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ONLINE PRODUCT SAFETY SWEEP REPORT

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Foreword

In October 2021, twenty-one OECD countries and partner economies participated in an online product safety sweep to identify the degree to which products were available for sale online despite (i) being banned or recalled, or (ii) having inadequate labelling; and (iii) not meeting voluntary or mandatory product safety standards. The work builds on a 2015 sweep with the goal of deepening understanding of online product safety issues. The results reveal that the rapid uptake of e-commerce, accelerated by the COVID-19 pandemic, continues to present numerous online product safety challenges. Unsafe products are readily traded across borders and the average rate of non-compliance (or potential non-compliance) with product safety standards and laws remains far too high, at 79%. More needs to be done by online marketplaces and other retailers to enhance their ability to identify and remove unsafe product listings and for consumer authorities to deter non-compliance.

This report was prepared by the Australian Competition and Consumer Commission and Korea Consumer Authority, with input from Reiko Odoko and Nicholas McSpedden-Brown, under the supervision of Brigitte Acoca of the OECD Secretariat. It was approved and declassified by the Committee on Consumer Policy at its meeting on 13 April 2023 and prepared for publication by the OECD Secretariat.

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Abstract

In October 2021, twenty-one OECD countries and partner economies participated in an online product safety sweep to identify the degree to which products were available for sale online despite (i) being banned or recalled, (ii) having inadequate labelling or (iii) not meeting voluntary or mandatory product safety standards. Results reveal that large volumes of unsafe products are readily traded across borders and a 79% average rate of non-compliance (or potential non-compliance) with product safety standards and laws. More needs to be done by online marketplaces and other retailers to identify and remove unsafe product listings and by consumer authorities to deter non-compliance.

Abrégé

En octobre 2021, vingt et un pays membres et économies partenaires de l'OCDE ont participé à une investigation surprise en ligne sur la sécurité des produits. L'objectif était d'évaluer dans quelle mesure des produits étaient proposés à la vente en ligne bien qu'ils (i) fassent l'objet d'une interdiction ou d'un rappel ; (ii) présentent un étiquetage inadapté, ou (iii) ne soient pas conformes aux normes de sécurité volontaires ou obligatoires. Il en ressort que d'importants volumes de produits dangereux s'échangent facilement à l'échelle internationale et que le taux moyen de non-conformité (avérée ou potentielle) aux normes et lois en matière de sécurité des produits atteint 79 %. Davantage d'efforts doivent être déployés par les places de marché en ligne et autres cyberdétaillants pour détecter les produits dangereux et les retirer de leurs catalogues, et par les autorités chargées de la protection des consommateurs pour lutter contre les produits non conformes.

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Executive summary

In October 2021, twenty-one OECD countries and partner economies (sweep participants) participated in an OECD Consumer Product Safety Online Sweep ("the 2021 Sweep"), with the goal of deepening understanding of online product safety issues, including since the start of the pandemic. Sweep participants were asked to survey a range of websites in their jurisdiction and to record a response indicating the degree to which products were available for sale, despite: being banned or recalled ("Tier 1"); having inadequate labelling ("Tier 2"); or not meeting voluntary or mandatory product safety standards ("Tier 3"). More than 4,000 products were inspected in the categories of toys/games, household electrical, household non-electrical, sporting/recreation, apparel, children/infant, and portable technology. The 2021 Sweep followed one conducted in 2015 ("the 2015 Sweep") (OECD, 2016[1]). Despite differences in their respective methodologies, the number of participating jurisdictions, their product safety requirements and products inspected, the sweeps shared similar goals.

The 2021 Sweep results reveal that the rapid uptake of e-commerce, accelerated by the COVID-19 pandemic, continues to present numerous product safety challenges. Unsafe products are readily traded across borders and **the levels of non-compliance (or potential non-compliance) of the product categories reviewed with product safety standards and laws in jurisdictions remain far too high.** Sweep participants identified an average rate of non-compliance[1] or potential non-compliance[2] of 79%. Of the product categories inspected, sporting/recreation presented the highest rate (90%), followed by portable technology (85%), apparel (83%), toys/games (80%), household non-electrical (78%), children/infant (72%), and household electrical (64%).

Further key results by tier are as follows:

- Tier 1: Most banned/recalled products inspected were found to be available for purchase (87%). This was generally from foreign suppliers and on online marketplaces in the toys/games category (including bath toys, inflatable baby bath aid, and toys containing button batteries and magnets). The high non-compliance rate suggests that **there is room, particularly for online marketplaces and foreign suppliers, to increase their efforts to stay up to date with local recalls**, which can be initiated rapidly and may change frequently.

- Tier 2: Around one third of products inspected in Tier 2 were found to be non-compliant with safety standards. In another 41% of cases, the sweeper could not determine from the information available online whether the product inspected was compliant. This may illustrate the difficulties regulators face when determining compliance from an online visual inspection only. While sweepers reported that 47% of products swept had safety information displayed somewhere in the listing, **the results point to a need for more and clearer information online**. Even if consumers are thinking about product safety, they may find themselves unable to make a fully informed decision, resulting in unintentional exposure to risk of harm from unsafe or non-compliant products

- Tier 3: Around a third of products inspected in this tier were found to be non-compliant, with household electrical products having the highest rate of non-compliance (58%), followed by toys/games and children/infant products (34%). The non-compliance rate of foreign suppliers 60%. These results suggest **there may be a lack of awareness among sellers that product safety requirements differ between jurisdictions and that they must comply with local laws wherever they choose to sell to**. The rapid and exponential growth in online supply, and the relative ease of selling across borders in a global marketplace may have contributed to a lack of

awareness of these requirements among suppliers that are new to online and/or cross-border supply.

The 2021 Sweep results thereby confirm that online retailers and marketplaces should further enhance their ability to identify and remove unsafe products from their websites. Moreover, policy makers and consumer authorities could:

- encourage online marketplaces to **become signatories to a domestic product safety pledge**, consistent with the OECD's Communiqué (OECD, 2021[2]) and Policy Guidance on Consumer Product Safety Pledges (OECD, 2022[3]);
- consider ways to **improve enforcement actions** to further deter non-compliance; and
- strengthen **education and awareness initiatives** targeting consumers and businesses regarding product safety laws and safety information at the online point of sale (this was the focus of the OECD's 2022 Global Awareness Campaign on Online Product Safety, informed by the results of the sweep).

Résumé

En octobre 2021, vingt et un pays membres et économies partenaires de l'OCDE (ci-après dénommés les « participants ») ont pris part à une investigation surprise sur le web axée sur la sécurité des produits de consommation (ci-après dénommée l'« investigation surprise de 2021 »). Coordonnée par l'OCDE, elle avait pour objectif de mieux appréhender les problématiques de sécurité des produits vendus en ligne, notamment depuis le début de la pandémie. Les participants ont été invités à sonder différents sites web accessibles dans leurs pays et territoires et d'enregistrer une réponse indiquant dans quelle mesure des produits étaient proposés à la vente bien qu'ils : fassent l'objet d'une interdiction ou d'un rappel (« niveau 1 ») ; présentent un étiquetage inadapté (« niveau 2 ») ; ou ne soient pas conformes aux normes de sécurité volontaires ou obligatoires (« niveau 3 »). Plus de 4 000 produits ont été inspectés dans les catégories des jouets/jeux, appareils électroménagers, appareils ménagers non électriques, articles de sport/loisirs, vêtements/accessoires, articles pour enfants/bébés et technologies mobiles. L'investigation surprise de 2021 faisait suite à un exercice identique mené en 2015 (ci-après dénommé « l'investigation surprise de 2015 ») (OECD, 2016[1]). Malgré des différences liées à la méthodologie utilisée, au nombre de pays et territoires participants, aux exigences de sécurité applicables et aux produits inspectés, les deux éditions servaient des objectifs similaires.

Les résultats de l'exercice de 2021 montrent que l'essor rapide du commerce électronique, accéléré par la pandémie de COVID-19, continue de poser de nombreux problèmes quant à la sécurité des produits. Les produits dangereux s'échangent facilement à l'échelle internationale et **les niveaux de non-conformité (avérée ou potentielle) des produits, dans les catégories examinées, au regard des normes et lois en matière de sécurité en vigueur dans les pays et territoires restent bien trop élevés.** Les taux moyens de non-conformité avérée ou potentielle observés par les participants atteignent 79 %. Parmi les catégories inspectées, celle des articles de sport/loisirs affiche le taux le plus élevé (90 %) ; suivent les technologies mobiles (85 %), les vêtements/accessoires (83 %), les jouets/jeux (80 %), les appareils ménagers non électriques (78 %), les articles pour enfants/bébés (72 %) et les appareils électroménagers (64 %).

Les principaux résultats par « niveau » sont les suivants :

- Niveau 1 : la plupart des produits inspectés concernés par une interdiction ou un rappel étaient disponibles à la vente (87 %). Ils étaient généralement proposés par des fournisseurs étrangers et sur les places de marché en ligne et relevaient de la catégorie des jouets/jeux (jouets de bain, produits d'aide au bain gonflables pour bébé, jouets équipés de piles boutons et d'aimants, etc.). Le taux de non-conformité élevé laisse à penser que **les vendeurs, en particulier les places de marché en ligne et les fournisseurs étrangers, doivent intensifier leurs efforts pour se tenir au fait des rappels locaux**, qui peuvent être émis rapidement et évoluer fréquemment.

- Niveau 2 : environ un tiers des produits inspectés à ce niveau ne respectaient pas les normes de sécurité. Dans 41 % des cas restants, l'auteur de l'investigation n'a pas pu déterminer, à partir des informations fournies en ligne, si le produit inspecté était conforme. Ces chiffres pourraient illustrer les difficultés que rencontrent les autorités chargées de la réglementation pour déterminer la conformité des produits uniquement à partir d'une inspection visuelle en ligne. Si les auteurs de l'investigation ont indiqué que des informations sur la sécurité étaient fournies quelque part dans le descriptif pour 47 % des produits inspectés, **les résultats montrent la nécessité d'apporter des informations plus détaillées et plus claires**. Même si les consommateurs se soucient de la

sécurité des produits, il se peut qu'ils ne soient pas en mesure de prendre une décision en toute connaissance de cause et qu'ils s'exposent sans le vouloir à un risque de préjudice lorsqu'ils acquièrent des produits dangereux ou non conformes.

- Niveau 3 : environ un tiers des produits inspectés à ce niveau se sont révélés non conformes ; les appareils électroménagers affichaient le taux le plus élevé (58 %), suivis des jouets/jeux et des articles pour enfants/bébés (34 %). Le taux de non-conformité des produits vendus par des fournisseurs étrangers s'élevait à 60 %. Ces résultats tendent à montrer que **les vendeurs pourraient ignorer que les exigences de sécurité varient d'un pays ou territoire à l'autre et qu'ils sont tenus de respecter les législations locales en vigueur là où ils commercialisent leurs produits**. La croissance rapide et fulgurante de l'offre de produits en ligne et la relative facilité avec laquelle il est possible de vendre sur un marché mondialisé pourraient être allées de pair avec un manque de connaissance de ces exigences de la part des vendeurs qui se lancent dans le commerce en ligne et/ou dans la fourniture de produits à l'échelle internationale.

Par conséquent, l'investigation surprise de 2021 confirme que les places de marché en ligne et les cyberdétaillants devraient intensifier leurs efforts afin de mieux identifier les produits dangereux vendus sur leurs sites web et de les en retirer. De plus, les décideurs et les autorités chargées de la protection des consommateurs pourraient :

- encourager les places de marché en ligne à **signer les engagements en matière de sécurité des produits mis en place à l'échelle nationale**, conformément aux préconisations du Communiqué (OECD, 2021[2]) et des orientations pratiques de l'OCDE concernant les engagements relatifs à la sécurité des produits de consommation (OECD, 2022[3]) ;
- réfléchir aux moyens d'**améliorer les mesures de contrôle** afin de mieux lutter contre les produits non conformes ; et
- intensifier les **efforts d'éducation et de sensibilisation** des consommateurs et des entreprises sur les lois relatives à la sécurité des produits et les informations sur la sécurité devant être fournies au niveau du point de vente en ligne (tel était l'objet de la [Campagne mondiale de sensibilisation de 2022 de l'OCDE sur la sécurité des produits vendus en ligne](), qui a fait fond sur les résultats de l'investigation surprise).

1 Objectives and methodology

1.1 Background

Global e-commerce has grown steadily over the past decade, and even more so since the beginning of the COVID-19 pandemic in 2020. For example, in Australia, online pre-Christmas shopping was up 54% year-on-year, with an additional 2.1 million consumers shopping online in that period as compared to 2019[3]. Similarly, e-commerce retail has grown significantly faster than retail overall in the US, Korea and the EU (2020-2021)[4]. Businesses have also changed the way they operate to respond to the COVID-19 pandemic. Many physical stores were moved online for the first time, and many other businesses conducted online or telephone sales exclusively.

As time-bound confinement measures moved consumers further online, there has been a global increase in the purchase of personal and household items[5], including:[6]

- clothing, footwear, sporting goods, or accessories, including children's toys or childcare items;
- furniture, home accessories or gardening products;
- computer equipment, consumer electronics or household appliances; and
- personal care products (e.g., cosmetics, beauty, or wellness products, personal hygiene products, etc.).

While online shopping offers many benefits to consumers and businesses alike, its rise has brought about distinct consumer product safety risks and challenges[7], including:

- an elevated risk of injury or illness, because consumers cannot physically examine products as they would when shopping in-store and instead must rely on information available at the online point of purchase, and
- increased risk of exposure to potentially non-compliant products and harm, through greater access to a wider variety of suppliers, including those from other jurisdictions.

Some of these risks potentially require new measures, such as new regulation, better enforcement and business self-regulatory initiatives such as product safety pledges. Pledges in the European Union[8] and Australia[9] aim to protect consumers from safety risks when shopping online by encouraging online marketplaces to strengthen product safety measures. However, jurisdictions need to globally work together to understand the breadth of possible online product safety issues that consumers may be exposed to and adequately respond to ensure the safety of products in the online market.[10]

With a view to gaining a deeper understanding of online product safety issues, in October 2021 the OECD Working Party on Consumer Product Safety (WPCPS) coordinated an OECD Consumer Product Safety Online Sweep in which the following 21 OECD countries and partner economies participated:[11] Argentina, Australia, Belgium, Brazil, Colombia, Costa Rica, France, Germany, Iceland, Israel, Italy, Japan, Korea, Latvia, Lithuania, Mexico, Peru, Singapore, Sweden, Republic of Türkiye (hereafter "Türkiye"), and the United Kingdom.

