



# International Recall Roundup

## *Monitoring Product Safety on the Internet*

A White Paper from Bureau Veritas Consumer Products Services

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***Move Forward with Confidence***



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## Executive Summary

In recent years, the consumer products landscape has undergone a dramatic change, resulting in a renewed focus on product safety by consumers; manufacturers, importers, and retailers; and government bodies globally.

In the United States (US), much of the emphasis on product safety was driven by 2007, dubbed by some in the media as “the year of the recall.” During that year, the US Consumer Product Safety Commission (CPSC) announced nearly 500 consumer products recalls.

Largely as a result, in August 2008, The Consumer Product Safety Improvement Act of 2008 (CPSIA) became law. Since then, per CPSC, there has been a "dramatic decline" in toy recalls in the US. The agency issued 44 toy recalls in 2010, down from 50 in 2009 and 172 in 2008.

Beyond the US, other countries are *also* beefing up their government agencies' ability to enforce against consumer products which pose risks to consumers.

For instance, in December 2010, the Canada Consumer Product Safety Act (CCPSA) authorized Health Canada to issue mandatory recalls of unsafe products. Additionally, the Act established new restrictions on consumer products which have caused or may cause "incidents" in Canada, as well as in foreign countries, Canadian provinces, and other bodies. The CCPSA will enter into force in June 2011. At that time, it is expected that the Canadian recall system will evolve accordingly.

With product safety – particularly children's product safety – continuing to be a focus among consumers, industry, and legislators globally, a number of international regulatory agencies have made available their consumer products safety and recall alerts via the Internet.

These agencies typically post vide safety and recall alerts as they are issued, allowing manufacturers, importers, and retailers to monitor the consumer products landscape in real-time. Additionally, Canada and the US each offer their safety and recall alerts in multiple formats, including email news alerts; Application Program Interfaces (API) and widgets; and Really Simple Syndication (RSS) feeds.

This White Paper provides highlights of recall and product safety web services in Australia, Canada, the European Union (EU), New Zealand (NZ), and the US.



## Introduction

In recent years, the consumer products landscape has undergone a dramatic change, resulting in a renewed focus on product safety by consumers; manufacturers, importers, and retailers; and government bodies globally.

In the United States (US), much of the emphasis on product safety was driven by 2007, dubbed by some in the media as “the year of the recall.” During that year, the US Consumer Product Safety Commission (CPSC) announced nearly 500 consumer products recalls, including recalls of some 30 million toys and 15 million other products.

The Consumer Product Safety Improvement Act of 2008 (CPSIA) became law in August 2008, due in large part to the heightened awareness of product safety issues in the US. CPSIA, widely held to represent the most significant change to consumer product safety in the past 30 years, provided for significant reform of CPSC and expanded the agency’s ability to ensure children’s product safety.

In November 2010, CPSC issued a press release celebrating the “dramatic decline” in toy recalls since 2008. Per the release, “safeguards put in place in recent years [made] a positive impact and [helped] to restore confidence in the safety of toys in the marketplace.” According to the release, the agency issued 44 toy recalls in 2010, down from 50 in 2009 and 172 in 2008.

Beyond the US, other countries are *also* beefing up their government agencies' ability to enforce against consumer products which pose risks to consumers. For instance, in December 2010, the Canada Consumer Product Safety Act (CCPSA) authorized Health Canada to issue mandatory recalls of unsafe products. Additionally, the Act established new restrictions on consumer products which have caused or may cause “incidents” – such as injuries and deaths – in Canada, as well as incidents which have resulted in recalls or measures by foreign countries, Canadian provinces, and other bodies.

With product safety – particularly children's product safety – continuing to be a focus among consumers, industry, and legislators globally, a number of international regulatory agencies have made available their consumer products safety and recall alerts via the Internet.

These agencies typically post vide safety and recall alerts as they are issued, allowing manufacturers, importers, and retailers to monitor the consumer products landscape in real-time. Additionally, Canada and the US each offer their safety and recall alerts in multiple formats, including email news alerts; Application Program Interfaces (API) and widgets; and Really Simple Syndication (RSS) feeds.

This White Paper provides highlights of recall and product safety web services in Australia, Canada, the European Union (EU), New Zealand (NZ), and the US.



*Note:* This White Paper only addresses consumer product recall services; however, the "Additional Sources" section on the last page provides links to recall alerts for *non-consumer products*, such as automobiles and food.

