



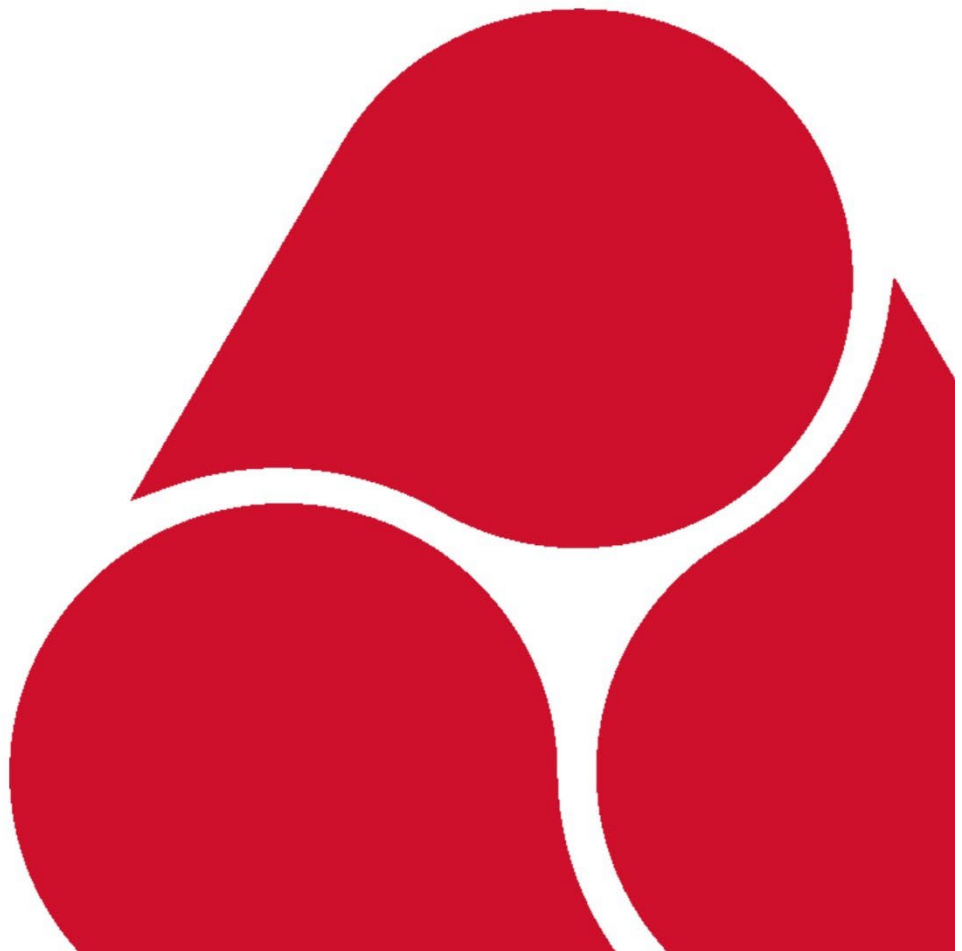
Office for Product
Safety & Standards

Product Safety and Noncompliance Notification Guidance

**Guidance on product safety and noncompliance notifications for
businesses**

February 2026

Version 3



Contents

Contents	2
1. Introduction	3
2. Notification Requirements – Businesses.....	4
General Product Safety Regulations 2005	4
Sector-Specific Safety Legislation.....	4
Northern Ireland.....	5
3. Notifications – the role of Market Surveillance Authorities and Enforcement Authorities	6
4. Other Statutory Product Notifications to OPSS	7
Legal Metrology	7
Restriction of Hazardous Substances (RoHS).....	8
Product Security and Telecommunications Infrastructure (PSTI).....	8
Serious Undesirable Effects (Cosmetics)	8
5. Non-UK-based Businesses	10
Annex A - Summary of Notification Requirements and Relevant Authorities.....	11
Table of Sector-Specific Legislation Notification Requirements	12