The goals of the sweep were to:

- identify the extent to which unsafe products are being sold online;
- identify whether levels of compliance differ between businesses that sell directly to the public via their own website and those that use online marketplaces as an intermediary;[12]
- compare the extent to which non-compliant products are supplied by online domestic suppliers within participating jurisdictions or cross-border;
- develop an understanding of common issues (including new emerging issues) facing jurisdictions in online product safety and the capacity to address these issues;
- develop potential strategies to address identified issues in online product safety.

The sweep follows the first OECD Consumer Product Safety Online Sweep conducted in 2015 ("the 2015 Sweep"), which identified online product safety-related issues relating to a range of non-compliant and unsafe products that were available for sale online (OECD, 2016[1]). The sweep results also informed the 2022 OECD International Product Safety Campaign on the safety of products sold online.

1.2 Methodology

Design of the sweep

The sweep was coordinated, designed, and implemented by the Australian Competition and Consumer Commission (ACCC) and the Korea Consumer Agency (KCA). The methodology was closely based on the methodology used in 2015, where products were broken down by tier, product category, website type and supplier location. Many more products were swept in 2021 (4,299) than in 2015 (1,709). A key factor explaining this difference is that the sweep was conducted over a whole month, rather than a four-day period in 2015, allowing some jurisdictions time to investigate more products.

Tiers

Similar to 2015, the sweep examined three issues recognised as potential sources of consumer harm when shopping online. These three issues were grouped into different tiers.

- Tier 1: Banned or recalled products
- Tier 2: Inadequate product labelling and safety warnings
- Tier 3: Products that do not meet voluntary or mandatory safety standards.

See **Annex A** for more detail about these tiers.

Product categories

The sweep focused on the top 5 most inspected product categories in 2015, as well as two additional categories requested by jurisdictions.

By narrowing the number of product categories, the intent was to achieve sample sizes large enough to provide meaningful and comparable results, enabling better identification of trends and emerging issues to inform policy and enforcement priorities.

Table 1. Product categories

2015	2021
1. Toys/games	1. Toys/games
2. Household electrical	2. Household electrical
3. Household non-electrical	3. Household non-electrical
4. Sporting/recreation	4. Sporting/recreation
5. Apparel	5. Apparel
6. Children/infant	6. Children/infant
7. Portable technology	7. Portable technology
8. Tools/machinery	
9. Chemical	
10. Cosmetic	
11. Safety equipment	
12. Automotive	
13. Food	
14. Personal care	
15. Unclassified	

See **Annex B** for Product category definitions.[13]

Website types

The sweep coordinators (ACCC and KCA) provided guidance on the selection of marketplaces, but the final choice was left to the participating jurisdictions and they were free to choose which retailers to sweep (as with the 2015 Sweep). The websites were divided into:

- *Retailers' websites*: a website established by a supplier offering their own products for sale.
- *Online marketplaces*: a web-based platform provided by an independent third party upon which suppliers may offer for sale their products.

Supplier location

Sweep participants were also asked to inspect products sold by foreign and domestic suppliers:

- *Foreign suppliers:* An online supplier of a product based outside of the sweep participant's own jurisdiction.
- *Domestic suppliers*: An online supplier of a product based within the sweep participant's own jurisdiction.
- *Location unsure*: Where supplier location could not be determined.

The sweeping process

Sweep participants were asked to consider tier, product category, website type and supplier location when selecting products to include in the sweep. Product types within product categories inspected were not selected at random but were already products of concern based on internal data. For example, in Australia, a list was created of priority product types that were either banned in Australia (tier 1) (e.g. small-high powered magnets), were captured by a standard that required labelling and safety information (tier 2) (e.g. button/coin batteries) or were captured by a safety standard (tier 3) (e.g. quad bikes).

Figure 1 shows the process sweepers followed to identify relevant products. Products out of scope were:

- products that did not fit within the tiers of the sweep.
- products sold to businesses instead of directly to consumers.

- second-hand products.
- products not available in the sweeper's jurisdiction.
- products advertised online but only available for sale in store.

Figure 1. Process for identifying relevant products
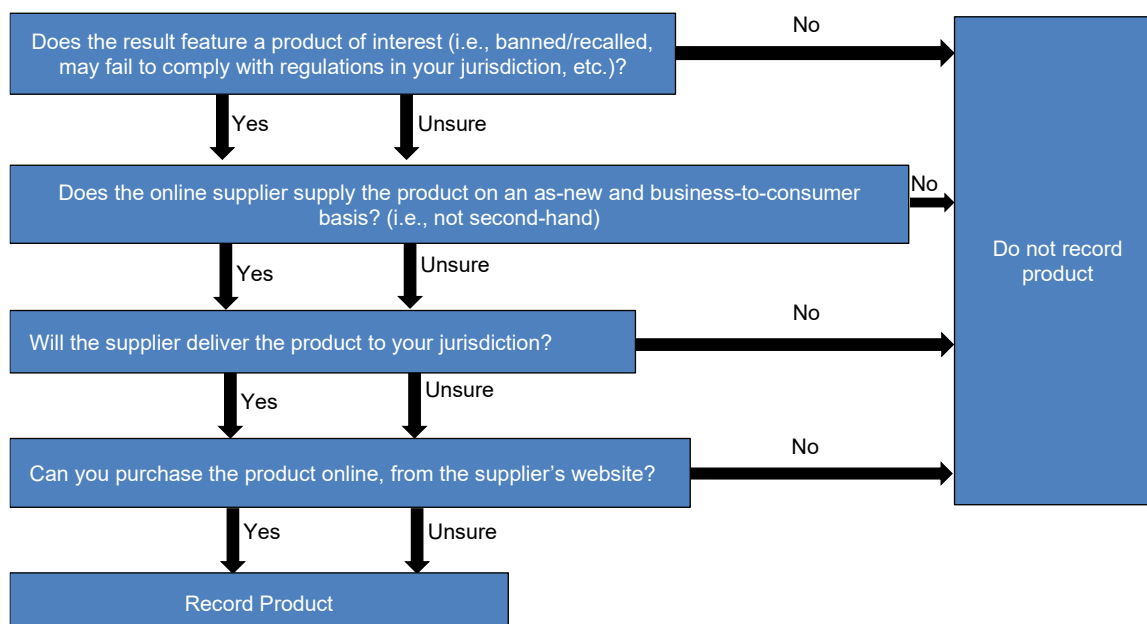
Limitation and caveats

Results and comparisons presented in this report need to be interpreted in the context of the following limitations and caveats pertaining to the 2021 Sweep methodology and its differences from the 2015 Sweep.

Limitations and caveats regarding the sweep methodology

Selection bias. The methodology to select products includes an inherent selection bias, because rather than randomly selecting products, jurisdictions chose products that were of a priority interest to them. This meant that compliance rates referred to throughout this report are not reflective of all products online in a particular category, but rather of those products that may already pose concerns.

Differences in product safety laws. In addition, because product safety laws may differ between jurisdictions, a product may be recorded as compliant in one jurisdiction but not in another. As a result, the composition of the sample of jurisdictions participating in the sweep can play a role in the overall compliance rates measured.

Limitations and caveats regarding comparison with the 2015 Sweep

"Unsure" responses. Where sweepers were not able to clearly determine product compliance from an online inspection alone (e.g. because only partial labelling was displayed), they were given the option to select 'unsure'. In contrast, in the 2015 Sweep where there was insufficient information to form a conclusion on compliance, this was recorded as non-compliant. Accordingly, in the sections comparing with the 2015

sweep results, products recorded as "unsure" in the 2021 Sweep are labelled as "non-compliant" to facilitate comparison (see also section 3.2 "Unsure" responses).

Differences in product types and number of products swept. While five of the seven product categories selected to sweep were also covered in the 2015 Sweep, within those categories, jurisdictions were free to choose which types of products and how many to investigate, in line with their respective interests and priorities. In addition, the sweep was held over 31 days – in contrast to 4 days in 2015. This resulted in significantly more products being inspected (4,299) than in 2015 (1,709). To mitigate the impacts of differences in sample sizes and enable more meaningful comparisons between the two sweeps, comparisons are based on average non-compliance rates calculated at the level of each product category and tier. Nonetheless, there are also differences between 2021 and 2015 in the types of products investigated within a specific product category (e.g. for toys/games, differences in the relative proportions of bath toys inspected), which could also be factor in differences in compliance rates.

Effects of COIVD-19 pandemic. As the sweep took place in 2021 during the COVID-19 pandemic, results may be affected by the pandemic's effect on the global e-commerce landscape.

Differences in participating jurisdictions and priorities. Different jurisdictions took part in the 2021 Sweep from those in 2015. Product safety laws differ between jurisdictions (as highlighted above), and product safety priorities within a jurisdiction may change over time, which may affect the extent to which specific products were investigated over others.

2 Overview and key findings

2.1 Overall results

Table 2 shows the numbers of products inspected in the sweep. Table 3 shows the number of products swept by each jurisdiction. Figure 2 shows the overall compliance results for each tier.

Table 2. Total products inspected

	Tier 1	Tier 2	Tier 3	Total
Products inspected	1196	1410	1693	4299

Table 3. Products swept by jurisdiction, overall

Jurisdiction	Products swept
Argentina	47
Australia	1631
Belgium	15
Brazil	23
Colombia	36
Costa Rica	18
France	38
Germany	7
Iceland	39
Israel	3
Italy	14
Japan	97
Korea	718
Latvia	179
Lithuania	6
Mexico	51
Peru	25
Singapore	402
Sweden	47
Türkiye	10
United Kingdom	893
Total	**4299**

Figure 2. Overall Compliance by tier
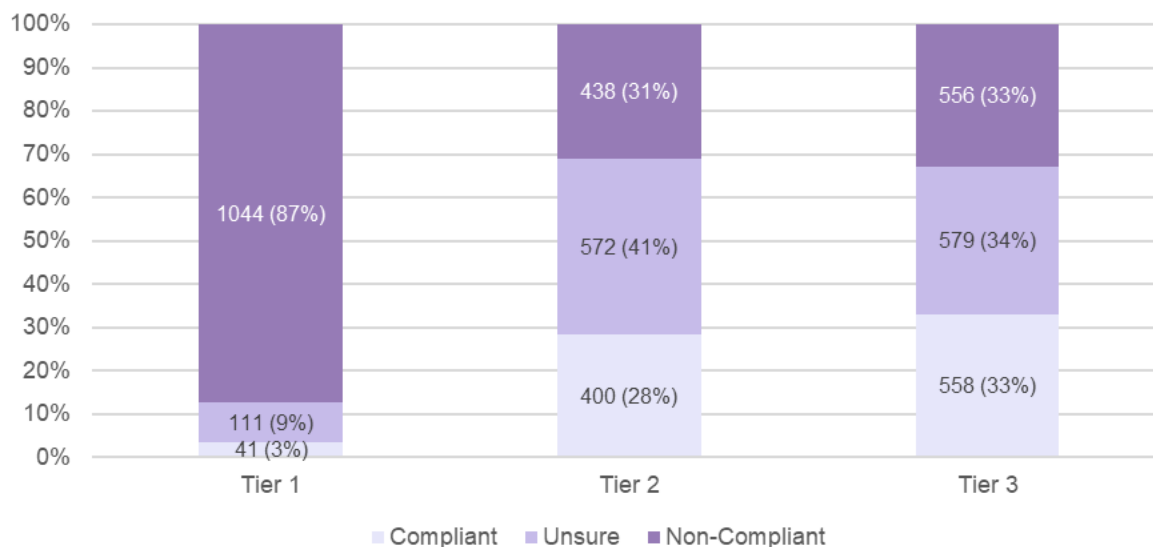
It should be noted that there were high rates of non-compliance in tier 1 relative to the other tiers because sweepers were specifically searching for banned or recalled products. If a product was available for sale on a website in the jurisdiction in which it was banned or recalled, then the product was recorded as non-compliant for that product (see Section 4: tier 1 for more information).[14]

2.2 'Unsure' responses

Tiers 2 and 3 both had relatively high rates of 'unsure' responses recorded (Figure 2). Sweepers found it difficult in these circumstances to ascertain whether a product met the requirements of a standard because there was inadequate information available to make an accurate assessment.

For example, there are four mandatory standards in Australia for button batteries and products that are powered by them. These standards require tests to show compliance and certain warnings and safety information to be provided on the battery, packaging and in instructions. However, the standards only require by law that the warnings and safety information accompany the product. They do not require this information to be provided online. As a result, 62% of Australia's responses in Tiers 2 and 3 were recorded as 'unsure'.

In contrast, Korea recorded significantly fewer unsure responses (less than 1% overall). This may be because Korea has three mandatory Acts that provide for the safety of products supplied online for electronic[15], children's[16] and electrical appliances[17]. These Acts require the sellers and the online suppliers to upload consumer product safety information such as labelling and the Korea Certification mark. Suppliers are subject to an administrative fine if they do not comply.

2.3 Compliance rates by product category

Toys/Games category had the highest levels of non-compliance, with 1,254 out of 1,861 websites (67%) recorded as non-compliant with relevant safety standards (Table 4).

Portable Technology had the second highest levels of non-compliance, with 24 out of 40 (57%) websites recorded as non-compliant and Household Electrical, with 397 out of 671 (54%) was third highest.

A large proportion of unsure responses were recorded for Apparel, with sweepers unsure whether the website was compliant or not in 119 out of 180 (66%) instances. Household non-electrical (66%) and Sporting/recreation products (66%) also had high rates of unsure responses recorded (Figure 3). The large number of unsure responses were mostly recorded against products that were examined in tier 2 or tier 3 (see Figure 2). Further analysis of this is in Sections 5 and 6 below.

