

General Product Safety Regulation (GPSR) – Example Procedure

This document outlines a standard procedure for ensuring compliance with the General Product Safety Regulation (GPSR) in the event that a product is identified as unsafe.

The objective is to act swiftly and responsibly to mitigate risks to consumer health and safety, while maintaining full transparency and traceability throughout the process.

1. Identification & Investigation

If a product is deemed potentially unsafe, an internal investigation should be initiated immediately to:

- Determine the scope of the issue
- Assess associated risks
- Identify the impacted products or production batches

2. Corrective Measures

Based on the investigation, the following corrective actions should be taken:

- Recall and/or adjustment of affected products, if applicable
- Notification via the EU's Safety Gate platform (formerly RAPEX)
- Communication with affected retailers and relevant stakeholders

3. Documentation & Traceability

To ensure GPSR compliance:

- Test reports and relevant documentation should be stored systematically
- All products should carry visible identification details (e.g., PO number, batch code)
- Contact information should be clearly marked on the product or packaging
- Where applicable, include safety information and clear usage instructions

4. Consumer Communication

If a product recall occurs:

- Consumers should be informed clearly and promptly
- Compensation options may include product repair, replacement, or economic reimbursement
- Customers should have access to a centralised complaint channel (e.g., brand website)
- All consumer claims must be stored and tracked for documentation and reporting