

# CONSUMER PRODUCT SAFETY OFFICE

Reference : CPSO-310124-13  
Date : 31 January 2024  
To : Registered Suppliers  
Subject : Responsibilities of Registered Suppliers

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Dear Registered Suppliers,

The purpose of this circular is to inform all Registered Suppliers (RS) on the importance of the following actions:

- Reporting product safety incidents to the CPSO
- Keeping proper records relating to the manufacture, supply, and batch information of Controlled Goods (CG)
- Having the capacity to conduct rectification if CGs are found to be noncompliant with the requirements specified by the Safety Authority, which may include recall of the affected CGs

2. The Consumer Product Safety Office (CPSO) had come to know of multiple instances where safety incidents involving CGs were not reported by RS. There were also cases where the RS were unable to provide accurate batch information on these CGs or did not have the capacity to conduct rectification actions to deal with unsafe CGs. These significantly impeded our investigations and undermined our efforts to reduce potential public safety risks.

## Reporting Product Safety Incidents

3. RS are strongly encouraged to promptly inform CPSO of any product safety incidents involving their registered CGs. This includes incidents that may pose risks to consumers or the general public. Timely reporting of such incidents is crucial in ensuring the safety and well-being of consumers.

## Record-keeping

4. RS should maintain proper records of manufacturing, supply, and batch information of their CGs. Accurate and detailed records are essential for traceability and identification of affected CGs that may pose a safety risk. These records should be readily accessible when required by the CPSO for investigation purposes.

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## Rectification actions for CGs which do not conform to regulatory requirements

5. RS may be required to conduct rectification actions, including product recalls, to address CGs which do not conform to regulatory requirements. Therefore, all RS should have the capacity to conduct such rectification actions where necessary; this includes considerations such as having a rectification plan in place, as well as sufficient manpower to do so.

6. We urge all RS to review their internal processes and strive to adhere to the above-mentioned requirements. By doing so, RS can contribute to the overall safety and quality of CGs supplied in Singapore.

7. For further enquiries, please contact the CPSO at [consumerproductsafety@enterprisesg.gov.sg](mailto:consumerproductsafety@enterprisesg.gov.sg).

Issued by:

The Consumer Product Safety Office

*This is a computer-generated circular and no signature is required.*