In general terms, sweepers were unsure about the compliance of products because:

- several jurisdictions found that products captured by bans/recalls which were restricted to a certain product batch, did not have a relevant product code, batch or model number listed on the website; or
- the ban/recall or safety standard had some technical aspects which could not be verified without physical inspection or testing. For example, Australia bans certain small high-powered magnets that have a magnetic strength (flux) above a set strength. Without the magnets flux provided on the website, sweepers were unsure if the magnets they inspected were captured by the ban.[18]

Table 4. Non-compliance by product category

	Tier 1		Tier 2		Tier 3		Total non-compliant products	Total products inspected	Non-compliance rate
Toys/Games	945/1073	88%	218/517	42%	91/271	34%	1254	1861	67%
Sporting/recreation	13/15	87%	15/80	19%	3/31	10%	31	126	25%
Portable Technology	16/16	100%	3/6	50%	5/18	28%	24	40	60%
Household non-electrical	6/8	75%	83/525	16%	25/411	6%	114	944	12%
Household electrical	17/19	89%	68/110	62%	312/542	58%	397	671	59%
Children/infant	43/61	70%	33/88	38%	111/328	34%	187	477	39%
Apparel	4/4	100%	18/84	21%	9/92	10%	31	180	17%
Total	1044	87%	438	31%	556	33%	2038	4299	47%
Average non-compliance rate		87%		35%		26%			40%

Figure 3. Compliance by product category
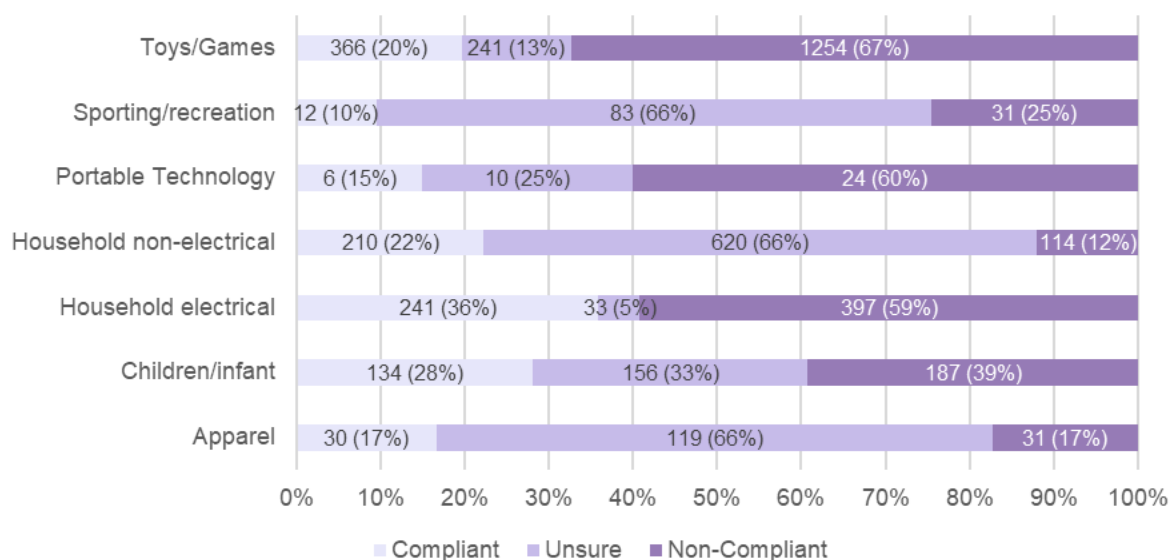
2.4 Compliance rates by website type

Approximately three quarters (77%) of products inspected were available from online marketplaces, with 54% average non-compliance rate. Retailers had slightly lower levels of non-compliance compared to online marketplaces where average non-compliance was 32% (Table 5).

Table 5. Non-compliance by Website type

	Tier 1		Tier 2		Tier 3		Total non-compliant products	Total products inspected	Non-compliance rate	Average non-compliance rate
Retailer	64/127	50%	103/363	28%	86/486	18%	253	976	26%	32%
Online Marketplace	980/1069	92%	335/1047	32%	470/1207	39%	1785	3323	54%	54%
Total	1044/1196	87%	438/1410	31%	556/1693	33%	2038	4299	47%	50%

Figure 4. Compliance by Website type
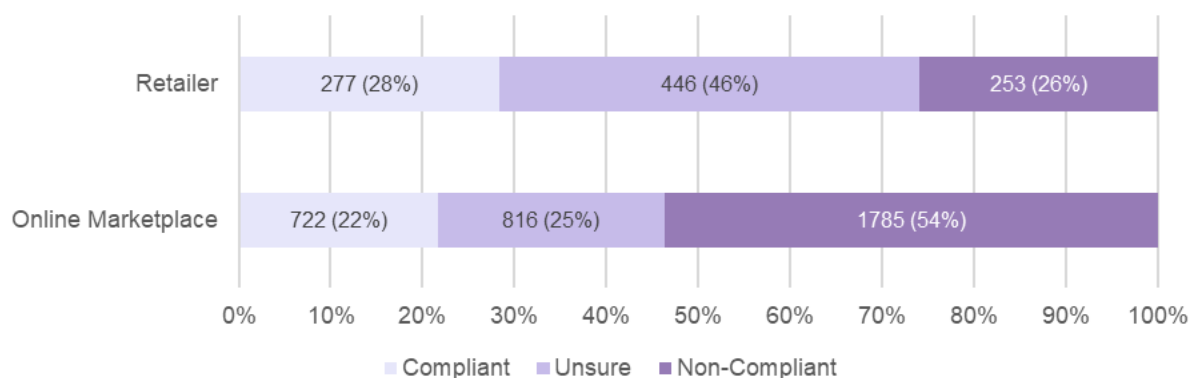
2.5 Compliance rates by supplier location

The split between foreign (49%) and domestic sellers (43%) was relatively even with only a small number of suppliers' locations unknown (8%). However, foreign suppliers had significantly higher rates of non-compliance (68%) than domestic suppliers (26%), as demonstrated in Table 6 and Figure 5 below.

Most non-compliant foreign supplier products were banned/recalled products swept in tier 1. Compliance rates for domestic and foreign suppliers in tiers 2 and 3 were similar (Figure 5).

Table 6. Non-compliance by supplier location

	Tier 1		Tier 2		Tier 3		Total non-compliant products	Total products inspected	Non-compliance rate	Average non-compliance rate
Location unsure	44/60	73%	49/181	27%	38/122	31%	131	363	36%	44%
Foreign supplier	922/985	94%	214/611	35%	290/504	58%	1426	2100	68%	62%
Domestic supplier	78/151	52%	175/618	28%	228/1067	21%	481	1836	26%	34%
Total	1044/1196	87%	438/1410	31%	556/1693	33%	2038	4299	47%	50%

Figure 5. Overall compliance by supplier location
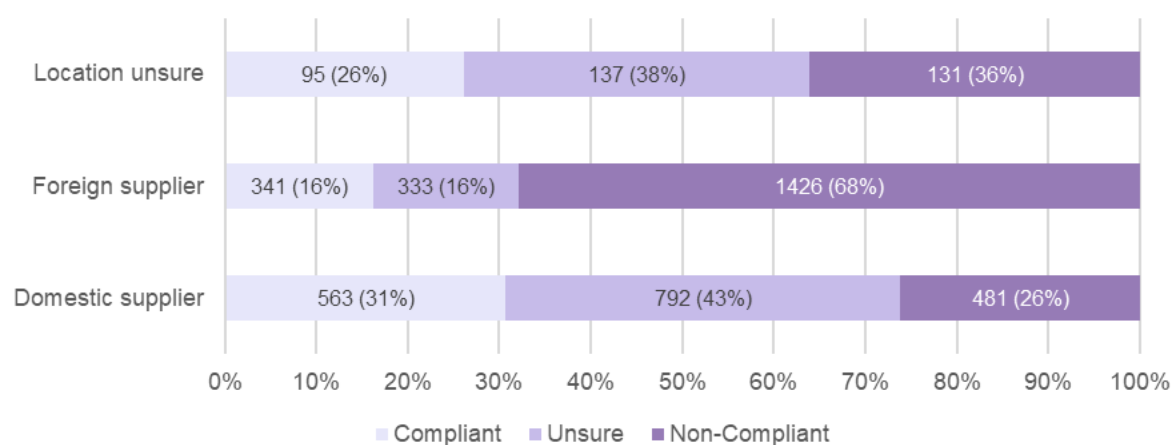
2.6 Follow up actions

Several sweep participants conducted follow up actions after they conducted the sweep. Most of these actions were requests for online marketplaces to take down the listing (567) for banned or recalled products. Other actions were direct supplier contacts (128) or testing suspicious products (24). At the time these follow up actions were reported to the OECD Secretariat, jurisdictions were still determining next steps for 235 products (see Table 7).

Table 7. Follow up actions by Tier

	Tier 1	Tier 2	Tier 3	Total
Correspondence	15	72	41	128
Online marketplace takedown request	565		2	567
Pending			235	235
Surveillance	14		6	20
Testing			24	24
Unknown	3	1	3	7
Total	583	87	311	981

2.7 Comparison with 2015 sweep results

As described in Section 2, when comparing results from the 2015 and 2021 sweeps, it is important to bear in mind key differences in the methodologies used and relevant limitations and caveats. With this in mind, this section provides an overall comparison with the 2015 Sweep results. As described in Section 2, the non-compliance rates depicted have been adjusted to more closely follow the 2015 methodology by including products from the 'unsure' category, on the basis that they are potentially non-compliant if full compliance was not able to be determined. Furthermore, to address differences in sample composition, the averages of compliance rates at the level of the tier and the website type in 2015 and 2021 were calculated and compared.

Figure 6. Products examined by Tier in 2015 and 2021
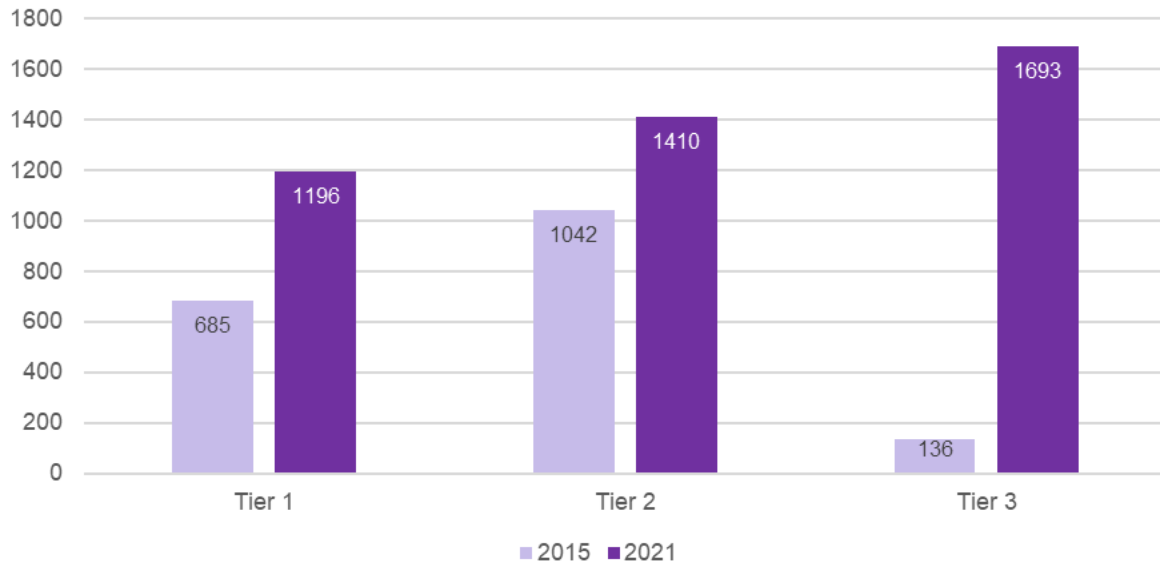
Figure 7. Product categories examined in 2015 and 2021
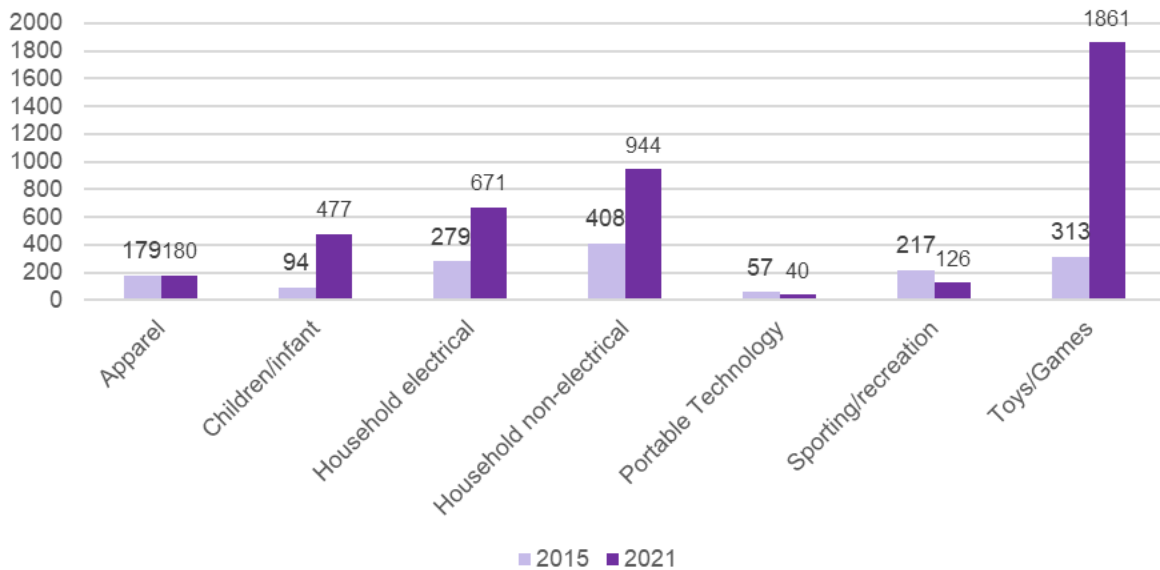
Overall, the 2021 Sweep results had slightly higher average rates of non-compliance (79%), including "unsure", than the 2015 Sweep results (76%) (Table 8 and 9). On the other hand, the average non-compliance rate under each tier (74%, 85% and 39% in 2015 / 97%, 79% and 74% in 2021) indicates that compliance in tier 2 was lower in 2021.

2.8 Comparison of product categories

Table 8. Non-compliance by product category – 2015

	Tier 1		Tier 2		Tier 3		Total non-compliant products	Total products inspected	Non-compliance rate
Apparel	28/35	80%	119/139	86%	0/0	NA	147	174	84%
Children/infant	54/79	68%	11/11	100%	1/4	25%	66	93	71%
Household electrical	24/54	44%	168/213	79%	5/12	42%	197	274	72%
Household non-electrical	59/71	83%	87/95	92%	44/80	55%	190	237	80%
Portable Technology	9/9	100%	29/45	64%	17/17	100%	55	71	77%
Sporting/recreation	128/146	88%	63/71	89%	0/3	0%	191	220	87%
Toys/Games	132/229	58%	55/67	82%	2/14	14%	189	307	62%
Total	434/623	70%	532/641	83%	69/130	53%	1035	1394	74%
Average non-compliance rate		74%		85%		39%			76%

Table 9. Non-compliance (including 'Unsure') by product category – 2021

	Tier 1		Tier 2		Tier 3		Total non-compliant products	Total products inspected	Non-compliance rate
Apparel	4/4	100%	56/84	66%	90/92	98%	150	180	83%
Children/infant	54/61	88%	75/88	86%	214/328	65%	343	477	72%
Household electrical	18/19	94%	77/110	70%	335/542	62%	430	671	64%
Household non-electrical	8/8	100%	468/525	89%	258/411	63%	734	944	78%
Portable Technology	16/16	100%	6/6	100%	12/18	67%	34	40	85%
Sporting/recreation	15/15	100%	72/80	90%	27/31	87%	114	126	90%
Toys/Games	1040/1073	97%	256/517	49%	199/271	74%	1495	1861	80%
Total	1155/1196	96%	1010/1410	72%	1135/1693	67%	3300	4299	77%
Average non-compliance rate		97%		79%		74%			79%

On average sweepers were able to find a greater percentage of banned/recalled products in the 2021 Sweep (97%) than in the 2015 Sweep (74%). The average non-compliance rate in tier 2 was lower in the 2021 Sweep (79%) compared to that in the 2015 Sweep (84%). Conversely the average non-compliance rate of the 2021 Sweep in tier 3 was significantly higher (74%) compared to the 2015 Sweep (35%) (Tables 8 and 9).

