



Department for  
Business, Energy  
& Industrial Strategy

Kelly Tolhurst MP

Department for Business, Energy &  
Industrial Strategy  
1 Victoria Street  
London  
SW1H 0ET

Doug Gurr  
UK Managing Director  
Amazon  
1 Principal Place  
Worship Street  
London EC2A 2FA

T +44 (0) 20 7215 5000  
E [enquiries@beis.gov.uk](mailto:enquiries@beis.gov.uk)  
W [www.gov.uk](http://www.gov.uk)

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Dear Doug

## PRODUCT SAFETY

I am writing to you in my position as Minister for Small Business, Consumers & Corporate Responsibility to draw your attention to the very serious issue of product safety.

The Government has made product safety a priority and has taken a number of significant steps to further improve the system in the UK. Last year we created a new national regulator, the Office for Product Safety and Standards (OPSS), to enable the UK to meet the evolving challenges of product safety including the growth in online shopping and expanding international trade.

I believe that your business, as an online platform that facilitates the sale of new and second-hand products to British consumers, can play a key role in protecting consumers from dangerous goods.

I hope that as a responsible business, you will share my commitment to public safety.

I know that officials from OPSS have recently written to your Company Secretary regarding the recall of certain models of Whirlpool tumble dryer. It is important that where products are subject to recall they are removed from homes and are not offered for sale, either online or offline.

The Government has taken steps to make information on recalls and other corrective actions more easily accessible to consumers and buyers through our recalls website, [productrecall.campaign.gov.uk](http://productrecall.campaign.gov.uk).

You will be aware that distributors have legal duties with regard to the safety of the products they distribute and should be taking steps to ensure they have the information they need to have confidence that the products are not dangerous ones.

I understand that your business has already taken steps to remove some listings for unsafe products where these have been identified to you. But I believe that the responsibility held by online platforms such as yours to your consumers, means you should be actively looking to

take all the measures necessary to ensure that dangerous products are not available at all through your sites.

I understand that OPSS has asked your business to share with them the proactive actions you have taken to restrict the listing of the affected Whirlpool products on your marketplace, and I hope that you will be able to co-operate to reduce the risk to consumers from these and other dangerous products.

I am committed to ensuring that consumers can have confidence in the safety of the products they buy and use every day in their homes and I hope that your business will support me in achieving that aim. As a first step, I would appreciate your sharing with me the measures that you are taking in your business to ensure product safety.

I am copying this letter to your Primary Authority at Hertfordshire County Council.

Yours sincerely

A handwritten signature in blue ink that reads "Kelly Tolhurst". The signature is written in a cursive style with a horizontal line underlining the name.

**KELLY TOLHURST MP**  
Minister for Small Business, Consumers & Corporate Responsibility