## Australia

### Australian Competition & Consumer Commission (ACCC) Product Safety Recalls

#### Australia

<http://www.recalls.gov.au/content/index.phtml/itemId/952401>

#### Responsible Agency

In Australia, voluntary safety-related recalls are the responsibility of the supplier; however, the Minister for Competition Policy and Consumer Affairs may order a recall of a product if it will or may cause injury to a person and if it appears that the supplier has not taken satisfactory action to prevent the goods from causing injury.

The Australian Competition & Consumer Commission (ACCC) monitors and audits the effectiveness of product recalls of general consumer goods, while the other Commonwealth regulators responsible for specific products, such as Food Standards Australia New Zealand (FSANZ), for food products, monitor recalls of those products.

#### Scope of Coverage

The ACCC's Product Safety Recalls Australia website includes recalls for various categories:

- agricultural and veterinary;
- beauty and health;
- business and industrial products;
- cars, bikes, and boats;
- electrical products;
- fashion and clothing;
- food and groceries;
- gas appliances;
- hobby, recreation, and sporting products;
- home and garden products;
- information technology, multimedia, and telephones; and
- kids' products.

#### Frequency of Updates

The ACCC posts recalls as they are initiated on the Product Safety Recalls Australia website.

The s lists "hot topics," including recent recalls. These hot topic listings include the names of the recalled products; the hazards possible; the names of the importers and/ or sellers; and photographs of the products.



Additionally, the site includes a short list of most-recent recalls. This list includes the recalled product's name, the company's name, and the date of the recall. Each item in the list is linked to the recall notice.

The site also provides a link to recalls over the last 30 days.

### **Information Provided**

Each recall notice posted on the Product Safety Recalls Australia website includes:

- the recall number;
- the date created;
- a photograph of the product(s);
- a product description;
- identifying features;
- possible hazard(s);
- possible defect(s);
- the sale dates;
- the product sellers and their locations;
- the suppliers and their websites;
- any actions consumers should take, such as returning the product for a refund; and
- any related advertisements and/ or supporting documentation.

### **Searchability**

The Product Safety Recalls Australia website includes an advanced search which allows for searching by keyword(s), date(s), and supplier's name, with limited by product categories.

It is also possible to view recalls by product category, such as all kids' products or all fashion and clothing products recalls. These category pages display recalls in descending order, by date, grouped by year.

### **Email Alerts**

The ACCC provides email alerts for any and all recall categories, with alerts for new and updated content sent via email overnight.

### **RSS Feeds**

The ACCC provides Really Simple Syndication (RSS) feeds for all recall categories, as well as for selected recall categories. RSS feeds may be viewed via an RSS reader or aggregator.

The ACCC's RSS feeds are updated hourly.



## Canada

### Health Canada Consumer Product Recalls

<http://cpsr-rspc.hc-sc.gc.ca/PR-RP/home-accueil-eng.jsp>

#### Responsible Agency

Health Canada is responsible for the safety of consumer products in Canada, including children's products, cosmetics, and household chemicals. The agency is charged with regulating and monitoring compliance of the advertisement, sale, and importation of hazardous or possibly hazardous consumer products, as well as providing consumers with safety information.

Health Canada's consumer product recall system is self-initiated by importers and manufacturers who become aware that a product poses or may pose a safety concern. In such instances, Health Canada works with companies to publicize the recall, in order to ensure the effective and efficient removal of hazardous products from the Canadian marketplace.

*Note:* The Canada Consumer Products Safety Act (CCPSA) will enter into force in June 2011. At that time, due to Health Canada's new authority to issue mandatory recalls of unsafe products, as well as the expanded responsibility of importers, manufacturers, and retailers to recall products which have caused "incidents" in other countries, it is expected that the Canadian recall system will evolve accordingly.

#### Scope of Coverage

Health Canada's Consumer Products Recalls page categorizes recalls and alerts by product:

- children's products;
- clothing and accessories;
- cosmetics;
- hobby/ craft items;
- household items;
- miscellaneous;
- sports/ leisure; and
- toys.

#### Frequency of Updates

The Consumer Products Recalls page posts recalls as they are announced, nearly daily, and are listed in descending order, by date.

The page provides for access to recalls and alerts dating back to 1995.

#### Information Provided

The Consumer Products Recalls lists recalls, including the date, product name, and companies involved in each recall.