Apparel, Children/infant, Household non-electrical and Sporting and recreation product categories saw little change in the levels of non-compliance rates between the 2015 Sweep and the 2021 Sweep (Table 8 and 9).

The biggest changes in product category non-compliance rates were Household electrical products (8 percentage points lower), Portable technology (8 percentage points higher) and Toys/Games (18 percentage points higher) (Table 8 and 9).

2.9 Comparison of website types

In the 2015 Sweep, sweepers were asked to record whether the product was available on an online marketplace or a retailer's website. Most products inspected in the 2015 Sweep in tiers 1 and 2 were found on online marketplaces, whereas most products inspected in tier 3 were found on retailer websites. In the 2021 Sweep, non-compliant products were mostly found on online marketplaces across all 3 tiers (Table 10).

The average non-compliance rate for online marketplaces was higher in 2021 (79%) than in 2015 (71%). The average non-compliance rate for retailer websites of the 2021 Sweep was also higher (75%) compared to that in 2015 (Table 10).

Table 10. Non-compliance* by Website Type and Tier – 2015 vs 2021 (*including 'unsure' results for 2021)

			Online Marketplace	Retailer	Unknown	Total
2015	Tier 1	Non-compliant	242	223	0	465
		Total	346	312	27	685
		Percentage	70%	71%	0%	68%
	Tier 2	Non-compliant	192	466	0	658
		Total	202	840	0	1042
		Percentage	95%	55%	N/A	63%
	Tier 3	Non-compliant	30	42	2	74
		Total	62	72	2	136
		Percentage	48%	58%	100%	54%
		Average non-compliance	71%	61%		
2021	Tier 1	Non-compliant	1048	107	0	1155
		Total	1069	127	0	1196
		Percentage	98%	84%	N/A	97%
	Tier 2	Non-compliant	733	277	0	1010
		Total	1047	363	0	1410
		Percentage	70%	76%	N/A	72%
	Tier 3	Non-compliant	820	315	0	1135
		Total	1207	486	0	1693
		Percentage	68%	65%	N/A	67%
		Average non-compliance	79%	75%		

2.10 Comparison of supplier locations

In the 2015 and 2021 Sweeps, most products recorded in tiers 2 and 3 were supplied by domestic suppliers, whilst products recorded in tier 1 were mostly supplied by foreign suppliers (see Table 11).

The average non-compliance rate for domestic suppliers was significantly higher (76%) in the 2021 Sweep compared to that of the 2015 Sweep (58%) (Table 11). Whilst the average non-compliance rate for foreign suppliers was similar in the 2015 Sweep (81%) and the 2021 Sweep (80%) (Table 11).

Table 11. Non-compliance* by Supplier Location and Tier – 2015 vs 2021 (*including 'unsure' results for 2021)

			Domestic supplier	Foreign supplier	Location unsure	Total
2015	Tier 1	Non-compliant	182	271	12	465
		Total	265	373	47	685
		Percentage	69%	73%	26%	68%
	Tier 2	Non-compliant	569	68	21	658
		Total	935	84	23	1042
		Percentage	61%	81%	91%	63%
	Tier 3	Non-compliant	44	30	0	74
		Total	102	34	0	136
		Percentage	43%	88%	N/A	54%
		Average non-compliance	58%	81%	72%	62%
2021	Tier 1	Non-compliant	129	979	49	1157
		Total	151	985	60	1196
		Percentage	85%	99%	82%	97%
	Tier 2	Non-compliant	513	379	118	1010
		Total	618	611	181	1410
		Percentage	83%	62%	65%	72%
	Tier 3	Non-compliant	631	401	103	1135
		Total	1067	504	122	1693
		Percentage	59%	80%	84%	67%
		Average non-compliance	76%	80%	77%	79%

3 Tier 1 - Banned and Recalled products

For tier 1, sweepers were asked to choose one or more banned or recalled products in their jurisdiction and search for them on domestic and foreign websites. In most cases if a product was found for sale on a website in the jurisdiction in which it was banned or recalled, the product was recorded as non-compliant.

3.1 Products swept by jurisdiction

Fourteen sweep participants provided sweep data for tier 1. Of the 1,196 products swept, the United Kingdom inspected the most products (815), followed by Korea (127) and Australia (99) (see Table 12).

Table 12. Number of products swept by jurisdiction, Tier 1

Jurisdiction	Products swept
Argentina	5
Australia	99
Belgium	15
Brazil	16
Colombia	14
Israel	3
Italy	14
Korea	127
Latvia	9
Lithuania	6
Mexico	51
Sweden	12
Türkiye	10
United Kingdom	815
Total	**1196**

3.2 Compliance by product categories

The Toys/Games product category received the most results (1,073) in tier 1 by a significant margin. The Children/infant product category was the second most popular category with 61 products inspected (see Table 13).

Table 13. Products swept by product category, Tier 1

Product category	Toys/ games	Sporting/ recreation	Portable technology	Household non-electrical	Household electrical	Children/ infant	Apparel
Products swept	1073	15	16	8	19	61	4

Overall, only 3% of products inspected were not available for sale on a website or were ultimately not banned or recalled. For 9% of products the sweeper was unsure whether it was available for sale or banned/recalled, based on the information available.

Nearly half of the 1,073 products inspected in the Toys/games category were bath toys and inflatable baby bath aids. Other popular products within this category were toys containing button batteries (147) and toys containing magnets (146) (see Table 14).

Table 14. Top 10 Toys/games product category – product subtypes, Tier 1

Product subtype	Products swept
Bath toys	282
Inflatable baby bath aids	203
Toys containing button batteries	147
Toys containing magnets	146
Toys with small parts	66
Play pretend kit	43
Baby Rattle	42
Toy gun	38
Dolls	25
Wooden toy	20
Arts & crafts	16
Total	**1073**

2.3 Banned or recalled products by website type

As shown in Table 15, sweepers chose to concentrate most of their efforts on inspecting products supplied by online marketplaces (1,069 of the 1,196).

Table 15. Products swept by website type, Tier 1

Website type	Retailer	Online marketplace
Products swept	127	1069

The 5 most common online marketplace websites inspected by sweepers were Wish, AliExpress, eBay, Amazon and Coupang (see Table 16).

Table 16. Compliance of the top 5 most swept websites, Tier 1

	Compliant	Unsure	Captured by ban/recall	Total
Wish	0	6	442	448
AliExpress	0	12	175	187
eBay	4	4	105	113
Amazon	9	25	63	97
Coupang	0	0	35	35

2.4 Compliance by supplier location

In tier 1, six times as many products were swept on foreign suppliers' websites than domestic suppliers (see Table 17).

Table 17. Products swept by supplier location, Tier 1

Supplier location	Foreign supplier	Domestic supplier	Location unsure
Products swept	985	151	60

Among foreign suppliers, 94% were found to make available for purchase a banned/recalled product, and among domestic suppliers, this figure stood at 52%. There were a small number of instances where a sweeper was unable to determine whether a product captured by a ban or recall was available for sale. The majority of these were recorded in relation to products supplied by domestic suppliers.

Figure 8. Compliance by Supplier location, Tier 1
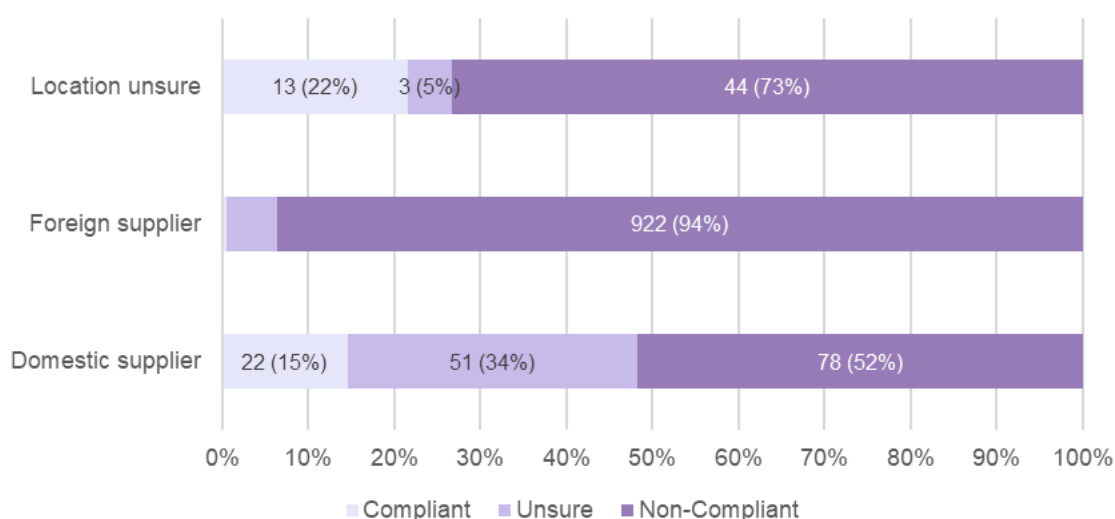
2.5 Comparison with 2015

This section provides a comparison between tier 1 results from the 2015 Sweep and the 2021 Sweep[19]. In tier 1, average non-compliance rates in the 2021 Sweep (97%) were higher than in the 2015 Sweep (74%) (Tables 8 and 9).

The most popular product category in the 2015 Sweep and the 2021 Sweep was Toys/Games. In the 2021 Sweep Toys/Games products made up 90% of all products swept, while in 2015 it made up only 13% (Figure 9).

Over half of all product categories in the 2021 Sweep had a higher percentage of non-compliant products compared to the 2015 Sweep, except for apparel, household electrical and household non-electrical (Table 8 and 9).

In the 2015 Sweep, the number of products swept on online marketplaces (346) and retailer websites (312) were similar, however in the 2021 Sweep jurisdictions focused more on online marketplaces (1,069) rather than retailer websites (127). On average, in the 2015 Sweep sweepers found a similar rate of non-compliance (70 and 71%), however in the 2021 Sweep, 98% of products swept on online marketplaces were found to be captured by a ban/recall compared to 84% on retailer websites (Table 10).

Both domestic and foreign suppliers saw a higher percentage of non-compliant products compared to the 2015 Sweep, however foreign suppliers saw the highest gap (26 percentage points) when compared to domestic suppliers (16%) (Table 11).

Figure 9. Product categories examined in 2015 vs 2021 (Tier 1)
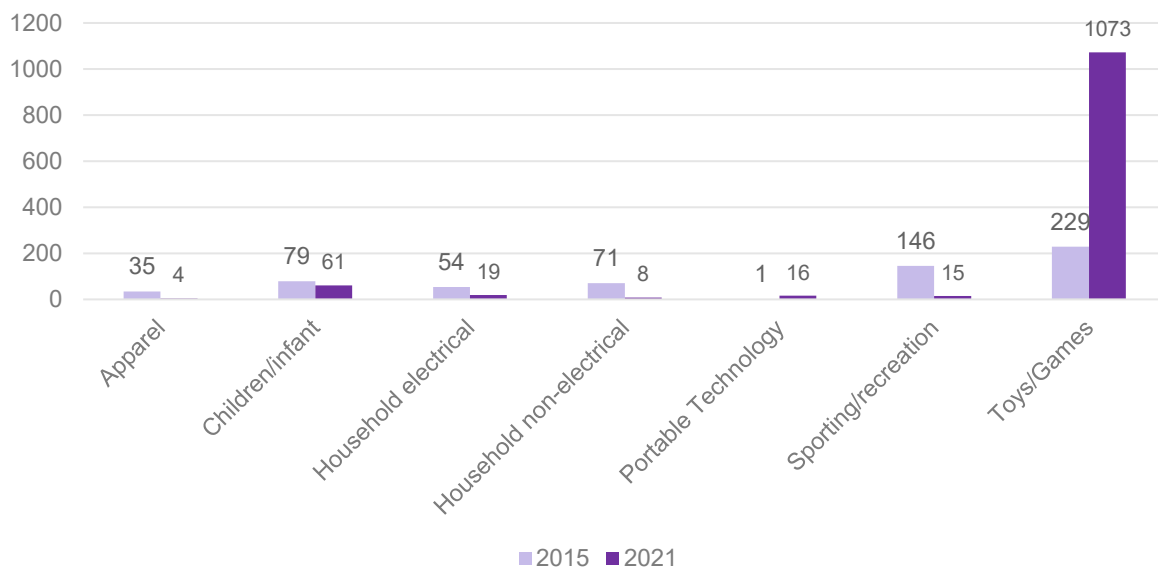
4 Tier 2 - Inadequate labelling

In tier 2, sweep participants were able to choose products captured by standards that require warnings, labelling or safety information to accompany the product. The products chosen were to be available for sale in their jurisdiction and they could search for them on websites both within and outside of their jurisdiction. Sweep participants could check the product labelling by searching for a picture of the labelling at point of sale online.

Based on the information available to sweepers they could record their findings as:

- Compliant - if there was adequate labelling visible enabling the sweeper to establish that the product met the requirements of a standard,
- Non-compliant - if there was no labelling or the labelling present did not meet the requirements of a standard; and
- Unsure - if there was labelling visible, but it was not possible to determine whether it met the requirements of a standard. If the labelling was not visible products were often marked as unsure.

Sweepers were also asked to record whether:

- there was a product label displayed on the website before purchase,
- the label was legible,
- the label included all the required information,
- the relevant safety information was provided elsewhere on the listing (for example as text in the description)

For 41% of the 1,410 products inspected in this tier the sweeper was unable to determine whether the product or its packaging met the requirements of a standard (Figure 2), resulting in tier 2 results having the largest number of 'unsure' responses recorded out of all the tiers. This made it difficult to come to any meaningful conclusions about the level of compliance in tier 2. This highlights the difficulty jurisdictions face when assessing the compliance of products through an online visual inspection.

Even though there were many unsure responses, in many instances the sweeper recorded that there were warnings and safety information provided elsewhere on the listing, not necessarily in the same form and content as required by a standard. For example, the warning was displayed as text in the description rather than a picture of a warning label on the packaging.

This section analyses whether there was adequate labelling and safety information from a regulator's perspective (compliant or non-compliant), as well as from a consumer's perspective (warnings and safety information provided somewhere).

4.1 Products swept by jurisdiction

Eight jurisdictions inspected 1,410 products. Australia (739) and Korea (481) were responsible for 87% of the results in tier 2 (see Table 18).

