



Department for
Business, Energy
& Industrial Strategy

Office for Product
Safety & Standards



Enforcement Services: Summary

Who are we?

The Office for Product Safety and Standards (Safety & Standards) is part of the Department for Business, Energy and Industrial Strategy (BEIS). We enforce a wide range of legislation across the UK, on behalf of BEIS, DEFRA, the Office for Low Emission Vehicles, the Scottish Government, and the Northern Ireland Executive.

Our work to monitor and support business compliance is undertaken by Safety & Standards Enforcement, a dedicated team in Safety & Standards, in line with the Government's commitment to ensure that the UK is the best place to set up and grow a business. We operate in accordance with the Regulators' Code, which requires us to:

- ✓ support compliance and growth;
- ✓ engage with those we regulate;
- ✓ base our activity on risk;
- ✓ share information;
- ✓ offer clear guidance; and
- ✓ be transparent.

Who do we regulate?

Our activities cover importers, manufacturers, distributors and retailers, as well as research institutions, universities and public sector bodies. We enforce technical, environmental and product legislation relating to:

- | | |
|---------------------------------------|-----------------------|
| ✓ Batteries | ✓ Fuel infrastructure |
| ✓ Eco-design | ✓ Genetic resources |
| ✓ Electrical and electronic equipment | ✓ Heat networks |
| ✓ End-of-life vehicles | ✓ Outdoor noise |
| ✓ Energy information | ✓ Timber |

Information on each area, including details of where we share responsibility with other regulators, is available on the Safety & Standards GOV.UK website. We understand that those we regulate are likely to liaise with other local and national regulators – such as Trading Standards, the Environment Agency and the Health and Safety Executive – and we collaborate with these regulators where appropriate.

<https://www.gov.uk/guidance/national-regulation-enforcement-services>

How do we work?

Our enforcement approach is set out in our [Service Standards](#) and [Enforcement Policy](#). We support those we regulate in their efforts towards compliance and take proportionate action in response to non-compliance. We welcome feedback on our approach and activities and aim to resolve any concerns quickly and fairly, in accordance with our [Complaints Policy](#).

Our intelligence-led, risk-based market surveillance draws on information from a range of sources, including widespread engagement with trade associations and other representative organisations. In this way, we ensure our resources are targeted at priority areas.

We want those we regulate to be compliant and successful. We focus on activities designed to raise awareness and understanding of the legislation we enforce, informing businesses of the obligations and highlighting appropriate steps to meet them. We answer enquiries, produce guidance, present at seminars and other events, and provide training and tailored advice.

We are approachable and we will not take enforcement action just because a business asks us a question or tells us that they have a problem.

What powers do we have?

Our powers vary depending on the legislation concerned, but broadly speaking we can enter business premises, inspect or seize products and documentation, and obtain warrants.

Various options are available to us to deal with non-compliance, extending to advice and support, warning letters, statutory notices, civil sanctions (including financial penalties) and ultimately criminal prosecution. We always act proportionately, depending on the nature of the non-compliance and the desired outcome of the intervention. Further information about what we can do under different legislation, and your rights to respond, can be found in our [Enforcement Policy](#) and [Challenges and Appeals Guidance](#).

How can I get in touch?

Full details of how to contact us – whether to make an enquiry, to ask for advice on compliance, or to give us information about non-compliance – are available on the Safety & Standards GOV.UK website, including our opening hours and our online enquiry form.

Alternatively, you can contact the Safety & Standards helpdesk on 0121 345 1218.



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