



**Consumer product safety—Guidelines  
for suppliers**

**STANDARDS**  
Australia

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This Australian Standard® was prepared by Committee CS-106, Consumer Product Management Systems. It was approved on behalf of the Council of Standards Australia on 1 February 2017.

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The following are represented on Committee CS-106:

- Australian Competition and Consumer Commission
  - Australian Industry Group
  - Australian Toy Association
  - CHOICE
  - Consumer Electronics Suppliers Association
  - Consumers' Federation of Australia
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Standards Australia wishes to acknowledge the participation of the expert individuals that contributed to the development of this Standard through their representation on the Committee and through the public comment period.

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Australian Standard®

**Consumer product safety— Guidelines  
for suppliers**

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## PREFACE

This Standard was prepared by the Standards Australia Committee CS-106, Consumer Product Management Systems.

The objective of this Standard is to provide practical guidance to suppliers on assessing and managing the safety of consumer products, including effective documentation of risk assessment and risk management to meet applicable requirements.

This Standard is identical with, and has been reproduced from ISO 10377:2013, *Consumer product safety—Guidelines for suppliers*.

As this Standard is reproduced from an International Standard, the following applies:

- (a) In the source text ‘this International Standard’ should read ‘this Australian Standard’.
- (b) A full point substitutes for a comma when referring to a decimal marker.

There are no normative references in the source document.

Consumer products in Australia may be subject to one or more of several different regulations depending on the nature of the product.

Suppliers need to identify all relevant regulations and take appropriate action to comply.

Information is available from the ACCC at [www.productsafety.gov.au](http://www.productsafety.gov.au), state electrical authorities, state food authorities, NICNAS at [www.nicnas.gov.au](http://www.nicnas.gov.au), and others.

Information may also be available from other non-government sources such as consumer and industry associations.

Suppliers are also required to consider and comply with non-safety related requirements governed by other authorities, e.g. those for certain labelling requirements, electromagnetic compatibility, etc.

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## INTRODUCTION

A number of governments have established laws and requirements for suppliers to place only safe products on the market. In this way, they are trying to deal more broadly with dangers associated with consumer products, rather than developing standards or regulations for every single product.

However, many suppliers have limited experience and few available resources or practical reference documents to guide them through this process, which consists of the following:

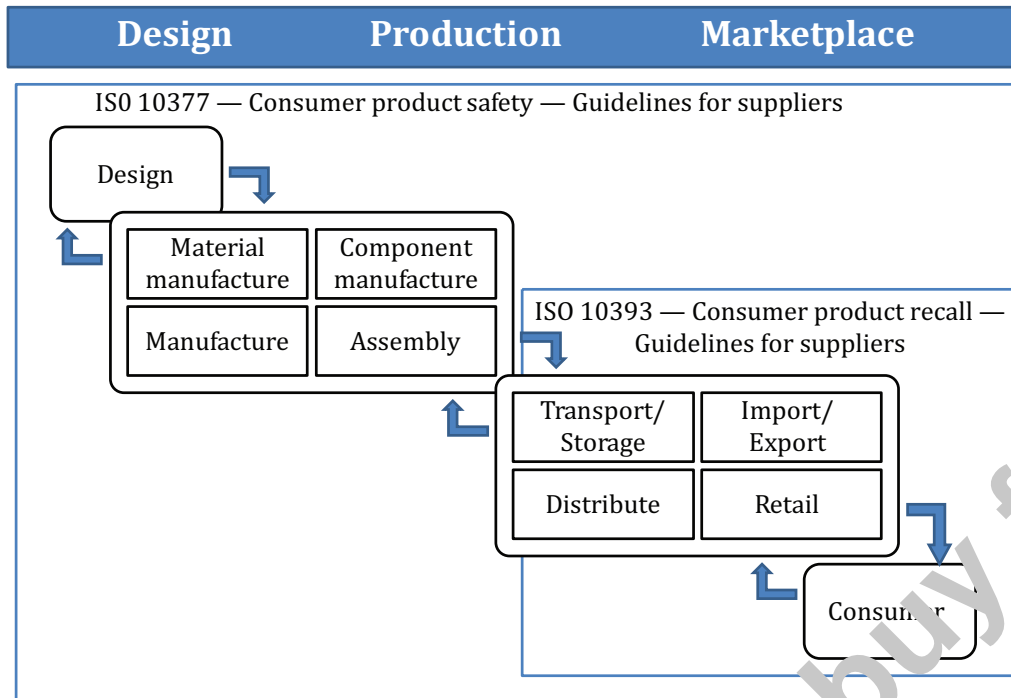
- identifying the hazards;
- assessing the risks;
- identifying and implementing risk reduction measures;
- identifying and reducing risks in the production process;
- implementing processes to trace and identify products;
- communicating use and warning information to consumers;
- monitoring the product in the marketplace;
- identifying any safety risks and managing them.