Table 18. Products swept by jurisdiction, Tier 2

Jurisdiction	Products swept
Australia	739
Brazil	7
Colombia	2
Germany	7
Iceland	39
Korea	481
Latvia	110
Peru	25
Total	**1410**

4.2 Compliance by product categories

The most popular product categories swept were Household non-electrical (525) and Toy/games (517) (see Table 19).

Table 19. Products swept by product category, Tier 2

Product category	Toys/ games	Sporting/ recreation	Portable technology	Household non-electrical	Household electrical	Children/ infant	Apparel
Products swept	517	80	6	525	110	88	84

There was a high level of unsure responses recorded which highlights that compliance was difficult to determine via visual inspections in many of the product categories and compliance levels varied widely across categories. The Household non-electrical product category had the highest level of unsure responses recorded at 73%, followed by the Sporting/Recreation category with 71% unsure responses (see Figure 10).

4.3 Availability of additional safety information

Further analysis of the unsure responses in tier 2, found that even though it was difficult for jurisdictions to establish whether a product met the labelling and safety information requirements of a standard from visual online inspections alone, in 47% of cases there was some additional safety information within the listing which may assist consumers in assessing the product's safety.

While some additional safety information was available to consumers in almost half of the listings examined, these findings highlight an opportunity to address the issue of information asymmetry when consumers are shopping online: even if consumers are thinking about product safety when shopping online, they may find themselves unable to make a fully informed decision about whether a product is safe or not, resulting in unintentional exposure to risk of harm from unsafe or non-compliant products.

To illustrate examples where additional safety information was available to consumers, this section compares the results from a compliance perspective (as per the requirements of the standard) and instances where there was some additional safety information available.

Figure 10. Compliance by Product category (compliance perspective), Tier 2

Category	Compliant	Unsure	Non-Compliant
Toys/Games	261 (50%)	38 (7%)	218 (42%)
Sporting/recreation	8 (10%)	57 (71%)	15 (19%)
Portable Technology	3 (50%)		3 (50%)
Household non-electrical	57 (11%)	385 (73%)	83 (16%)
Household electrical	33 (30%)	9 (8%)	68 (62%)
Children/infant	13 (15%)	42 (48%)	33 (38%)
Apparel	28 (33%)	38 (45%)	18 (21%)

■ Compliant   ■ Unsure   ■ Non-Compliant
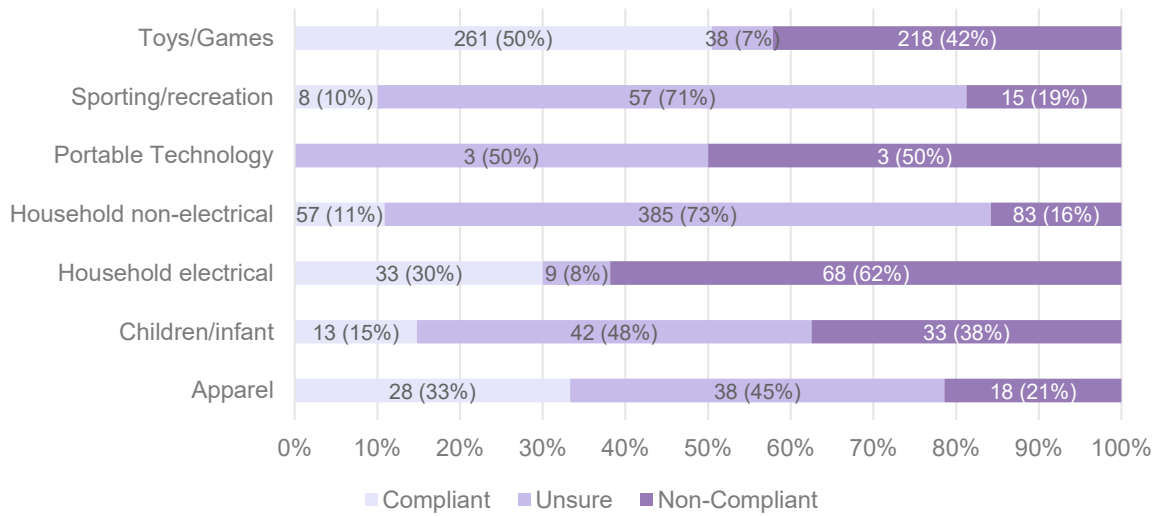
Figure 11. Compliance by Product category (additional safety information), Tier 2

Category	Information available	Unsure	Information not available
Toys/Games	371 (72%)	43 (8%)	102 (20%)
Sporting/recreation	9 (11%)	38 (48%)	33 (41%)
Portable Technology			6 (100%)
Household non-electrical	164 (32%)	100 (19%)	255 (49%)
Household electrical	47 (52%)	7 (8%)	37 (41%)
Children/infant	29 (33%)	4 (5%)	55 (63%)
Apparel	25 (30%)	35 (42%)	24 (29%)

■ Information available   ■ Unsure   ■ Information not available
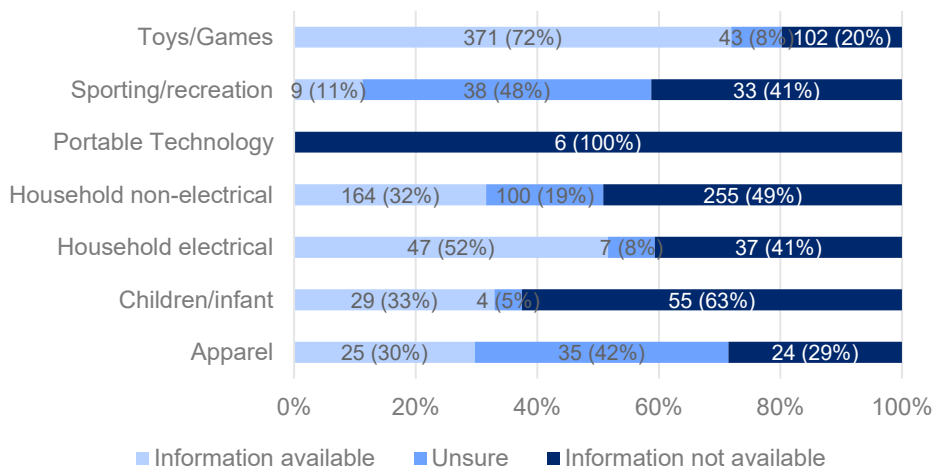
Figure 12. Compliance vs additional safety information available for Household non-electrical products*
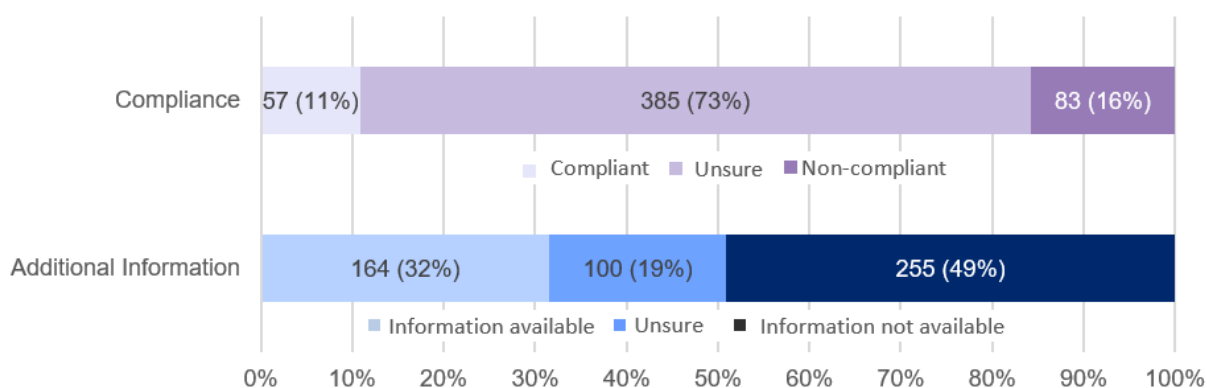
*The Household non-electrical category was chosen because it had the highest 'unsure' responses.

Figure 13. Compliance vs additional safety information available for Toys/Games products*
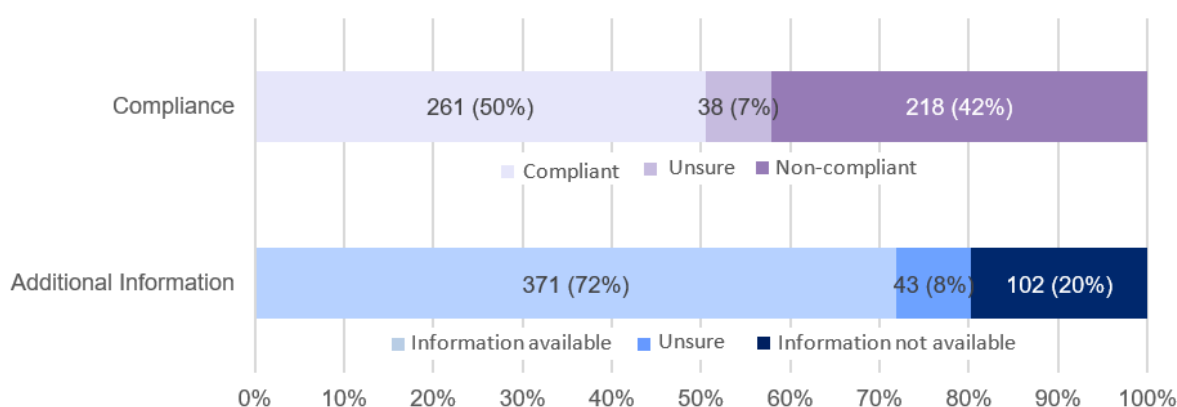
*The Toys/Games category was chosen because it had the most responses overall.

4.4 Top 10 products

Button/coin batteries (387) were the most inspected products in tier 2, followed by Products containing button batteries (126) and Playsets (80). Button/coin batteries (5%), Quad bikes (5%) and Car seat/child restraint (8%) had the lowest levels of compliance recorded. These three product types also had the highest number of unsure responses recorded, which could be hiding many instances of compliant and non-compliant products (see Table 20).

Table 20. Top 10 products, Tier 2

	Products Swept	Compliant	Unsure	Non-Compliant
Button/Coin Batteries	387	5%	88%	7%
Products Containing Button Battery	126	17%	40%	42%
Playsets	80	78%	0%	23%
Furniture	66	41%	36%	23%
Toy Figures	64	59%	0%	41%
Children's Nightwear	61	44%	56%	0%
Car Seat/Child Restraint	50	8%	82%	10%
Arts & Crafts	44	30%	0%	70%
Quad Bikes	43	5%	86%	9%
Games	34	59%	0%	41%

4.5 Information by website type

Most products inspected were found on online marketplaces (see Table 21).

Table 21. Products by website type, Tier 2

Website type	Retailer	Online marketplace
Products swept	363	1047

For tier 2, retailer websites had 48% unsure compliance rates and online marketplaces had 38% unsure compliance rates (Figure 14). Where non-compliance could be determined online marketplaces (32%) had more instances of non-compliance than retailers (28%).

Figure 14. Compliance by Website type, Tier 2
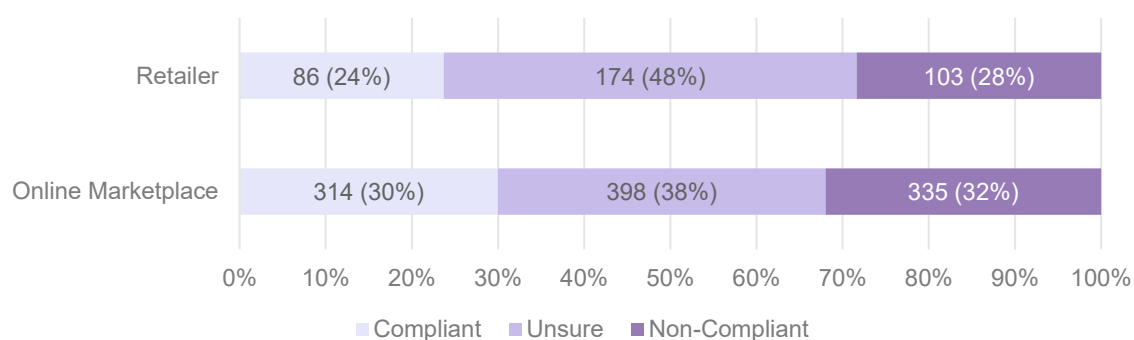
4.6 Supplier location

The number of products inspected was evenly distributed between foreign and domestic suppliers. Foreign suppliers had slightly higher levels of non-compliance (35%) when compared to domestic suppliers (28%) (Figure 15).

Table 22. Products swept by website type, Tier 2

Supplier location	Location unsure	Foreign supplier	Domestic supplier
Products swept	181	611	618

Similar to other analysis in tier 2 the number of unsure responses makes it difficult to assess the true rates of compliance and non-compliance. 55% of products inspected on domestic websites were recorded as unsure, which resulted in sweepers able to determine a compliant product in only 17% of occasions (see Figure 15).

Figure 15. Compliance by supplier location, Tier 2
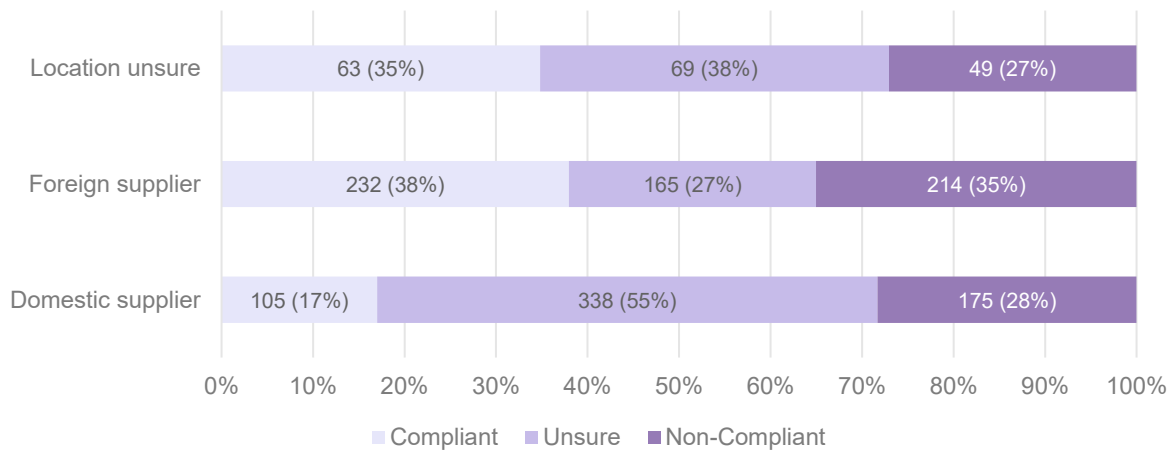
4.7 Comparison with results from the 2015 Sweep

This section provides a comparison between tier 2 results from the 2015 and 2021 Sweep[20].

