100%**	**5**
Cotton Candy Factory	0	0%	0	0%	0	0%	1	100%	1
electric insect tramp lamps	0	0%	0	0%	0	0%	2	100%	2
Electric pump for balloons	0	0%	0	0%	0	0%	1	100%	1
Waterfall Light Drinks	0	0%	0	0%	0	0%	1	100%	1
Household (non-electrical) total	**11**	**21%**	**33**	**63%**	**0**	**0%**	**8**	**15%**	**52**
Charcoal Grill/ Portable box-shaped grill	0	0%	0	0%	0	0%	2	100%	2
Hydroponic garden	0	0%	0	0%	0	0%	1	100%	1
Knife Block magnet	0	0%	0	0%	0	0%	1	100%	1
Lotus candle	0	0%	0	0%	0	0%	1	100%	1
Mirror jewelry cabinet	0	0%	0	0%	0	0%	1	100%	1
Lighters	4	36%	7	64%	0	0%	0	0%	11
Bunkbeds	7	21%	26	79%	0	0%	0	0%	33
Ultrasound repellent (for?) mice	0	0%	0	0%	0	0%	1	100%	1
Waterproof Bluetooth Speaker for shower	0	0%	0	0%	0	0%	1	100%	1
Infant/ children total	**0**	**0%**	**0**	**0%**	**0**	**0%**	**1**	**100%**	**1**
Baby Harness moon walk	0	0%	0	0%	0	0%	1	100%	1
Toys/ games total	**0**	**0%**	**2**	**17%**	**7**	**58%**	**3**	**25%**	**12**
Toys (assorted)	0	0%	2	17%	7	58%	3	25%	12
Unclassified total	**0**	**0%**	**6**	**100%**	**0**	**0%**	**0**	**0%**	**6**
Laser	0	0%	6	100%	0	0%	0	0%	6
Total products inspected	**11**	**14%**	**41**	**54%**	**7**	**9%**	**17**	**22%**	**76**

Table 27. Compliance assessment for tier 3 products by product type (purchased)

	Compliant (no.)	Compliant (%)	Partially compliant (no.)	Partially compliant (%)	Non-compliant (no.)	Non-compliant (%)	Standard not applicable to product	Total
Household electrical	**2**	**29%**	**0**	**0%**	**5**	**71%**	**0**	**7**
Digital charger	1	100%	0	0%	0	0%	0	1
Electrical heater	0	0%	0	0%	1	100%	0	1
Iron	0	0%	0	0%	1	100%	0	1
Kettle	0	0%	0	0%	1	100%	0	1
Mixer	1	100%	0	0%	0	0%	0	1
Steam iron	0	0%	0	0%	1	100%	0	1
Toaster	0	0%	0	0%	1	100%	0	1
Household (non-electrical)	**16**	**57%**	**1**	**4%**	**10**	**36%**	**1**	**28**
Bean Bags	16	59%	1	4%	9	33%	1	27
Robotic vacuum cleaner	0	0%	0	0%	1	100%	0	1
Infant/ children	**2**	**67%**	**0**	**0%**	**1**	**33%**	**0**	**3**
Highchair	2	67%	0	0%	1	33%	0	3
Portable technology	**0**	**0%**	**0**	**0%**	**17**	**100%**	**0**	**17**
A/V transmitter	0	0%	0	0%	6	100%	0	6
Smartphone	0	0%	0	0%	9	100%	0	9
USB WiFi dongle	0	0%	0	0%	1	100%	0	1
Wireless camera	0	0%	0	0%	1	100%	0	1
Sporting/ recreation	**3**	**100%**	**0**	**0%**	**0**	**0%**	**0**	**3**
Bicycle safety seat for children	3	100%	0	0%	0	0%	0	3
Toys/ games	**2**	**100%**	**0**	**0%**	**0**	**0%**	**0**	**2**
Toys (assorted)	2	100%	0	0%	0	0%	0	2
Total products inspected	**25**	**42%**	**1**	**2%**	**33**	**55%**	**1**	**60**

Compliance assessment by suppliers' origin (domestic or foreign)

Products available from domestic online suppliers were more likely to be assessed as being compliant with relevant product safety standards (32% compliance rate) than those available from foreign online suppliers (9% compliance rate). The majority (88%) of products available from foreign online suppliers were assessed as not complying with relevant product safety standards (Table 28 and Figure 17).