1. Introduction

- 1.1 The Office for Product Safety and Standards (OPSS) is part of the Department for Business and Trade (DBT) and exercises the powers of the Secretary of State in relation to a range of regulations:
 - We are the national regulator for product safety, providing scientific and technical capability, enforcing in relation to cases that are nationally significant, novel or contentious, and working with local authorities and border control authorities to keep consumers safe and ensure business compliance.
 - We are the national regulator for legal metrology, ensuring weighing and measuring instruments are accurate and reliable, and guiding the work of local authorities to give confidence to consumers and businesses in goods traded by quantity.
 - We enforce in relation to a range of goods-based and standards-based regulations. These include energy efficiency and environmental pollution requirements in product design and performance, standards and measurement in the energy supply infrastructure, product security for consumer connectable products and due diligence in the trade of designated raw materials – protecting consumers and the environment and helping to meet international commitments.
- 1.2 This guidance is for businesses supplying consumer and non-consumer products on the UK market and summarises the requirements to notify relevant authorities if products pose a risk to the health and safety of consumers or users, or products are found to be noncompliant with the relevant legislation. This guidance includes requirements for businesses to notify relevant authorities, including OPSS, as part of product safety legislation, in addition to other regulations enforced by the OPSS.
- 1.3 This document sits alongside PAS 7100:2022 on Supporting better product recalls and provides guidance on meeting notification requirements and using Government channels to publicise recalls.
- 1.4 This guidance applies to businesses supplying goods on the Great Britain (GB) market.
- 1.5 Notification requirements stem from legal obligations in the General Product Safety Regulations 2005 as they apply in GB and sector-specific legislation.
- 1.6 Notifications should be made in a timely manner to the lead authority, which can be identified in Annex A.

2. Notification Requirements – Businesses

- 2.1 Businesses supplying goods on the UK market are legally required to notify the relevant authority where they become aware that a product they have placed on the market, supplied or distributed is unsafe and poses a risk to the user, or is noncompliant with the relevant legislation.
- 2.2 Product safety notifications support:
- The safety of people and the environment, by ensuring that corrective actions and steps are taken to reduce the risks to consumers and users;
 - Business, by allowing regulators to provide advice and support to address issues, minimising the likelihood of future noncompliance; and
 - Regulators, by recording and sharing information to permit authorities to focus activities on issues and products identified as presenting the greatest safety risks.
- 2.3 Notifications should be as complete as possible, and include information on the product identified as unsafe/noncompliant; the supply chain of the product; summaries of test results and risk assessments (including the underpinning test reports and risk assessment); and details of the corrective action planned or taken.

General Product Safety Regulations 2005

- 2.4 The General Product Safety Regulations 2005 (GPSR) require all products to be safe in their normal and reasonably foreseeable usage and enforcement authorities have powers to take appropriate action when this obligation isn't met.
- 2.5 Regulation 9 of the GPSR requires producers or distributors, where they know that a product they have placed on the market or supplied to a consumer does not meet the general safety requirement, to notify an enforcement authority of that information and the action they have taken to prevent risk to the consumer.¹
- 2.6 A suggested notification template for notifications to relevant authorities can be accessed on GOV.UK at the following link: [Business notifications of unsafe and noncompliant products](#).

Sector-Specific Safety Legislation

- 2.7 Sector-specific safety legislation, such as the Toys (Safety) Regulations 2011, also contain specific requirements for business to notify the relevant authority where they have reason to believe they have placed a product which does not meet the safety requirement on the market or distributed a product that does not meet the safety requirement.

¹ This requirement does not apply:

- (a) In the case of a second-hand product supplied as an antique or as a product to be repaired or reconditioned prior to being used, provided the supplier clearly informed the person to whom he supplied the product to that effect,
- (b) In conditions concerning isolated circumstances or products.

- 2.8 A list of sector-specific safety legislation and references to the legal provisions for notification can be found in Annex A, including the relevant authority for each regulation and circumstance.

Northern Ireland

- 2.9 If a product sold on the Northern Ireland market is found to be unsafe, this should be notified to the relevant UK authority as set out in this guidance.
- 2.10 The EU Safety Business Gateway enables businesses to report dangerous products and accidents to the market surveillance authorities of the Member States. It can be accessed at the following link: [Safety Business Gateway](#)