In tier 2, average overall non-compliance rates in the 2021 Sweep (79%) were lower than in the 2015 Sweep (85%) (Table 8 and 9).

Portable technology saw the greatest difference in overall non-compliance rates (64% in 2015 to 100% in the 2021 Sweep), whilst the remaining products either remained steady or saw lower non-compliance rates (Tables 8 and 9).

Online marketplace websites overall non-compliance rates in the 2021 Sweep (70%) were significantly lower than the 2015 Sweep rates (95%), whereas retailer websites non-compliance rates in the 2021 Sweep (76%) were higher than in the 2015 Sweep (55%) (Table 10).

Domestic suppliers marked 22 percentage higher points in overall non-compliance rates compared to the 2015 Sweep, whilst the non-compliance rates of foreign suppliers were lower by 19 percentage points (Table 11).

Overall, the 2021 Sweep results represent a continuing concern about inadequate labelling, particularly for retailer websites and domestic suppliers.

Figure 16. Product categories examined - 2015 vs 2021 (Tier 2)
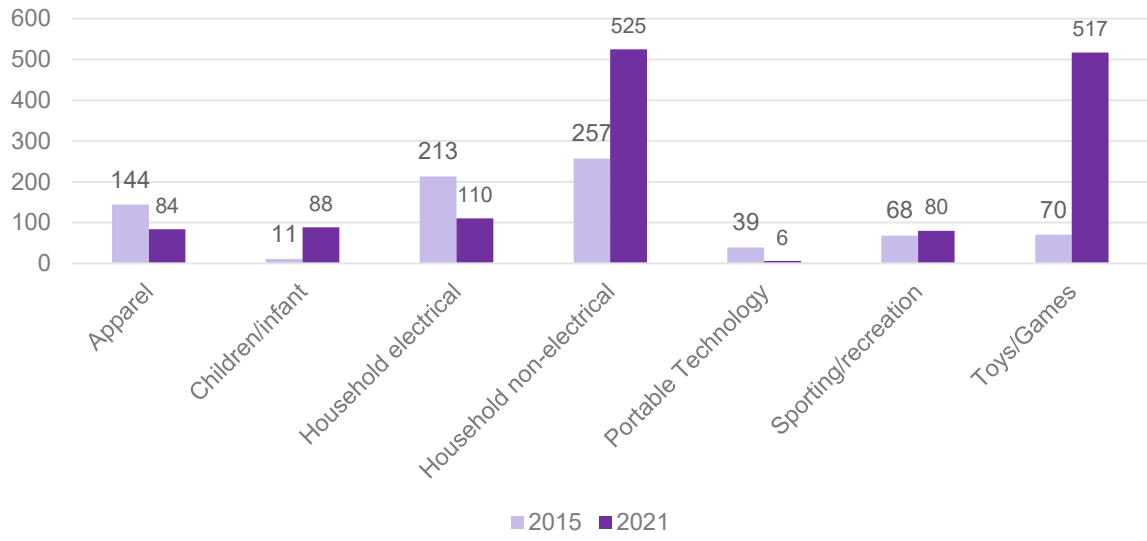
5 Tier 3 - voluntary/mandatory standards

Sweep participants could choose one or more products which are required to meet certain product safety standards (voluntary or mandatory) and/or other safety requirements and search for them on websites (domestic or foreign) supplying products within their jurisdiction. They were asked to check whether the product complies with voluntary or mandatory standard requirements by assessing the information available online or purchasing a sample from websites and testing in accordance with the relevant requirements. Similar to tier 2, sweepers found that in many instances there was insufficient information available to determine whether a product was compliant and recorded unsure responses in 34% of cases (Figure 2).

5.1 Products swept by jurisdiction

There were 1,693 products inspected online in tier 3, of which jurisdictions acquired 156 products (9.2%) for physical examination and testing to determine whether the products were compliant with the relevant voluntary/mandatory standards (see Table 23). The non-compliance rate for products that were physically examined (51%) was 20% higher than for products that were only inspected online (31%) (see Table 24). The higher non-compliance rate for physically examined products is likely because products chosen for physical examination were already suspected to be non-compliant after online inspection.

Table 23. Products swept by jurisdiction, Tier 3

Jurisdiction	Products swept	
	Online Inspection	**Physically examined***
Argentina	42	0
Australia	793	5
Colombia	20	0
Costa Rica	18	18
France	38	38
Japan	97	0
Korea	110	0
Latvia	60	51
Singapore	402	0
Sweden	35	0
United Kingdom	78	44
Total	**1693**	**156**

*Jurisdictions could decide to acquire products after online inspection for further examination or testing against voluntary/mandatory standards.

Table 24. Compliance rates of products that were physically inspected vs products that were inspected online, Tier 3 – 2021

	Compliant	Unsure	Non-Compliant
Online Inspection	35%	34%	31%
Physically Examined	18%	31%	51%

5.2 Compliance by product categories

The products inspected were spread across all the seven product categories investigated during the sweep (see Table 25).

Table 25. Products swept by product category, Tier 3

Product category	Products swept
Toys/ games	271
Sporting/ recreation	31
Portable technology	18
Household non-electrical	411
Household electrical	542
Children/ infant	328
Apparel	92

Similar to tier 2, the high level of unsure responses in Figure 17 illustrates the difficulty sweepers had in determining whether a product was compliant or not based on the available information online. This is particularly the case in Apparel (88% unsure) and Sporting/recreation (77% unsure). The Household electrical category had the lowest number of unsure responses (4%). It had the highest percentage of non-compliance at 58%, with Children/infant and Toys/games product category next highest with 34%.

Figure 17. Compliance by Product category, Tier 3
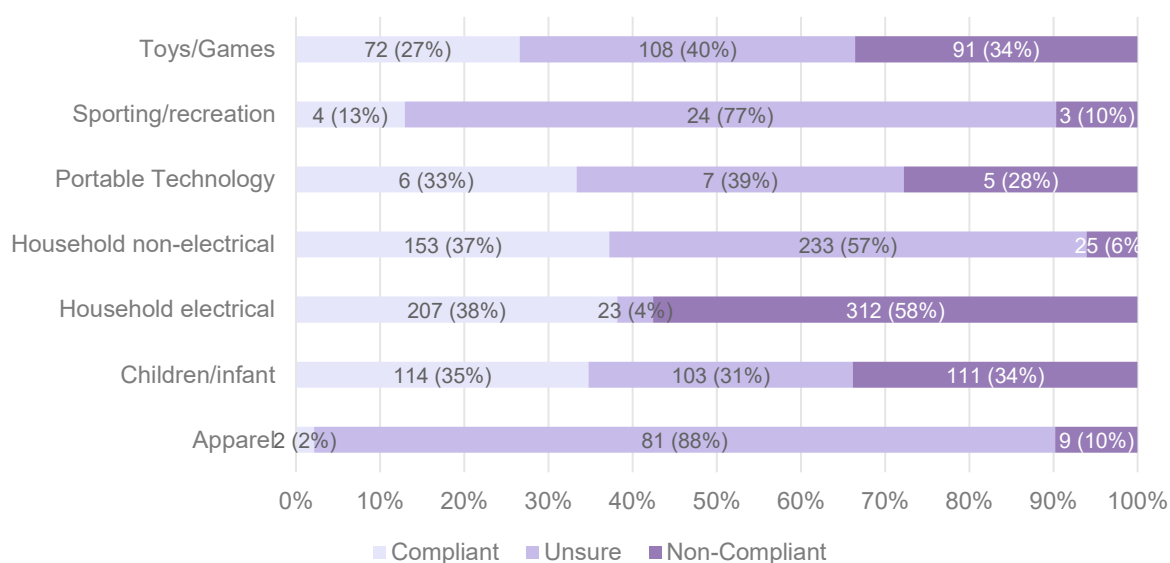
5.3 Top 10 products

Button/coin batteries (190) was the most popular product inspected, followed by Kitchen appliances – other (131) and Prams and strollers (127).

Kitchen Appliances - Other products had the greatest rate of non-compliance (64%), followed by Electric massagers (52%), Prams and strollers (43%).

Sweepers were unable to determine whether sunglasses & fashion spectacles and furniture were compliant or not in all cases.

Table 26. Top 10 product swept in Tier 3

Product sub-category	Compliant		Unsure		Non-compliant		Total
Button/Coin Batteries	125	66%	53	28%	12	6%	190
Kitchen Appliance - Other	46	35%	1	1%	84	64%	131
Prams and Strollers	44	35%	28	22%	55	43%	127
Pressure Cooker	21	21%	79	77%	2	2%	102
Toys Containing Magnets	6	7%	69	78%	13	15%	88
Car Seat/Child Restraint	28	38%	35	48%	10	14%	73
Sunglasses & Fashion Spectacles	0		72	100%	0		72
Furniture	0		65	100%	0		65
Baby Walker	18	32%	25	44%	14	25%	57
Electric Massager	26	48%		N/A	28	52%	54

See Table 32 for a complete breakdown of individual products and compliance rates.

5.4 Compliance by website type

Most of the products inspected (1,207 of 1,693) were being supplied via an online marketplace (see Table 27).

Table 27. Products swept by website type, Tier 3

Website type	Retailer	Online marketplace
Products swept	486	1207

Retailers had slightly better rates of compliance when compared to online marketplaces. Unsure responses were slightly higher for products sold via a retailer website when compared to online marketplaces (Figure 18).

Figure 18. Compliance by Website type, Tier 3
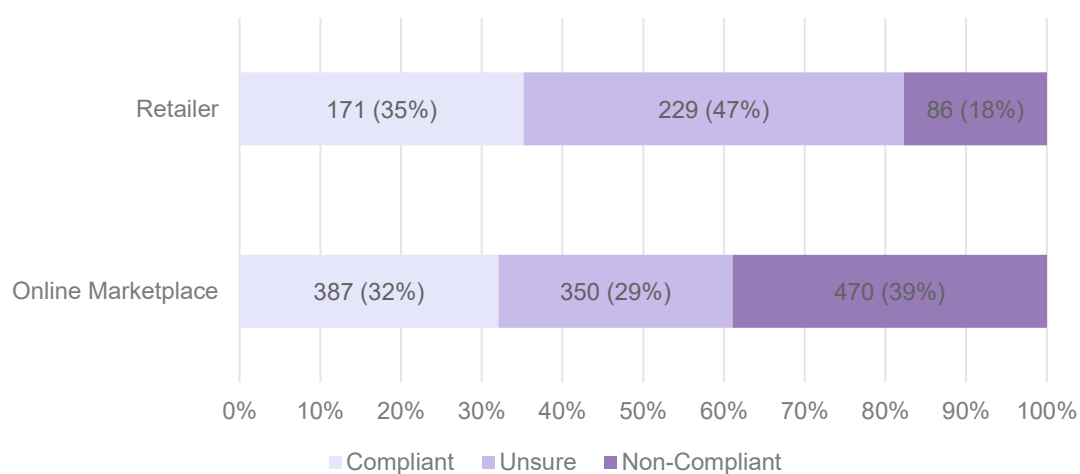
5.5 Online marketplaces

Some online marketplaces were inspected by only one jurisdiction, while others were swept by multiple jurisdictions. For example, Singapore was the only jurisdiction that inspected Lazada, while eBay and Amazon[21] were inspected by 5 or more jurisdictions. Amazon (201) was the most popular online marketplace followed by eBay (107) and then Lazada (100). Ezbuy had the greatest rate of non-compliance (80%), followed by Lazada (70%) and Wish (62%) (see Table 28).

Table 28. Compliance of top 10 inspected online marketplaces, Tier 3

Online marketplace	Compliant	Unsure	Non-compliant	Total	Non-compliance rate
Amazon	55	98	48	201	24%
eBay	23	48	36	107	34%
Lazada	30		70	100	70%
Shopee	32		42	74	57%
AliExpress	26	17	23	66	35%
Qoo10	35		31	66	47%
Ezbuy	11		44	55	80%
Kogan	16	28	10	54	19%
Naver	40		12	52	23%
Wish	2	12	23	37	62%

5.6 Compliance by supplier location

Sweepers inspected nearly twice as many domestic suppliers' products (1,067) than foreign suppliers (504) and there were 122 products where the suppliers' location could not be determined (see Table 29).

Table 29. Products swept by website type, Tier 3

Supplier location	Location unsure	Foreign supplier	Domestic supplier
Products swept	122	504	1067

Domestic suppliers had the greatest number of compliant products (41%), and foreign suppliers had the greatest number of non-compliant products (58%). Products supplied from an unknown location had the largest level of unsure responses recorded (53%) (see Figure 19).

Figure 19. Compliance by Supplier location, Tier 3
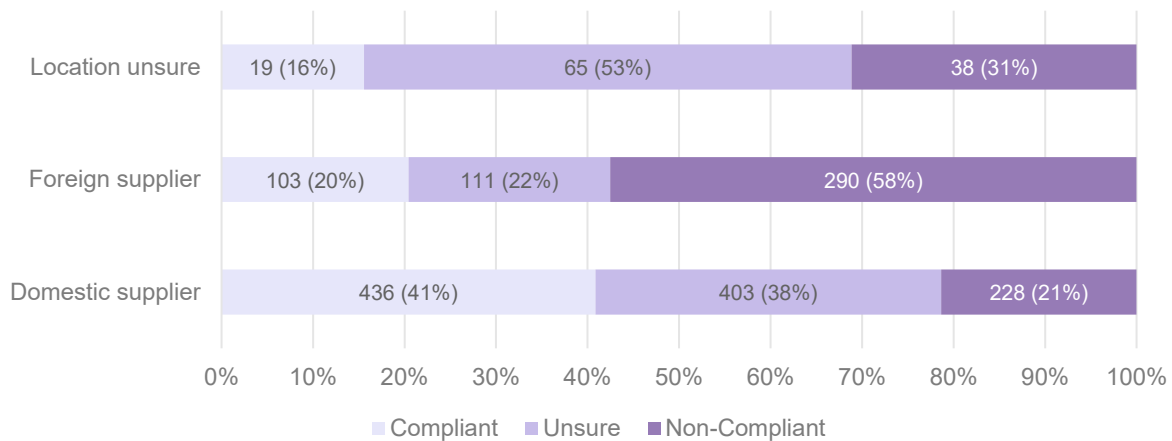
5.7 Comparison with 2015

This section provides a comparison between tier 3 results from the 2015 Sweep and the 2021 Sweep[22].

Tier 3 saw a significant increase in the number of products swept in the 2021 Sweep (1,693) when compared to the 2015 Sweep (136). Overall average non-compliance rates were also significantly higher in the 2021 Sweep (74%) than in the 2015 Sweep (39%) (Table 8 and 9).