Table 28. Compliance assessment by suppliers' origin (domestic or foreign)

	Supplier - domestic or foreign?				
	Domestic (no.)	Domestic (%)	Foreign (no.)	Foreign (%)	Total (no.)
Compliant	33	32%	3	9%	**36**
Partially compliant	1	1%	0	0%	**1**
Non-compliant	44	43%	30	88%	**74**
Standard not applicable to product	17	17%	1	3%	**18**
Compliance status unknown	7	7%	0	0%	**7**
Total products inspected	**102**	**100%**	**34**	**100%**	**136**

Figure 17. Compliance assessment by suppliers' origin (domestic or foreign)
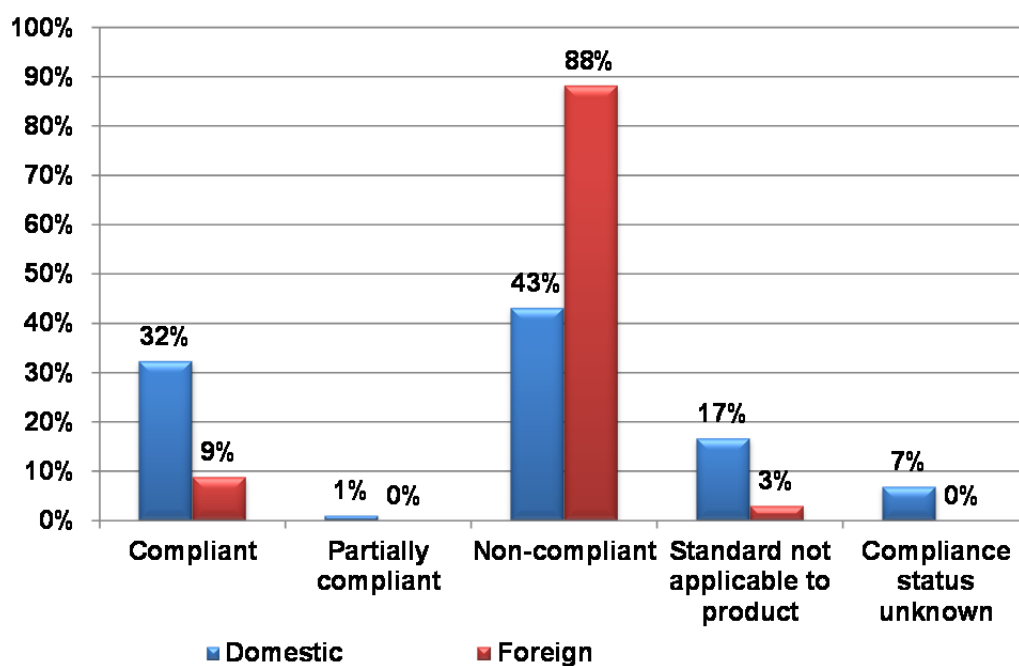
ANNEX 1: DEFINITIONS

Apparel

Any product that is intended to be worn upon a person's body or against their skin. This category excludes wearable portable technology items (e.g. smart watches, MP3 players, etc.).

Automotive

Any product that is intended to be used in conjunction with, or as a component of, a motor vehicle or motorcycle. This category excludes 'safety equipment' used in conjunction with the operation of a motor vehicle or motorcycle.

Chemical

Any product produced by or used in a chemical process (e.g. plant protection product).

Comparison website

A website that provides links to products available for sale on e-commerce platforms and independent websites. Comparison websites tend not to supply products of their own.

Cosmetic

Any product applied to a person's face or body with the intent of altering their appearance.

Domestic

An online supplier based within the inspecting jurisdiction's own jurisdiction.

E-commerce platforms

A web-based platform provided by an independent third party upon which traders may market and ultimately supply their products. Well-known examples of e-commerce platforms include eBay and Rakuten. E-commerce platforms may also sell products they source, warehouse, market and supply themselves, in addition to providing a platform for others to sell their products (e.g. Amazon). Multiple competing suppliers may use e-commerce platforms.

Food

Any product that is intended to be consumed for sustenance.

Foreign

An online supplier based outside of the inspecting jurisdiction's own jurisdiction.

Household electrical

Any product that is intended to be used whilst connected to a power outlet and may be found in a typical household (e.g. plug adapter, washing machine). This category excludes products that operate using battery power. This category excludes products that are designed to be used exclusively by infants and children; products that are used in sporting or recreational contexts; portable technology; tools and machinery; and, toys and games, irrespective of whether they need to be connected to a power outlet to be used.