3. Notifications – the role of Market Surveillance Authorities and Enforcement Authorities

- 3.1 Market surveillance authorities and enforcement authorities will review information received as part of product safety notifications to ensure that people and the environment are being protected; ensure adequate steps are taken to address the noncompliance and its effects; and minimise the likelihood of future noncompliance.
- 3.2 Authorities operate under the Regulators' Code, which provides a clear, flexible and principles-based framework for how regulators should engage with those that they regulate. For further information on the Regulators' Code, please access the following link: <https://www.gov.uk/government/publications/regulators-code>.
- 3.3 The authority receiving the notification may also be required under law to take a number of actions, including notifying on the UK Product Safety Database.²
- 3.4 If a notification includes a recall or modification programme, or the product presents a serious or high risk as determined by a risk assessment, an entry will be made on the [UK Product Recalls and Alerts website](#). OPSS owns and facilitates the Product Recalls and Alerts website to enable a single, national product safety and recalls website for UK market surveillance authorities. Where requests are made by businesses to update or remove published content, requests should be made to the lead authority for the notification. OPSS is able to consider updates to published content upon the request of the notifying authority.
- 3.5 The authority will also be able to advise on the undertaking of a recall, as set out in PAS 7100:2022 'Product Recall and Other Corrective Actions. Code of Practice: <https://www.bsigroup.com/en-GB/insights-and-media/insights/brochures/pas-7100-product-recall-and-other-corrective-actions-code-of-practice>
- 3.6 For further information on the role of market surveillance authorities and enforcement authorities in product safety notifications, please access the following guidance: <https://www.gov.uk/guidance/notification-of-unsafe-and-noncompliant-products>

² The Product Safety Database is a database used by regulators to submit notifications relating to unsafe and/or noncompliant products and the outcomes of market surveillance activities. It is owned by OPSS and used by over 200 local authorities and 9 other national regulators.

4. Other Statutory Product Notifications to OPSS

4.1 OPSS is responsible for:

- policy, market surveillance, and coordination of local authorities in relation to legal metrology;
- cosmetics policy and the administration of notifications of Serious Undesirable Effects related to cosmetic products;
- the enforcement of the Restriction of the Use of Certain Hazardous Substances (RoHS) in Electrical and Electronic Equipment Regulations on behalf of Defra; and
- the enforcement of the Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations on behalf of the Department for Science, Innovation and Technology (DSIT)

4.2 The following section details requirements to notify OPSS of safety or compliance issues required by law in the above areas.

Legal Metrology

4.3 Market surveillance and enforcement responsibilities under the Measuring Instrument Regulations 2016 are undertaken by

- For Great Britain
 - In relation to regulated measuring instruments other than gas meters, active electrical energy meters, taximeters and exhaust gas analysers, the local weights and measures authorities (Trading Standards) and
 - In relation to all measuring instruments in scope of the Regulations, OPSS
- For Northern Ireland
 - In relation to cold water meters, automatic weighing instruments, material measures and non-water liquid measuring systems, the Department for the Economy
 - In relation to gas meters and active electrical energy meters, OPSS and
 - In relation to taximeters and exhaust gas analysers, the Department for Infrastructure.

4.4 The Measuring Instruments Regulations 2016 require businesses manufacturing (Regulation 13), importing (Regulations 18 and 23) and/or distributing (Regulation 31) measuring instruments in scope of the Regulations, to notify the relevant authority where the instrument they have made available has been identified as not in conformity with the essential requirements and is presenting a risk.

4.5 Market surveillance and enforcement responsibilities under the Non-Automatic Weighing Instruments Regulations 2016 are undertaken by

- Local weights and measures authorities (Trading Standards) and OPSS for Great Britain and
- The Department for the Economy for Northern Ireland.

- 4.6 The Non-Automatic Weighing Instruments Regulations 2016 require businesses manufacturing (Regulation 12), importing (Regulation 17 and 22) and/or distributing (Regulation 30) non-automatic measuring instruments in scope of the Regulations, to notify the relevant authority where the instrument they have made available has been identified as not in conformity with the essential requirements and is presenting a risk.
- 4.7 To fulfil these notification requirements, the notification form should be completed and returned to opss.enquiries@businessandtrade.gov.uk for notifications to OPSS in respect of products made available on the GB market or metrology@economy-ni.gov.uk for notifications to the Department for the Economy Northern Ireland or info@infrastructure-ni.gov.uk for notifications to the Department for Infrastructure Northern Ireland in respect of products made available on the NI market. Further details are available in Annex A.

Restriction of Hazardous Substances (RoHS)

- 4.8 The Restriction on the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012 (the RoHS Regulations) are enforced by OPSS.
- 4.9 The Regulations require businesses manufacturing (Regulation 20), importing (Regulation 26) and/or distributing (Regulation 30) products in scope of the Regulations to notify OPSS of any noncompliance with the RoHS Regulations that has been identified and of the corrective measures taken.
- 4.10 Notifications should be made by sending a completed notification form to rohs.notifications@businessandtrade.gov.uk. Further information on the RoHS Regulations can be found on GOV.UK at the following link: <https://www.gov.uk/guidance/rohs-compliance-and-guidance>

Product Security and Telecommunications Infrastructure (PSTI)