All product categories saw a higher non-compliance rate except for Portable technology (Table 8 and 9). Noting that no Apparel products were swept in the 2015 Sweep, the greatest difference in overall non-compliance was Toys/games (60%) marked (Table 8 and 9).

Non-compliant products found on online marketplaces was 20 percentage points higher (68%) compared to the 2015 Sweep, whilst retailer websites only had difference of 7 percentage points in the 2021 Sweep (58%) compared to the 2015 Sweep (Table 10).

Domestic suppliers' non-compliance rates in the 2021 Sweep (59%) were higher than the 2015 Sweep (43%) (Table 10), whereas foreign suppliers' non-compliance rates in the 2021 Sweep (80%) were lower than the 2015 Sweep (88%) (Table 11).

Figure 20. Product categories examined - 2015 and 2021 (Tier 3)

■2015 ■2021
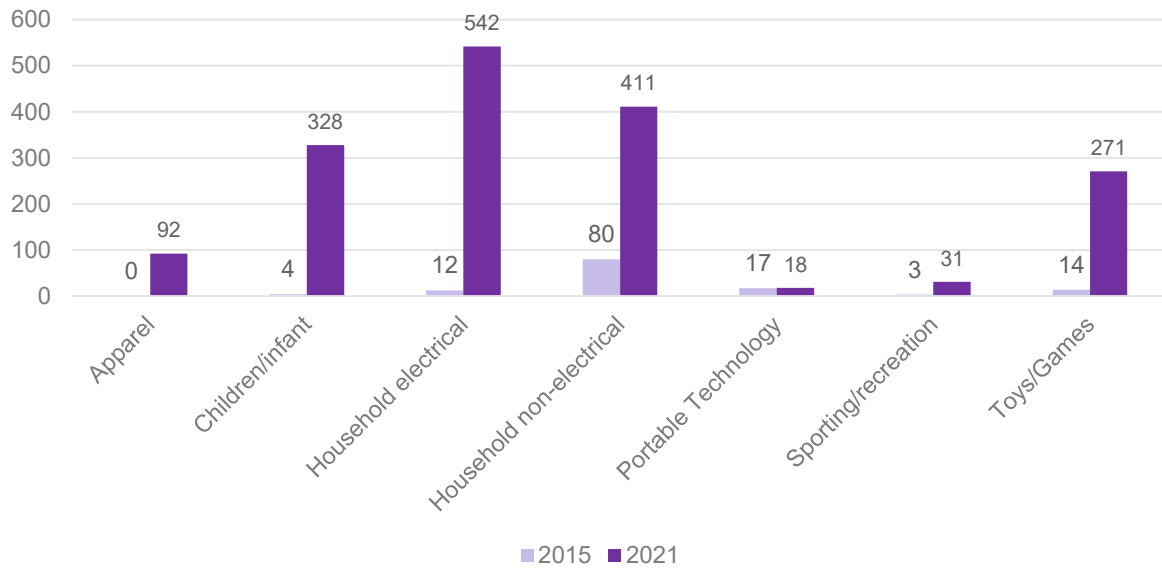
Annex A. Product Tiers

The selected products will be investigated under one of the three categories listed below.

Tier 1: banned/recalled products

- Sweep participants may choose one or more banned and/or recalled products in their jurisdiction and search for them on websites (both within and outside of their jurisdiction) supplying the product.
- Sweep participants were asked to verify whether the product would be sold to their jurisdiction which may be by:
    i. going through to the final stages of an online transaction and testing if the supplier will ship to the relevant jurisdiction;
    ii. purchasing a banned or recalled product from a website; or
    iii. contacting the e-commerce platform directly to confirm shipping to the relevant jurisdiction.

Tier 2: inadequate product labelling and safety warnings

- Sweep participants may choose one or more products with labelling requirements that are supplied to their jurisdiction and search for them on websites both within and outside of their jurisdiction.
- Sweep participants can check the product labelling by:
    i. searching for the relevant content of the labelling or a picture of the labelling at point of sale online (i.e., on website); and/or
    ii. purchasing the product to identify whether they are supplied with the correct labels.

Tier 3: products that do not meet voluntary or mandatory safety requirements

- Sweep participants may choose one or more products which are required to meet certain product safety standards (voluntary or mandatory standards) and/or other safety requirements and search for them on websites (both within and outside of their jurisdiction) supplying products.
- Sweep participants can check whether the product complies with requirements by:
    i. assessing by the information available online; or
    ii. purchasing a sample from websites and testing in accordance with the relevant requirements.

Annex B. Product Categories

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).

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, microwave). This category excludes products that operate using battery power. This category excludes products that are designed to be used exclusively by Children/infants; products that are used in Sporting/recreational contexts; Portable technology; tools and machinery; and Toys/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 Children/infants; products that are used in Sporting/recreational contexts; Portable technology; tools and machinery; and Toys/games.

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.

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.).

Children/infant

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/recreational contexts and Toys/games irrespective of the age of the consumer such products may be targeted towards.

Portable technology

Any product that is small, relatively light, portable and with some electronic aspect(s). E.g., smartphone, tablet, and headphones.

Annex C. Additional tables

Table 30. Compliance by product category, Tier 1

		Compliant	Unsure	Non-Compliant	Products Swept
Apparel	Baby Leggings	0%	0%	100%	1
	Military Vest (Plate Carriers)	0%	0%	100%	3
Children/infant	Baby Bottle Steriliser	0%	0%	100%	1
	Bedside Crib	0%	0%	100%	11
	Bracelet	0%	0%	100%	1
	Coloured Paper	0%	0%	100%	5
	Eraser	0%	0%	100%	1
	Inclined Sleeper	100%	0%	0%	2
	Medical Device for Kids	0%	0%	100%	2
	Pencil Case	0%	0%	100%	3
	Playroom Mat	0%	0%	100%	10
	Prams and Strollers	22%	61%	17%	18
	Rocking chair	0%	0%	100%	2
	Sticker	0%	0%	100%	1
	Teething Tubes	20%	0%	80%	5
Household electrical	Blender	0%	0%	100%	1
	Electric Fan	0%	0%	100%	3
	Electric Fuel Pump	0%	0%	100%	3
	Gaming Headset	0%	0%	100%	1
	Luminaire	0%	0%	100%	1
	Pizza Press	0%	0%	100%	2
	Projectors	0%	0%	100%	2
	UV Equipment for Gel Nails	0%	0%	100%	3
	Vacuum Cleaner	50%	50%	0%	2
Household non-electrical	Door Handle	0%	100%	0%	2
	Glass Knob	0%	0%	100%	2
	Scissor Lift Jack	0%	0%	100%	1
	Tabletop Firepots	0%	0%	100%	3
Portable Technology	Laser Pointer	0%	0%	100%	6
	Portable Battery	0%	0%	100%	1
	Relay and Charging Cable	0%	0%	100%	9
Sporting/recreation	Bicycle	0%	0%	100%	8
	Bicycle Battery	0%	100%	0%	1
	Bicycle Helmet	0%	100%	0%	1
	Hoverboard	0%	0%	100%	1
	Kick Scooter	0%	0%	100%	4
Toys/Games	Arts & Crafts	6%	0%	94%	16

Baby Rattle	0%	0%	100%	42
Balls	100%	0%	0%	3
Bath Toys	0%	3%	97%	282
Costume	20%	20%	60%	5
Dolls	12%	0%	88%	25
Inflatable Baby Bath Aid	0%	0%	100%	203
Musical Toy	1%	0%	99%	73
Play Pretend Kit	5%	7%	88%	43
Plush Toy	0%	100%	0%	4
Puzzles	50%	0%	50%	2
Slime	0%	0%	100%	5
Small High-Powered Magnets	20%	73%	7%	97
Spinners	0%	0%	100%	5
Toy Containing LED Lights	0%	1%	99%	74
Toy Gun	3%	0%	97%	38
Toy telephone	0%	100%	0%	5
Toy Vehicle	0%	0%	100%	8
Toys Containing Magnets	0%	0%	100%	49
Toys with Small Parts	2%	0%	98%	66
Wind-up Toy	0%	0%	100%	2
Wooden Toy	0%	0%	100%	20
Yo-yo water ball	0%	17%	83%	6

Table 31. Compliance by product category, Tier 2

		Compliant	Unsure	Non-Compliant	Products Swept
Apparel	Children's Nightwear	44%	56%	0%	61
	Kids Apparel	7%	0%	93%	15
	Pram Cover	0%	0%	100%	4
Children/infant	Baby Walker	100%	0%	0%	3
	Car Seat/Child Restraint	8%	82%	10%	50
	Hot Pack for Kids	0%	0%	100%	1
	Pacifier	0%	0%	100%	1
	Swimming ring	0%	100%	0%	1
	Teething Tots	0%	0%	100%	1
	Vehicles	100%	0%	0%	3
Household electrical	Adapter Charger	0%	0%	100%	3
	Air Cooler	0%	0%	100%	2
	Christmas Light	0%	0%	100%	8
	Electric Heater	89%	0%	11%	9
	Hair Iron	0%	0%	100%	3
	Household dishwashers	0%	33%	67%	6
	Household washing machines	0%	20%	80%	5
	Humidifier	0%	50%	50%	2
	Iron	0%	0%	100%	1
	Light Bulb	89%	0%	11%	28
	Refrigerating appliances	0%	38%	63%	8
	Smart Bulb	0%	0%	100%	10
	Steam Iron	0%	0%	100%	1
	Television	0%	15%	85%	13
	USB charger	0%	0%	100%	11
Household non-electrical	Button/Coin Batteries	5%	88%	7%	387
	Furniture	41%	36%	23%	66
	Products containing Button Battery	17%	40%	42%	126
	Sink Stopper	0%	0%	100%	1
	Wireless charger	0%	33%	67%	3
Portable Technology	Smart Watch	0%	0%	100%	3
Sporting/recreation	Carabiner (PPE)	0%	100%	0%	6
	Drone	0%	40%	60%	5
	Hearing Protection (PPE)	0%	100%	0%	1
	Kick Scooter for Kids	0%	0%	100%	4
	Kids Bike	75%	0%	25%	8
	Lifejacket (PPE)	0%	100%	0%	6
	Quad Bikes	5%	86%	9%	43
	Respirator (PPE)	0%	100%	0%	5
	Sport Accessory	0%	0%	100%	2
Toys/games	Accessories	0%	0%	100%	1
	Arts & Crafts	30%	0%	70%	44
	Baby Rattle	100%	0%	0%	1
	Balloons	5%	0%	95%	22

Bath toy	0%	100%	0%	1
Bubbles	100%	0%	0%	2
Building Toys	43%	0%	57%	14
Costume	0%	35%	65%	17
Dolls	92%	0%	8%	12
Games	59%	0%	41%	34
Hobbies	38%	0%	62%	13
Kid's Electronics	64%	0%	36%	28
Kid's Furniture	89%	0%	11%	9
Learning & Education	41%	0%	59%	22
Party Supplies	50%	0%	50%	2
Playsets	78%	0%	23%	80
Pretend Play	75%	0%	25%	12
Puzzles	33%	0%	67%	12
Remote Control Toy	62%	0%	38%	26
Slime toys	0%	0%	100%	1
Sports & Outdoor Play	79%	0%	21%	19
Toy	25%	38%	38%	16
Toy Figures	59%	0%	41%	64
Toy Gun	100%	0%	0%	4
Toy Musical Set	0%	0%	100%	1
Toy Vehicle	0%	50%	50%	2
Toys Containing Magnets	40%	0%	60%	10
Toys for Children	4%	0%	96%	25

Table 32. Compliance by product category, Tier 3

		Compliant	Unsure	Non-Compliant	Products Swept
Apparel	Kids Apparel	22%	0%	78%	9
	Smart Watch-Bracelet	0%	0%	100%	1
	Sunglasses & Fashion Spectacles	0%	100%	0%	72
Children/infant	Baby Carrier	100%	0%	0%	1
	Baby Walker	32%	44%	25%	57
	Bath Thermometer	8%	0%	92%	13
	Bedside Crib	0%	0%	100%	19
	Car Seat/Child Restraint	38%	48%	14%	73
	Cot	45%	52%	3%	29
	Highchair	100%	0%	0%	2
	Pacifier	100%	0%	0%	5
	Prams and Strollers	35%	22%	43%	127
	Rocking chair	100%	0%	0%	1
Household electrical	Adapter Charger	0%	0%	100%	3
	Air Cooler	50%	25%	25%	4
	Blender	21%	0%	79%	24
	Built-in Cooktop	84%	0%	16%	19
	Christmas Light	0%	0%	100%	8
	Coffee Machine	30%	0%	70%	27
	Drill & Tool	0%	0%	100%	1
	Electric Fan	49%	0%	51%	39
	Electric Kettle	36%	0%	64%	33
	Electric Massager	48%	0%	52%	54
	Heat Pack	100%	0%	0%	4
	Hot Water Mat	0%	0%	100%	1
	Iron	80%	0%	20%	5
	Kitchen Appliance - Other	35%	1%	64%	131
	Led Smart Bulb	0%	0%	100%	1
	Lighting Chain	0%	0%	100%	13
	Oven	62%	0%	38%	26
	Rice Cooker	47%	0%	53%	34
	Robot Vacuum Cleaner	100%	0%	0%	4
	Slow Cooker	32%	0%	68%	28
	Smart Bulb	0%	38%	63%	8
	Steamboat	56%	0%	44%	18
	Television	0%	100%	0%	18
	Toaster	45%	0%	55%	22
	USB charger	0%	0%	100%	8
Household non-electrical	Bioethanol Fireplace	0%	0%	100%	7
	Button/Coin Batteries	66%	28%	6%	190
	Furniture	0%	100%	0%	65
	Pressure Cooker	21%	77%	2%	102
	Products Containing Button Battery	14%	85%	1%	80
	Refrigerator Magnet	0%	100%	0%	2
	Walker for Seniors	0%	0%	100%	1

	Wireless charger	0%	0%	100%	2
Portable Technology	Laser pointer	0%	0%	100%	9
	Rechargeable Lithium Batteries	40%	27%	33%	15
	Smart Watch	0%	50%	50%	2
Sporting/recreation	Drone	0%	0%	100%	2
	Kick Scooter for Kids	100%	0%	0%	3
	Quad Bikes	4%	92%	4%	25
Toys/Games	Amigurumi	0%	0%	100%	12
	Arts & Crafts	100%	0%	0%	1
	Baby toy	0%	6%	94%	17
	Costume	0%	100%	0%	4
	Dolls	100%	0%	0%	1
	Gag Toys	100%	0%	0%	2
	Kid's Furniture	100%	0%	0%	1
	Magnetic Jewellery	0%	100%	0%	5
	Playsets	100%	0%	0%	9
	Pretend Play	100%	0%	0%	3
	Slime	0%	0%	100%	30
	Stuffed Toy	0%	0%	100%	5
	Toy	46%	0%	54%	13
	Toy Figures	75%	25%	0%	4
	Toy Gun	100%	0%	0%	10
	Toys Containing Magnets	7%	78%	15%	88
	Toys for Children Under 3 Years	66%	15%	20%	41