Household (non-electrical)

Any product that may be found in a typical household and is not reliant upon constant connection to a power outlet when being used (e.g. novelty lighter, tempered glass lid). This category includes products that are predominantly battery-powered, irrespective of any need to connect the product to a power outlet for a battery recharge. This category excludes products that are designed to be used exclusively by infants and children; products that are used in sporting or recreational contexts; portable technology; tools and machinery; and, toys and games.

Infant/ children

Any product that is intended to be used primarily by infants or children aged less than 3 years (e.g. baby walker, highchair). This category excludes products intended to be used in sporting and recreational contexts and toys and games irrespective of the age of the consumer such products may be targeted towards.

Personal care

Any product applied by a person to their hair, face or body with the intent of cleansing their hair, face or body; maintaining their hair, face or body or protecting their hair, face or body from exposure to some element such as sun, wind, insect attack (e.g. UV nail lamp). This category excludes apparel products intended to be worn (as opposed to applied) and safety equipment.

Portable technology

Any product that is small, relatively light, portable and with some technological aspect(s) (e.g. smartphone, camera). This category also includes products used in association with the consumption of portable technology items, such as headphones and routers.

Retailers' website

A website established by a supplier to market and ultimately supply their own products. Competing suppliers do not have access to retailers' websites in order to sell their products. Any website not classified as an e-commerce platform (refer to 'e-commerce platform' category) has been classified a retailers' website.

Safety equipment

Any product that is used or worn with the intent of protecting the consumer from some harm or hazard (e.g. life jacket, cycling helmet). This category excludes products that are applied directly to the hair, body or face (refer to 'personal care' category).

Sporting/ recreation

Any product that is used in a sporting or recreational context (e.g. sky lantern, children's bicycles). This category excludes products that are used or worn with the intent of protecting the consumer from some harm or hazard whilst playing sports or recreating (refer to 'safety equipment' category).

Tools/ machinery

A device, implement or piece of mechanised equipment that is used to carry out a particular function or activity (e.g. air compressor).

Toys/ games

Any product that is used to generate fun or amusement for consumers irrespective of consumers' age (e.g. plastic doll, small high powered magnets).

Unclassified

Any product that is not captured by another specified product category (e.g. laser pen).

ANNEX 2: METHODOLOGY USED IN THE OECD SWEEP

All agencies were able to participate in the sweep by choosing the amount of time and resources to allocate to the initiative. The following table provides a resourcing guide for the OECD sweep (Table 29).

Table 29. Resourcing guide for the OECD sweep

Commitment level	Available Staff from your Agency	Number of websites	Commitment (in hours)
A	3+ people over 5 days	100+	100 or more
B	2 people over 2 days	30	30
C	2 people / 1 person over 2 days	15	15
D	1 person	5	5

The product websites surveyed during the OECD sweep fell into the following three product categories:

- Banned or recalled products.

- Inadequate product labelling and safety warnings.

- Products that do not meet voluntary or mandatory safety standards.

These categories of products have been chosen to allow sweep participants the flexibility to choose a product that is a priority for their jurisdiction. For example, Australians are exposed to high levels of UV due to the depletion of the Ozone layer, low levels of cloud cover and land elevation levels. As such, performance and labelling requirements for sunglasses is an ongoing priority.

The final paper will not report on each product surveyed during OECD sweep week but the categories of product. The report will draw out information such as the number of banned products surveyed by all jurisdictions, which allows each jurisdiction to choose products relevant to their jurisdiction.

Additionally, as product safety laws are not harmonised between OECD countries this precludes conducting an OECD sweep of a particular product in all jurisdictions.

If there are products which are a common priority, participants have the option to align the OECD sweep further by surveying the same products. The project team for this project at the Working Party on Consumer Product Safety will facilitate this by seeking information from sweep participants in advance about which products they intend to survey during the OECD sweep. The project team will share this information with all sweep participants to allow consideration of further coordination.

How to survey product websites

The three categories of product websites require different time commitments and resourcing. Sweep participants could choose to conduct the OECD sweep with products from either category one, two or three or a combination. Sweep participants could decide on the products for the survey based on their size, resources, number/type of websites they wanted to focus on or any other organisational priorities.

Tier 1: Banned or recalled products

OECD Sweep of banned or recalled products is the simplest and least time consuming category. Banned products are unsafe goods that are prohibited in your jurisdiction. Recalled products refer to goods which have been recalled due to an unsafe characteristic and can no longer be legally sold. It is not illegal in some jurisdictions to sell recalled goods, so not all jurisdictions will be able to sweep to identify recalled goods that are for sale.