Each Recall Notice includes:

- date;
- product name;
- full product description, including affected product(s), description, UPC(s), and item number(s);
- hazard(s) identified, such as choking, as well as any reports of incidents or injuries;
- corrective action(s), such as taking the affected products away from children and returning them to their place of purchase for a refund;
- number sold;
- time period sold;
- companies; and
- image(s) of the products.

### **Searchability**

The Consumer Products Recalls page allows for searches using:

- keyword(s);
- year(s); and
- categories.

For instance, a search for “drawstrings,” in all years, in clothing and accessories, finds nine recalls.

It is also possible to view all recalls since 1995, as well as to view a printer-friendly version of all recalls issued since 1995.

### **Email Alerts**

Health Canada’s Consumer Product Safety News is an email newsletter available to the public.

Subscribers receive updates when new information, including consumer advisories, recalls, and consultations regarding consumer product safety are posted on the Health Canada website.

### **RSS Feeds**

Health Canada offers its latest news releases, advisories, warnings and recalls from the homepage of the Health Canada website via Really Simple Syndication (RSS) feeds.

The RSS feeds provide information as soon as it is posted online. The information can be viewed online, in an RSS Reader/ Aggregator, or emailed, via an RSS service.



## **Widget**

The Government of Canada's Recalls and Safety Alerts Widget is an online application that displays featured content directly on most HTML-based web pages. Once applied to a page, the Widget automatically updates with new information as soon as it is posted.

The Widget provides all recalls and advisories issued by Health Canada, Transport Canada, and the Canadian Food Inspection Agency (CFIA).

The Widget lists titles, dates, and links to recall notices. The Widget also allows for online reporting of health or safety issues associated with consumer products.

The Widget can be customized to deliver advisories only about topics of interest (i.e., cosmetics or toys only). It can also be reformatted to better fit the color scheme and size of a website.

## **European Union (EU)**

### **EUROPA RAPEX Notifications**

[http://ec.europa.eu/consumers/dyna/rapex/rapex\\_archives\\_en.cfm](http://ec.europa.eu/consumers/dyna/rapex/rapex_archives_en.cfm)

### **Responsible Agency**

The European Commission's (EC) recall notification system is called Community Rapid Information System (RAPEX).

The legal framework for RAPEX is provided by the European General Product Safety Directive (GPSD). RAPEX ensures that any information on dangerous products identified on the national level in the European Union (EU) is circulated between the Member States and the EC, in order to prevent or restrict the sale of those products in the EU.

Each of the 27 Member States participates in the RAPEX system. Additionally, the European Economic Area (EEA) countries - Iceland, Liechtenstein, and Norway - participate, as well.

### **Scope of Coverage**

The scope of RAPEX includes "consumer products," meaning products that are likely to be used by consumers or professionals, such as drills, lamps, or toys.

Consumer products include categories such as:

- childcare articles and children's equipment;
- clothing, textiles, and fashion items;
- cosmetics;
- electrical appliances;
- food-imitating products;
- furniture;
- gas appliances;
- hobby/ sports equipment;
- kitchen/ cooking accessories;



- lighting equipment;
- machinery;
- motor vehicles;
- protective equipment; and
- toys.

### **Frequency of Updates**

The EC publishes RAPEX notifications each Friday, in weekly overview reports.

Weekly overview reports of RAPEX notifications are available, dating back to 2004.

### **Information Provided**

Weekly overview reports of RAPEX notifications present a list of products posing a serious risk to consumers.

Each citation in the weekly report provides;

- the notifying country;
- the product, including brand name, type/ model number, description, country of origin, and a photo;
- the danger(s) posed, such as burns, chemical, choking, electric shock/ fire, injuries, strangulation, etc.; and
- the measures adopted by the notifying country to prevent these risks.

### **Searchability**

It is possible to search RAPEX notifications by keyword, with limitations by date, via the RAPEX homepage.

For instance, a search on "drawstrings" from 2005 onwards finds 532 notifications, most of which relate to risks of strangulation and injuries and non-compliance with the European standard, EN 14682, Safety of Children's Clothing - Cords and Drawstrings on Children's Clothing - Specifications, which is mandatory per the GPSD.