This International Standard provides practical guidance for suppliers of all sizes to assist them in assessing and managing the safety of the consumer products they supply – from the design of the product, to the input of raw materials, to production, to distribution, to retail and to the final product end-user and disposal. This International Standard is intended to be particularly valuable to small and medium-sized enterprises, as well as to suppliers that do not design or produce products, but are still responsible for their safety in many jurisdictions. To assist them, useful information and examples are provided in [Annex B](#).

The supply chain for consumer products is made up of a number of suppliers, often in different parts of the world, where products or product components are being designed, produced and sold in other countries. Therefore, it is important that the guidance provided is aligned with international best practice, easy to understand and applied consistently by suppliers. The overall objective of following internationally consistent guidance is to produce safer consumer products, and thereby:

- a) reduce the product safety risks to consumers;
- b) reduce the risks to suppliers of product recalls;
- c) provide consumers with the information they need in order to make informed choices with respect to the safe use and disposal of consumer products;
- d) assist governments by improving the safety of consumer products.

This International Standard does not cover issues such as worker safety, protection of the environment, or social and ethical issues, which are covered extensively by other standards. Instead, this International Standard focuses on consumer products and providing guidance on reducing the risk of harm to consumers and users. It has been developed in parallel with ISO 10393, which focuses on product recall. The relationship between this International Standard and ISO 10393 is illustrated in [Figure 1](#).



**Figure 1 — Relationship between this International Standard and ISO 10393**

It is important that suppliers maintain an awareness of and comply with the laws and regulations of the countries where the products are manufactured, imported, distributed or sold.

ISO/IEC Guide 51 and the revisions proposed to it were taken into account in the drafting of this International Standard.

This International Standard is presented in the form of practical guidance. Terms used in this International Standard are defined in [Clause 2](#), although individual countries have established or might establish different specific definitions in law. [Clauses 3](#) and [4](#) provide principles and general requirements that apply to all members of the supply chain. [Clauses 5](#), [6](#) and [7](#) are targeted to specific sectors of the supply chain. Information on relevant International Standards and Guides, useful information for small business, examples related to hazard and risk evaluation, and product safety management plans are provided in [Annexes A](#), [B](#), [C](#) and [D](#), respectively.

## AUSTRALIAN STANDARD

**Consumer product safety—Guidelines for suppliers****1 Scope**

This International Standard provides practical guidance to suppliers on assessing and managing the safety of consumer products, including effective documentation of risk assessment and risk management, to meet applicable requirements.

This International Standard describes how to:

- identify, assess, reduce or eliminate hazards;
- manage risks by reducing them to tolerable levels;
- provide consumers with hazard warnings or instructions essential to the safe use or disposal of consumer products.

This International Standard is intended to apply to consumer products, but might also be applicable to decisions concerning safety in other product sectors.

**2 Terms and definitions**

For the purposes of this document, the following terms and definitions apply.

**2.1****consumer**

individual member of the general public purchasing or using property, products or services for private purposes

[SOURCE: ISO 26000:2010, 2.2]

**2.2****consumer product**

product designed and produced primarily for, but not limited to, personal use, including its components, parts, accessories, instructions and packaging

**2.3****competent**

suitably trained or qualified by knowledge and practical experience to enable the required task or tasks to be carried out

[SOURCE: ISO 22446-1:2003, 2.6]

**2.4****corrective action**

action intended to remove potential for harm and to reduce risk

Note 1 to entry: For the purposes of this International Standard, corrective actions are referred to as “recalls” because the public and media more readily recognize and respond to that description.

[SOURCE: ISO 10393:2013, 2.4]