Table 33. Products swept by Website Type and Tier

		E-Marketplace	Retailer
Tier 1	Apparel	3	1
	Children/infant	44	17
	Household electrical	14	5
	Household non-electrical	6	2
	Portable Technology	15	1
	Sporting/recreation	14	1
	Toys/Games	973	100
Tier 2	Apparel	36	48
	Children/infant	39	49
	Household electrical	106	4
	Household non-electrical	380	145
	Portable Technology	5	1
	Sporting/recreation	38	42
	Toys/Games	443	74
Tier 3	Apparel	72	20
	Children/infant	147	181
	Household electrical	489	53
	Household non-electrical	260	151
	Portable Technology	9	9
	Sporting/recreation	12	19
	Toys/Games	218	53
Total	Apparel	111	69
	Children/infant	230	247
	Household electrical	609	62
	Household non-electrical	646	298
	Portable Technology	29	11
	Sporting/recreation	64	62
	Toys/Games	1634	227

Table 34. Products swept by Supplier Location – 2015 vs 2021

	Domestic supplier		Foreign Supplier		Unsure	
	2015	*2021*	*2015*	*2021*	*2015*	*2021*
Apparel	6	1	22	3	0	0
Children/infant	20	30	31	31	3	0
Household electrical	21	7	3	11	0	1
Household non-electrical	26	1	29	7	4	0
Portable Technology	1	0	0	9	0	7
Sporting/recreation	27	2	101	12	0	1
Toys/Games	50	110	78	912	4	51

Table 35. Products by supplier location (Selected Tiers and Total)

		Domestic supplier	Foreign Supplier	Location unknown
Tier 1	Apparel	1	3	0
	Children/infant	30	31	0
	Household electrical	7	11	1
	Household non-electrical	1	7	0
	Portable Technology	0	9	7
	Sporting/recreation	2	12	1
	Toys/Games	110	912	51
Tier 2	Apparel	27	26	31
	Children/infant	53	32	3
	Household electrical	13	89	8
	Household non-electrical	343	125	57
	Portable Technology	2	4	0
	Sporting/recreation	52	27	1
	Toys/Games	128	308	81
Tier 3	Apparel	45	27	20
	Children/infant	262	49	17
	Household electrical	260	256	26
	Household non-electrical	342	58	11
	Portable Technology	13	4	1
	Sporting/recreation	27	3	1
	Toys/Games	118	107	46
Total	Apparel	73	56	51
	Children/infant	345	112	20
	Household electrical	280	356	35
	Household non-electrical	686	190	68
	Portable Technology	15	17	8
	Sporting/recreation	81	42	3
	Toys/Games	356	1327	178

Table 36. Products by Product Category and Tier

		Tier 1	Tier 2	Tier 3	Overall
Apparel	Baby Leggings	1	0	0	1
	Children's Nightwear	0	61	0	61
	Kids Apparel	0	15	9	24
	Military Vest (Plate Carriers)	3	0	0	3
	Pram Cover	0	4	0	4
	Smart Watch-Bracelet	0	0	1	1
	Sunglasses & Fashion Spectacles	0	0	72	72
Children/infant	Baby Bottle Steriliser	1	0	0	1
	Baby Carrier	0	0	1	1
	Baby Walker	0	3	57	60
	Bath Thermometer	0	0	13	13
	Bedside Crib	11	0	19	30
	Bracelet	1	0	0	1
	Car Seat/Child Restraint	0	50	73	123
	Coloured Paper	5	0	0	5
	Cot	0	0	29	29
	Eraser	1	0	0	1
	Highchair	0	0	2	2
	Hot Pack for Kids	0	1	0	1
	Inclined Sleeper	2	0	0	2
	Medical Device for Kids	2	0	0	2
	Pacifier	0	1	5	6
	Pencil Case	3	0	0	3
	Playroom Mat	10	0	0	10
	Prams and Strollers	18	0	127	145
	Rocking chair	2	0	1	3
	Sticker	1	0	0	1
	Swimming ring	0	1	0	1
	Teething Tots	0	1	0	1
	Teething Tubes	5	0	0	5
	Vehicles	0	3	0	3
Household electrical	Adapter Charger	0	3	3	6
	Air Cooler	0	2	4	6
	Blender	1	0	24	25
	Built-in Cooktop	0	0	19	19
	Christmas Light	0	8	8	16
	Coffee Machine	0	0	27	27
	Drill & Tool	0	0	1	1
	Electric Fan	3	0	39	42
	Electric Fuel Pump	3	0	0	3

	Electric Heater	0	9	0	9
	Electric Kettle	0	0	33	33
	Electric Massager	0	0	54	54
	Gaming Headset	1	0	0	1
	Hair Iron	0	3	0	3
	Heat Pack	0	0	4	4
	Hot Water Mat	0	0	1	1
	Household dishwashers	0	6	0	6
	Household washing machines	0	5	0	5
	Humidifier	0	2	0	2
	Iron	0	1	5	6
	Kitchen Appliance - Other	0	0	131	131
	Led Smart Bulb	0	0	1	1
	Light Bulb	0	28	0	28
	Lighting Chain	0	0	13	13
	Luminaire	1	0	0	1
	Oven	0	0	26	26
	Pizza Press	2	0	0	2
	Projectors	2	0	0	2
	Refrigerating appliances	0	8	0	8
	Rice Cooker	0	0	34	34
	Robot Vacuum Cleaner	0	0	4	4
	Slow Cooker	0	0	28	28
	Smart Bulb	0	10	8	18
	Steam Iron	0	1	0	1
	Steamboat	0	0	18	18
	Television	0	13	18	31
	Toaster	0	0	22	22
	USB charger	0	11	8	19
	UV Equipment for Gel Nails	3	0	0	3
	Vacuum Cleaner	2	0	0	2
Household non-electrical	Bioethanol Fireplace	0	0	7	7
	Button/Coin Batteries	0	387	190	577
	Door Handle	2	0	0	2
	Furniture	0	0	65	65
	Furniture	0	66	0	66
	Glass Knob	2	0	0	2
	Pressure Cooker	0	0	102	102
	Products Containing Button Battery	0	126	0	126
	Products Containing Button Battery	0	0	80	80
	Refrigerator Magnet	0	0	2	2
	Scissor Lift Jack	1	0	0	1

	Sink Stopper	0	1	0	1
	Tabletop Firepots	3	0	0	3
	Walker for Seniors	0	0	1	1
	Wireless charger	0	3	2	5
Portable Technology	Laser Pointer	6	0	9	15
	Portable Battery	1	0	0	1
	Rechargeable Lithium Batteries	0	0	15	15
	Relay and Charging Cable	9	0	0	9
	Smart Watch	0	3	2	5
Sporting/recreation	Bicycle	8	0	0	8
	Bicycle Battery	1	0	0	1
	Bicycle Helmet	1	0	0	1
	Carabiner (PPE)	0	6	0	6
	Drone	0	5	2	7
	Hearing Protection (PPE)	0	1	0	1
	Hoverboard	1	0	0	1
	Kick Scooter	4	0	0	4
	Kick Scooter for Kids	0	4	3	7
	Kids Bike	0	8	0	8
	Lifejacket (PPE)	0	6	0	6
	Quad Bikes	0	43	25	68
	Respirator (PPE)	0	5	0	5
	Sport Accessory	0	2	0	2
Toys/games	Accessories	0	1	0	1
	Amigurumi	0	0	12	12
	Arts & Crafts	16	44	1	61
	Baby Rattle	42	1	0	43
	Baby toy	0	0	17	17
	Balloons	0	22	0	22
	Balls	3	0	0	3
	Bath toy	0	1	0	1
	Bath Toys	282	0	0	282
	Bubbles	0	2	0	2
	Building Toys	0	14	0	14
	Costume	5	17	4	26
	Dolls	25	12	1	38
	Gag Toys	0	0	2	2
	Games	0	34	0	34
	Hobbies	0	13	0	13
	Inflatable Baby Bath Aid	203	0	0	203
	Kid's Electronics	0	28	0	28
	Kid's Furniture	0	9	1	10

Learning & Education	0	22	0	22
Magnetic Jewellery	0	0	5	5
Musical Toy	73	0	0	73
Party Supplies	0	2	0	2
Play Pretend Kit	43	0	0	43
Playsets	0	80	9	89
Plush Toy	4	0	0	4
Pretend Play	0	12	3	15
Puzzles	2	12	0	14
Remote Control Toy	0	26	0	26
Slime	5	0	30	35
Slime toys	0	1	0	1
Small High-Powered Magnets	97	0	0	97
Spinners	5	0	0	5
Sports & Outdoor Play	0	19	0	19
Stuffed Toy	0	0	5	5
Toy	0	16	13	29
Toy Containing LED Lights	74	0	0	74
Toy Figures	0	64	4	68
Toy Gun	38	4	10	52
Toy Musical Set	0	1	0	1
Toy telephone	5	0	0	5
Toy Vehicle	8	2	0	10
Toys Containing Magnets	49	10	88	147
Toys for Children	0	25	0	25
Toys for Children Under 3 Years	0	0	41	41
Toys with Small Parts	66	0	0	66
Wind-up Toy	2	0	0	2
Wooden Toy	20	0	0	20
Yo-yo water ball	6	0	0	6

Notes

[1] The rate of non-compliance refers to the proportion of products inspected in this study that were found to be non-compliant in the sample of products inspected, rather than of the wider range of goods available online (see section 2.2 for further details on the methodology).

[2] Potential non-compliance refers to cases where sweepers were unsure of a product's compliance (see section 3.2 for further details).

[3] Inside Australian Online Shopping update – January 2021 report is available at https://auspost.com.au/content/dam/auspost_corp/media/documents/inside-australian-online-shopping-update-jan-2021.pdf.

[4] Consumers in the Digital and Global Marketplace - https://cdn-assets.inwink.com/e6f4ab58-3748-4c0f-bc83-14b913122899/a35b9b45-83cd-406e-9866-2e35592e6b03?sv=2018-03-28&sr=b&sig=bcUpkyOmtgas85sQZSD1LlPBk5sR7cWB6e7RlV7C38E%3D&se=9999-12-31T23%3A59%3A59Z&sp=r&rscd=inline%3B%20filename%3D%22IG-V4-50th.pdf%22

[5] UNCTAD's media release: COVID-19 has changed online shopping forever is available at https://unctad.org/news/covid-19-has-changed-online-shopping-forever-survey-shows, viewed 7 June 2022

[6] Results from a recent OECD consumer survey suggest that 37% of the surveyed consumers purchased clothing, footwear, sporting goods, or accessories, including children's toys or childcare items at least once due to the COVID crisis, considering only the past 12 months prior to the survey roll-out. The share is 28% for personal care products, 19% for computer equipment, consumer electronics or household appliances and 17% for furniture, home accessories or gardening products (OECD, 2022[4]).

[7] OECD's Online Product Safety: Trends and Challenges 2016 report is available at: https://www.oecd.org/internet/consumer/Online%20Product%20Safety-%20Trends%20and%20chanllenges.pdf, viewed 7 June 2022.

[8] European Union Product safety pledge is available at https://ec.europa.eu/info/business-economy-euro/product-safety-and-requirements/product-safety/product-safety-pledge_en.

[9] Australia Product Safety Pledge is available at https://www.productsafety.gov.au/product-safety-laws/compliance-surveillance/australian-product-safety-pledge viewed 7 June 2022.

[10] Results from a recent OECD consumer survey suggest that for around 41% of consumers who have faced a problem in e-commerce over the past 12 month, the most serious problem they faced was related

to the good or service received. Around 18% found the product to be faulty or not working and for 7% the product caused damage (OECD, 2022[4]).

[11] In addition, Belgium, Ireland, Malta, and Sweden shared information on the EU CASP (Coordinated Activity on Safety of Products) 2021 activities, which took place in the summer of 2021 (EU CASP data was not used in this sweep).

[12] Businesses which have a gallery of their products online but only sell in a traditional on-shore physical store were excluded from the sweep.

[13] Results from a recent OECD consumer survey suggest that these product categories, which are covered in the survey in the categories i) clothing, footwear and sporting goods, ii) computers and electronics; and iii) furniture home and gardening products, accounted for a significant share (39%) of the total financial detriment consumers encountered due to their most problematic e-commerce purchase (considering the 12 months prior to the survey roll-out). Note that these numbers include product related and other types of problems (see (OECD, 2022[4]), Figure 5.5).

[14] It should further be noted that in tier 1, the Compliant and Unsure categories may include products which were ultimately not banned or recalled. For example, a product may be marked as Complaint where, although it is in a category of banned or recalled product, there was enough information on the website to determine that the specific product for sale was not captured by a recall or ban (ie because it was not in a banned or recalled product batch). For examples relating to Unsure responses (section 3.3).

[15] Act on the Consumer Protection in Electronic Commerce available at
https://elaw.klri.re.kr/kor_service/lawView.do?hseq=52489&lang=ENG

[16] Special Act on the Safety of Children's Products available at
https://elaw.klri.re.kr/kor_service/lawView.do?hseq=42349&lang=ENG

[17] Electrical Appliances and Consumer Products Safety Control Act available at
https://elaw.klri.re.kr/kor_service/lawView.do?hseq=42349&lang=ENG

[18] Consumer Protection Notice No.5 of 2012, http://www.comlaw.gov.au/Details/F2012L02171

[19] See also Section 2.2 regarding differences in methodologies between 2021 and 2015 and relevant limitations and caveats for comparisons.

[20] See also Section 2.2 about comparing the methodologies and considering any limitations are also relevant to this section of the report.

[21] Different sweep participants recorded Amazon as each type of website, including as a retailer, as an online marketplace and as both.

[22] See also Section 2.2 about comparing the methodologies and considering any limitations are also relevant to this section of the report.

References

OECD (2022), "Measuring financial consumer detriment in e-commerce", *OECD Digital Economy Papers*, No. 326, OECD Publishing, Paris, https://doi.org/10.1787/4055c40e-en.   [4]

OECD (2022), *Policy guidance on consumer product safety pledges*, https://www.oecd.org/digital/policy-guidance-on-consumer-product-safety-pledges-055a8a15-en.htm.   [3]

OECD (2021), *Communiqué on product safety pledges*, https://www.oecd.org/digital/consumer/communique-product-safety-pledges.pdf.   [2]

OECD (2016), "Online Product Safety Sweep Results: Australian Competition and Consumer Commission", *OECD Digital Economy Papers*, No. 262, OECD Publishing, Paris, https://doi.org/10.1787/5jlnb5q64ktd-en.   [1]