## United States (US)

### Consumer Product Safety Commission (CPSC) Recalls and Product Safety News

<http://www.cpsc.gov/cpsc/pub/prerel/prerel.html>

#### Responsible Agency

The Consumer Product Safety Commission (CPSC) announces recalls of products that present a significant risk to consumers either because the product may be defective or violates a mandatory CPSC standard.

#### Scope of Coverage

CPSC issues recalls for several categories of products:

- children's products, including, but not limited to, bicycles, pacifiers, and rattles;
- household products, such as do-it-yourself products and electrical and electronic products;
- outdoor products, such as lawn mowers, snowblowers, and utility vehicles;
- specialty products, such as commercial electrical and electronic products;
- sports and recreation products; and
- toys.

#### Frequency of Updates

CPSC's recall notices are available via the CPSC Recalls and Product Safety News page. Recent recalls are grouped together by month, as well as by product category, such as children's products, household products, or toys.

CPSC recall notices date back to 1973.

#### Information Provided

Each recall release includes:

- the date;
- alert number;
- name of product;
- number of units;
- manufacturer's name and address;
- hazard(s);
- incidents/ injuries, if any;
- description;
- seller;
- country of manufacture;
- remedy;
- and consumer contact information.



## **Searchability**

The Recalls and Product Safety News page allows for searching by;

- company;
- country of manufacture;
- hazard;
- month and year;
- press release number;
- product category;
- product description;
- product type.

## **API**

CPSC provides an Application Program Interface (API) for businesses and software and application developers wishing to integrate recall information into mobile and web services.

The API allows recalls to be searched by:

- company;
- country/ administrative area of manufacture;
- hazard;
- product description;
- product type;
- recall date;
- recall number; and
- UPC number.

## **Email Alerts**

CPSC offers email subscriptions of its press releases, recalls, and Public Calendar. It is possible to subscribe in many configurations, including all recalls, only infant/ children's products recalls; and only household products recalls.

Recalls and press releases are emailed to subscribers the same day they are issued. CPSC Public Calendar notices are emailed every Wednesday.

## **RSS Feeds**

CPSC provides its recently-issued recalls via Really Simple Syndication (RSS) feed.

CPSC provides RSS feeds for all CPSC recalls, as well as for selected product categories, such as children's products, including toys.



## **New Zealand (NZ)**

### **Ministry of Consumer Affairs Product Recall Notices**

<http://www.consumeraffairs.govt.nz/for-consumers/goods/product-safety/product-recall-notices>

#### **Responsible Agency**

New Zealand's Ministry of Consumer Affairs publishes product safety notices on behalf of suppliers wishing to recall products that fall below quality or safety standards or present a safety issue.

The products may be regulated by other agencies and fall outside the scope of the Ministry's activities.

#### **Scope of Coverage**

The Ministry's recall notice page includes notices on a variety of products, including chainsaws, high chairs, pajamas, sleeping bags, strollers, and toys.

#### **Frequency of Updates**

Recall notices are posted as they are received by the Ministry.

The notices are arranged in descending order, by date.

#### **Information Provided**

Each recall notice consists of a PDF document which includes:

- the name of the product;
- photographs of the product;
- barcode numbers;
- dates the product was sold;
- hazard(s) presented;
- action(s) consumers should take, such as returning the products for a refund; and
- a toll-free number which consumers can call for additional information.



## Additional Sources

### Australia

"Email alerts," Australian Competition & Consumer Commission (ACCC)  
<http://www.recalls.gov.au/content/index.phtml/itemId/952475>

"RSS Feeds," Australian Competition & Consumer Commission (ACCC)  
<http://www.recalls.gov.au/content/index.phtml/itemId/952474>

### Canada

"Consumer Product Recalls RSS Feed," Health Canada, Consumer Product Safety, Last modified July 29, 2010  
<http://hc-sc.gc.ca/cps-spc/feed-fils/index-eng.php>

"Government of Canada Recalls and Safety Alerts Widget," Government of Canada, Healthy Canadians, Last modified November 15, 2011  
<http://www.healthycanadians.gc.ca/ra/wid-gat-eng.php>

*Recalling Consumer Products - A Guide for Industry*, Health Canada, Reports & Publications for Industry & Health Professionals, April 2005  
<http://www.hc-sc.gc.ca/cps-spc/pubs/indust/recalling-guide-2005-04-rappel-eng.php>