- 4.11 The Product Security and Telecommunications Infrastructure (PSTI) Act 2022 and The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023 are enforced by OPSS.
- 4.12 The Act requires businesses manufacturing (11(3)), importing (18(3)) and/or distributing (24(3)) products in scope of the Act and Regulations to notify OPSS of any noncompliance with the Act and Regulations that has been identified, and of the corrective actions taken.
- 4.13 Notifications should be made by sending a completed notification form to ukproductsafetycp@businessandtrade.gov.uk. Further information on the PSTI Regulations can be found on GOV.UK at the following link: <https://www.gov.uk/government/publications/the-uk-product-security-and-telecommunications-infrastructure-product-security-regime>

Serious Undesirable Effects (Cosmetics)

- 4.14 Regulation (EC) No 1223/2009 on Cosmetic Products, as amended by the Product Safety and Metrology etc. (Amendment etc.) (EU Exit) Regulations 2019, requires that Responsible Persons and distributors notify Serious Undesirable Effects to OPSS (Article 23) where the serious undesirable effect took place in GB.

Notification Guidance for Business

- 4.15 A 'Serious Undesirable Effect' (SUE) is an undesirable effect (an adverse effect to human health that occurs following the normal or reasonably foreseeable use of a cosmetic product) which results in temporary or permanent functional incapacity, disability, hospitalisation, congenital anomalies or an immediate vital risk or death. Notification should take place without delay.
- 4.16 To notify OPSS, businesses should complete the SUE form for Responsible Persons and distributors and submit this to seriousundesirableeffects@businessandtrade.gov.uk. The SUE forms are available at the following link: <https://www.gov.uk/government/publications/cosmetic-products-reporting-sues>
- 4.17 The requirement to notify the European Commission in respect of SUEs relating to the NI market remains unchanged. The notification form for SUEs in NI should be sent to OPSS at seriousundesirableeffects@businessandtrade.gov.uk, who will inform the European Commission and (where the notification has been submitted by a distributor) the Responsible Person. The European Commission guidance on SUEs can be found at the following link for reference: https://ec.europa.eu/growth/sectors/cosmetics/market-surveillance_en.
- 4.18 Broader guidance on making cosmetic products available on the GB market can be found at the following link: <https://www.gov.uk/guidance/making-cosmetic-products-available-to-consumers-in-great-britain>

5. Non-UK-based Businesses

- 5.1 In some instances, not all businesses will have a UK-based legal entity and therefore they may not possess a natural link with a local authority.
- 5.2 If a business supplies goods on the UK market and must submit a product safety notification to a UK authority, where a local authority cannot be identified and the issue does not fall within the regulatory remit of other national regulators as identified in Annex A, businesses should make this notification to OPSS.
- 5.3 OPSS will then identify the appropriate lead authority and will contact you to progress the notification, as outlined in Section 3.
- 5.4 Notifications should be sent to ukproductsafetycp@businessandtrade.gov.uk.

Annex A – Summary of Notification Requirements and Relevant Authorities

- 6.1 This section outlines some of the key product legislation which includes notification requirements and the lead authority to receive product safety and product noncompliance notifications, including their contact details.
- 6.2 Product safety and noncompliance notifications support:
- The safety of people and the environment, by ensuring that corrective actions and steps are taken to reduce the risks to consumers;
 - Business, by enabling the provision of advice and support to address issues, minimising the likelihood of future noncompliance; and
 - Regulators, by recording and sharing information to permit authorities to focus activities on issues and products identified as presenting the greatest safety risks.
- 6.3 If the lead authority is stated to be a local weights and measures authority, this usually refers to the local authority service known as 'Trading Standards', or District Councils in Northern Ireland. If businesses have a Primary Authority Partnership in place, businesses may notify your Primary Authority to meet the notification requirement³.
- 6.4 Contact points within other national regulators are as follows:

United Kingdom:

Driver and Vehicle Standards Agency (DVSA) –

<https://www.gov.uk/government/publications/code-of-practice-on-vehicle-safety-defects-and-recalls>

Ofcom – <https://www.ofcom.org.uk/about-ofcom/contact-us>

Office for Nuclear Regulation – <https://www.onr.org.uk/notify-onr.htm>

Great Britain only:

Health and Safety Executive – <https://www.hse.gov.uk/contact/index.htm>

Northern Ireland only:

Health and Safety Executive Northern Ireland –

<https://www.hseni.gov.uk/contacts/hseni-belfast-hq>

Department for the Economy – metrology@economy-ni.gov.uk

Department for Infrastructure – info@infrastructure-ni.gov.uk

³ For further information on Primary Authority, please access the following link:
<https://www.gov.uk/government/publications/primary-authority-overview>

Table of Sector-Specific Legislation Notification Requirements

Regulations	Requirements	Lead Authority
Regulation (EC) 1223/2009 on Cosmetic Products ⁴	Responsible Person (manufacturer, importer, distributor, or other person designated as Responsible Person by written mandate) – Article 5 Distributors – Article 6	In Great Britain, the weights and measures authority or the Office for Product Safety and Standards In Northern Ireland, the district council or Office for Product Safety and Standards
Regulation 305/2011 on Construction Products	Manufacturers – Articles 11(7) and 59B(2)(b) Importers – Articles 13(2) and 13(7) Distributors – Articles 14(2) and 14(4)	In Great Britain, a weights and measures authority In Northern Ireland, a district council
Electrical Equipment (Safety) Regulations 2016	Manufacturers – Regulation 12 Importers – Regulations 17 and 29 Distributors – Regulations 27 and 29	Where electrical equipment is designed for use or operation in the workplace, in GB, the Health and Safety Executive (HSE), or in NI, the Health and Safety Executive Northern Ireland (HSENI)
		Where electrical equipment is designed for private use or consumption, in GB, a weights and measures authority, or in NI, a district council
		Where electrical equipment is intended exclusively or primarily for use on relevant nuclear sites, the Office for Nuclear Regulation
Electromagnetic Compatibility Regulations 2016	Manufacturers – Regulation 15 Importers – Regulations 19 and 23 Distributors – Regulations 28 and 30	In Great Britain, a weights and measures authority In Northern Ireland, a district council
Equipment and Protective Systems Intended for Use in Potentially Explosive Atmospheres Regulations 2016	Manufacturers – Regulation 15 Importers – Regulations 20 and 25 Distributors – Regulations 31 and	In Great Britain, the Health and Safety Executive (HSE)
		Where intended exclusively or primarily for use on relevant nuclear sites, the Office for Nuclear Regulation

⁴ The process for notifying Serious Undesirable Effects, as required by Article 23, is described at 4.11.

Notification Guidance for Business

Regulation 2016/426 on appliances burning gaseous fuel	Manufacturers – Article 7.8 Importers – Article 9.2 Distributors – Article 10.2	Appliances or fittings for private use or consumption: In Great Britain, a weights and measures authority In Northern Ireland, a district council
		Appliances or fittings for use in the workplace or where accessible to persons outside of private use: In Great Britain, the Health and Safety Executive In Northern Ireland, the Health and Safety Executive for Northern Ireland
		Appliances or fittings intended exclusively or primarily for use on relevant nuclear sites The Office for Nuclear Regulation
Lifts Regulations 2016	Installers – Regulation 12 Manufacturers – Regulation 22 Importers – Regulations 27 and 32 Distributors – Regulations 38 and 40	In Great Britain: - In relation to lifts for use in the workplace or safety components for such lifts, the Health and Safety Executive - In relation to lifts for private use and consumption of safety components for such lifts, the Office for Product Safety and Standards
		In Northern Ireland: The Department for the Economy
Measuring Instruments Regulations 2016	Manufacturers – Regulation 13 Importers – Regulations 18 ⁵ and 23 Distributors – Regulation 31	In Great Britain: - In relation to regulated measuring instruments other than gas meters, active electrical energy meters, taximeters and exhaust gas analysers, a local weights and measures authority - In relation to all measuring instruments in scope of the Regulations, the Office for Product Safety and Standards
		In Northern Ireland:

⁵ To note, notifications by importers in respect of Regulation 18 of the Measuring Instruments Regulations 2016 must be made to the Office for Product Safety and Standards.