Sweep participants could choose one or more banned or recalled products in their jurisdiction and search for websites, both within and outside of their jurisdiction, supplying the product. Sweep participants were asked to observe whether banned or recalled products are available for supply by seeing if they were offered for sale; they were encouraged to validate their assessment further by:

- Going through to the final stages of an online transaction and testing if the supplier would ship to the relevant jurisdiction.

- Purchasing a banned product from a website; or

- Contacting the online platform directly to confirm shipping to the relevant jurisdiction.

Sweep participants were provided with a template to record details of the products surveyed. Results of the OECD sweep of banned or recalled products were to provide information on the availability of prohibited products on the internet. Of particular interest was whether products which are not banned in the jurisdiction of the online seller are being made available to other jurisdictions where they are banned.

Tier 2: Inadequate product labelling and safety warnings

The OECD sweep of product labelling was a slightly more resource intensive option of the online survey as it required:

- Verifying product labels against a standard (or other requirement); and

- If possible, it would be helpful to validate further by purchasing the products.

Sweep participants were to choose one or more products with labelling requirement and search for websites supplying the products. Sweep participants were to check for product labels by:

- Searching for the relevant content of the label or a picture of the label at point of sale online; and

- If possible, purchasing products to identify whether they are supplied with the correct labels.

It was noted that a lack of labels available at the time of purchasing online would likely be an issue observed by many/most jurisdictions.

Sweep participants will be provided a template to record details of the products surveyed. Results of the OECD sweep of product labels will provide information on the extent to which labels are provided at the time of purchase and examine whether products purchased online are less likely to come with correct labels. Of particular interest is whether products manufactured overseas and available for purchase online conform to country based labelling requirements.

Tier 3: Products that do not meet voluntary or mandatory safety standards

It was expected that an OECD sweep of products that do not meet voluntary or mandatory safety standards would require the greatest resources and time for participants. Products that do not meet safety standards are products that fail to meet manufacturing, construction or design requirements under regulation. To conduct a tier 3, OECD sweep products might have to be purchased and tested against requirements.

Sweep participants were to select one or more products identified as a safety or compliance priority for their jurisdiction. They were to search for online suppliers of the relevant product and purchase a sample from different websites. Participants were to arrange for samples to be tested in accordance with the relevant requirements.

Participants were provided with a template to record details of the products surveyed. As arranging for testing of products requires more time than tier 1 and 2 products, results of product testing were not proposed to be due until 3 months after the OECD sweep week. Results of an OECD sweep of products that do not meet voluntary or mandatory safety standards were to provide information on the extent to which products purchased online conform to legal requirements. Of particular interest was whether products manufactured overseas and available for purchase online conform to country based laws.

Follow-up action

In conducting the OECD sweep, participants were not required to address non-compliance identified. If an individual agency did not have capacity to take follow up action, this still informs the project outcome in understanding the capacity among regulators to address different kinds of problems present in the online sector. Where follow up action was to be taken, the project team would collect information about this. The information collected would relate to type of action taken and outcomes. Details of suppliers were not to be provided if confidentiality limitations applied.

What were participants to record?

Sweep participants were provided with templates to record all information gathered during the OECD sweep. The project team provided the following templates for that purpose:

- A template to record products surveyed during the OECD sweep week. The kind of information recorded will be: product; supplier; country of supplier; breach; hazard; and remedy.

- A template to record basic statistics such as number of products surveyed, number of websites surveyed and number of officers used in the sweep.

- Template letters to send to suppliers of non-compliant products to capture information such as awareness of product safety laws online.

- A template to record details of any follow up enforcement action taken.

The project team collated and distributed all the information collected. The final report was to collate information and not provide specific details of the work undertaken by individual regulators.

NOTES

1.   Disclaimer: The Australian Competition and Consumer Commission has exercised due care and skill in preparing this information, however does not warrant that it is correct, complete or suitable for the purposes for which it is intended to be used. The Australian Competition & Consumer Commission disclaims all liability associated with the use of this information.

Some tables and charts in this report may present with apparent calculation errors which are attributable to rounding. E.g. 74.4% + 22.4% + 3.2% = 100%. With rounding these values will appear as 74%, 22%, 3% and 100%, which appears incorrect as adding 74%, 22% and 3% equals 99%.

2.   Definitions for key phrases and classifications referenced in this report are included as an appendix. Please refer to that in the first instance if unsure about the meaning of a phrase or the scope of a classification.

3.   The report on Online Product Safety: Trends and Challenges [DSTI/CP/CPS(2015)7/FINAL] that is being finalised covers 1) and 2).