"Subscribe to Consumer Product Safety News," Health Canada, Consumer Product Safety, Last modified October 1, 2009  
<http://www.hc-sc.gc.ca/cps-spc/advisories-avis/subscribe-abonnement/index-eng.php>

### European Union (EU)

"Consumers: Annual RAPEX Report 2009 shows efficiency of EU's cooperation on dangerous products," EUROPA, Press Releases, IP/10/434, Brussels, 15 April 2010  
<http://europa.eu/rapid/pressReleasesAction.do?reference=IP/10/434&format=HTML&aged=0&language=EN&guiLanguage=en>

"Questions and answers on the Community rapid alert system for non-food dangerous consumer products (RAPEX)," EUROPA, Press Releases, MEMO/09/167, Brussels, 20 April 2009  
<http://europa.eu/rapid/pressReleasesAction.do?reference=MEMO/09/167&format=HTML&aged=0&language=EN>



"RAPEX: system for the rapid exchange of information," EUROPA, Summaries of EU legislation,  
[http://europa.eu/legislation\\_summaries/other/132039\\_en.htm](http://europa.eu/legislation_summaries/other/132039_en.htm)

## **International**

*Report on Enhancing Information Sharing on Consumer Product Safety*, Directorate for Science, Technology and Industry, Committee on Consumer Policy, Organisation for Economic Co-operation and Development (OECD), DSTI/CP(2010)3/FINAL, 18 June 2010  
[http://www.oecd.org/officialdocuments/displaydocumentpdf/?cote=dsti/cp\(2010\)3/final&doclanguage=en](http://www.oecd.org/officialdocuments/displaydocumentpdf/?cote=dsti/cp(2010)3/final&doclanguage=en)

## **United States (US)**

"CPSC RSS Feeds," US Consumer Product Safety Commission (CPSC)  
<http://www.cpsc.gov/CPSCPUB/PREREL/rss.html>

"CPSC Recalls Application Program Interface (API) Information," US Consumer Product Safety Commission (CPSC)  
<http://www.cpsc.gov/cpscpub/prerel/api.html>

"CPSC Releases Top Three Tips for a Safer Holiday Toy Shopping and Playing Experience: New data shows toy recalls declining, toy injuries increasing," News from CPSC, U.S. Consumer Product Safety Commission (CPSC), Release #11-042, November 18, 2010  
<http://www.cpsc.gov/cpscpub/prerel/prhtml11/11042.html>

"On-line Form for CPSC Subscription Lists," US Consumer Product Safety Commission (CPSC)  
<https://www.cpsc.gov/cpsclist.aspx>

## **Sources for Non-Consumer Products Recalls**

### **Australia**

#### **Agricultural & Veterinary Products**

"Compliance, Enforcement and Recalls," Australian Pesticides and Veterinary Medicines Authority (APVMA), Australian Government  
<http://www.apvma.gov.au/compliance/>

#### **Drugs & Medical Devices**

"Product recalls," Department of Health and Ageing, Therapeutic Goods Administration (TGA), Australian Government, Last updated January 18, 2011  
<http://www.tga.gov.au/recalls/index.htm>



## **Electrical Appliances**

"Regulators," Electrical Regulatory Authorities Council (ERAC)

<http://www.erac.gov.au/rl.htm>

## **Food**

"Food Recalls," Food Standards Australia New Zealand (FSANZ)

<http://www.foodstandards.gov.au/consumerinformation/foodrecalls/>

## **Gas Appliances**

Gas Technical Regulators Committee (GTRC)

<http://www.gtrc.gov.au/>

## **Motor Vehicles**

"Vehicle Recalls," Department of Infrastructure and Transport, Australian Government

[http://www.infrastructure.gov.au/roads/vehicle\\_regulation/vehicle/recalls/index.aspx](http://www.infrastructure.gov.au/roads/vehicle_regulation/vehicle/recalls/index.aspx)

## **Canada**

### **Drugs & Medical Devices**

"Drug and Medical Device Recall Listings," Health Canada, Drugs and Health Products, Date modified, March 18, 2011

<http://www.hc-sc.gc.ca/dhp-mps/compli-conform/recall-retrait/list/index-eng.php>

### **Food**

"Food Recall Alerts - High-risk," Canadian Food Inspection Agency (CFIA), Date modified April 16, 2011

