

Annex A: E-commerce Platforms' Efforts to Safeguard Product Safety

E-Commerce Platform Spokesperson	Quote
Amazon Spokesperson	<p>Safety is a top priority at Amazon and we want customers to shop with confidence on our stores. We have proactive measures in place to prevent suspicious or non-compliant products from being listed and we monitor the products sold in our stores for product safety concerns. When appropriate, we remove a product from the store, reach out to sellers, manufacturers, and government agencies for additional information, or take other actions.</p> <p>If customers have concerns about an item they have purchased, we encourage them to contact our Customer Service directly so we can investigate and take appropriate action.</p>
Ezbuy Spokesperson	<p>Ezbuy has been working closely with all our sellers by disseminating the Consumer Protection (Safety Requirements) advisory and guidelines to ensure that all their products meet the necessary requirements.</p>
Lazada Singapore, Mr Loh Wee Lee, CEO	<p>Lazada is dedicated in providing a safe shopping platform for both shoppers and sellers, and we take pride in working together with regulators to set industry standards in the eCommerce space. Our commitment to the Consumer Product Safety Office's Consumer Protection (Safety Requirements) regulations has allowed us to better communicate with our sellers, and shoppers can shop with ease knowing that we take consumer safety as our top priority.</p>
Qoo10 Spokesperson	<p>Qoo10 aims to ensure that our consumers can find a comprehensive selection of relevant products/services without having to worry about product safety. We want to play a part in our consumers' safety by adopting an "online custodian" role to improve the online shopping experience.</p> <p>Qoo10 has been built with consumers' safety in mind, and partnering with the Consumer Product Safety Office will allow us to improve further from here. We do not condone unregistered products on our platform and we will clean our sites of any infringing listings or errant sellers that do not comply with the regulations.</p>
Shopee, Zhou Junjie, Chief Commercial Officer	<p>Shopee is committed to working closely with all local regulatory bodies to provide users with a safe, secure and enjoyable shopping experience on our platform.</p> <p>The safety of our users is our priority, and we have in place stringent measures to ensure their welfare. We will continue to work closely with our stakeholders to improve our processes and safeguard the interests of our local communities.</p>