Notification Guidance for Business

		<ul style="list-style-type: none"> - In relation to cold water meters, automatic weighing instruments, material measures and non-water liquid measuring systems, the Department for the Economy - In relation to gas meters and active electrical energy meters, the Office for Product Safety and Standards - In relation to taximeters and exhaust gas analysers, the Department for Infrastructure
Non-Automatic Weighing Instruments Regulations 2016	Manufacturers – Regulation 12 Importers – Regulations 17 ⁶ and 22) Distributors – Regulation 30	In Great Britain, a local weights and measures authority or the Office for Product Safety and Standards
		In Northern Ireland, the Department for the Economy
Regulation 2016/425 on Personal Protective Equipment	Manufacturers – Article 8.9 Importers – Article 10.2 Distributors – Article 11.2	In the case of PPE for private use or consumption: In Great Britain, a weights and measures authority In Northern Ireland, a district council
		In the case of PPE for use or operation by persons at work or in non-domestic premises available to persons: In Great Britain, the Health and Safety Executive In Northern Ireland, the Health and Safety Executive for Northern Ireland
		Insofar as the Regulations apply to PPE intended exclusively or primarily for use on relevant nuclear sites, the Office for Nuclear Regulation
Pressure Equipment (Safety) Regulations 2016	Manufacturers – Regulation 17 Importers – Regulations 22 and 27 Distributors – Regulations 33 and 34	In the case of pressure equipment and assemblies for use in the workplace: In Great Britain, the Health and Safety Executive In Northern Ireland, the Health and Safety Executive for Northern Ireland

⁶ To note, notifications by importers in respect of Regulation 17 of the Non-Automatic Weighing Instruments Regulations 2016 must be made to the Office for Product Safety and Standards.

Notification Guidance for Business

		<p>In the case of pressure equipment and assemblies for private use or consumption:</p> <p>In Great Britain, a weights and measures authority</p> <p>In Northern Ireland, a district council</p>
		<p>Insofar as the Regulations apply to pressure equipment or assemblies intended exclusively or primarily for use on relevant nuclear sites, the Office for Nuclear Regulation.</p>
Product Security and Telecommunications Infrastructure (PSTI) Act 2022	<p>Manufacturers – Regulation 11(3)</p> <p>Authorised Representative – Regulation 13(3)</p> <p>Importers – Regulation 18(3)</p> <p>Distributors – Regulation 24(3)</p>	<p>The Office for Product Safety and Standards</p>
Pyrotechnic Articles (Safety) Regulations 2015⁷	<p>Manufacturers – Regulation 22</p> <p>Importers – Regulations 16 and 22</p> <p>Distributors – Regulations 26 and 27</p>	<p>In Great Britain:</p> <ul style="list-style-type: none"> - The weights and measures authority for Category F1, F2 and F3 fireworks. - The Health and Safety Executive for Category F4 fireworks, Categories T1 and T2 theatrical pyrotechnic articles and category P1 and P2 other pyrotechnic articles.
		<p>In Northern Ireland:</p> <ul style="list-style-type: none"> - The district council for Category F1, F2 and F3 fireworks. - The Secretary of State for Category F4 fireworks, categories T1 and T2 theatrical pyrotechnic articles and category P1 and P2 other pyrotechnic articles.

⁷ Regulation 20(2)(b) also requires manufacturers or importers placing pyrotechnic articles on the market after 16th October 2016 to transfer the traceability records referred to in Regulation 20(2)(a) to the Secretary of State should they cease to trade within the 10-year period in which traceability records must be maintained. Notifications in this respect should be made to opss.enquiries@businessandtrade.gov.uk, after which an officer will contact you to facilitate the transfer.

Notification Guidance for Business

Radio Equipment Regulations 2017	Manufacturers – Regulation 15 Importers – Regulations 22 and 27 Distributors – Regulations 32 and 34	In Great Britain, a weights and measures authority In Northern Ireland, a district council
Recreational Craft Regulations 2017	Manufacturers – Regulation 16 Importers – Regulations 20 and 24 Distributors – Regulations 28 and 31	In Great Britain, a weights and measures authority In Northern Ireland, a district council
The Restriction on the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012 ('RoHS')	Manufacturers – Regulation 20 Importers – Regulation 26 Distributors – Regulation 30	The Office for Product Safety and Standards (rohs.notifications@businessandtrade.gov.uk)
Simple Pressure Vessels (Safety) Regulations 2016	Manufacturers – Regulation 13 Importers – Regulations 19 and 25 Distributors – Regulations 30 and 33	In Great Britain: - A weights and measures authority for vessels for private use or consumption - The Health and Safety Executive in relation to vessels for use in the workplace
		In Northern Ireland: - A district council in relation to vessels for private use or consumption - The Health and Safety Executive for Northern Ireland in relation to vessels for use in the workplace
		Insofar as the Regulations apply to vessels intended exclusively or primarily for use on relevant nuclear sites, the Office for Nuclear Regulation
Toys (Safety) Regulations 2011	Manufacturers – Regulation 24 Importers – Regulation 30 Distributors – Regulation 35	In Great Britain, a weights and measures authority In Northern Ireland, a district council

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