<http://www.inspection.gc.ca/english/corpaffr/recarapp/recaltoce.shtml>

### **Motor Vehicles**

"Road Safety Recalls Database," Transport Canada, Date modified October 21, 2010

<http://www.wapps.tc.gc.ca/saf-sec-sur/7/vrdb-bdrv/search/Search.aspx?lang=eng>

## **European Union (EU)**

### **Drugs**

"Patient safety," European Medicines Agency (EMA)

[http://www.ema.europa.eu/ema/index.jsp?curl=pages/medicines/general/general\\_content\\_00042\\_0.jsp&murl=menus/medicines/medicines.jsp&mid=WC0b01ac058001d126](http://www.ema.europa.eu/ema/index.jsp?curl=pages/medicines/general/general_content_00042_0.jsp&murl=menus/medicines/medicines.jsp&mid=WC0b01ac058001d126)



## **Food**

"Press releases and news stories," European Food Safety Authority (EFSA)

<http://www.efsa.europa.eu/en/news/press.htm>

## **Medical Devices**

"Vigilance reports," European Commission, Consumer Affairs, Last update October 1, 2011

[http://ec.europa.eu/consumers/sectors/medical-devices/documents/vigilance-reports/index\\_en.htm](http://ec.europa.eu/consumers/sectors/medical-devices/documents/vigilance-reports/index_en.htm)

## **New Zealand (NZ)**

### **Drugs & Medical Devices**

"Recall Notices," New Zealand Medicines and Medical Devices Safety Authority (Medsafe)

<http://www.medsafe.govt.nz/hot/recalls.asp>

### **Food**

"Recalls & warnings," New Zealand Food Safety Authority (NZFSA)

<http://www.foodsafety.govt.nz/recalls-warnings/>

### **Motor Vehicles**

"Safety Related Recalls – New Zealand new vehicles," Motor Industry Association of New Zealand

<http://www.mia.org.nz/recalls.asp>

## **United States (US)**

**Boats, Cosmetics, Drugs, Environmental Products, Food, Medical Devices & Motor Vehicles**

Recalls.gov: Your Online Resource for Recalls

<http://www.recalls.gov/>



## About the Author

Stacey Bowers, MILS, is a Senior Global Regulatory Specialist in the Information Resources Center (IRC) at Bureau Veritas. Stacey has nearly 8 years of experience researching, summarizing, and synthesizing labeling, safety, and testing issues applicable to consumer products, such as apparel, food contact articles, footwear, home textiles, jewelry, and toys. In her role in the IRC, Stacey provides customized regulatory compliance consultation to companies seeking to understand regulations, monitor legislation, enter new markets, sell new products, and educate their supply chain partners. Stacey holds a Master of Information and Library Science (MILS) degree from Pratt University in Brooklyn, New York.

Follow Stacey's Tweets on issues including CPSIA, CCPSA, lead, phthalates, Prop 65, REACH, and more: [@SBfromBV](#).

To learn more about how the IRC can help you, please visit us at: <http://www.bureaveritas.com/knowledge> or call us for a complimentary consultation at: 1-716-505-3591.





## About Bureau Veritas and Bureau Veritas Consumer Products Services

Since its founding in 1828, the Bureau Veritas Group has consistently built internationally recognized services to help companies better manage their risk and comply with industry standards and government regulations in a variety of industries including consumer goods, marine, industry and facilities, and government services/ international trade. With over 40,000 employees in 900 locations and laboratories in 140+ countries, Bureau Veritas serves large and small organizations around the globe.

The Consumer Products Services Division of Bureau Veritas specializes in serving the global consumer product and retail markets, assisting clients around the world to effectively monitor the performance and quality of their products. As a proactive partner, we help companies manage risk, comply with regulations and protect their brand. From apparel and toys to consumer electronics and hard goods, we assist clients around the world with locations in 40 countries supported by more than 9,000 employees and over 35 years of experience.

For over 15 years, Bureau Veritas' Information Resources Center (IRC) has been dedicated to monitoring changes in the consumer products industry and providing comprehensive knowledge solutions regarding compliance including regulatory updates, research reports, white papers, webinars, and customized information. The IRC works successfully with top retailers, brands, and manufacturers around the world to help them better understand the consumer regulatory environment. With access to a print collection of over 27,000 documents, subscriptions to 34,000 databases, and contacts in over 140 countries, the IRC is staffed by a trained team of information professionals and is an industry-leading resource dedicated to monitoring and understanding regulatory information that affects consumer products around the world.

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