# RONA — Consumer Product Safety Program Requirements & Best Practices

RONA's Quality Assurance team (QA), in partnership with Legal and other RONA teams, administers RONA Consumer Product Safety Compliance Program in accordance with the requirements and guidance of Health Canada (HC).
Note: RONA to include RONA, RONA+, Dick's Lumber and RONA affiliates.

## Resources to help navigate product safety compliance requirements:
• Health Canada
• Canada Consumer Product Safety Act
• Health Canada Recall Guide

## RONA Contact:
Quality Assurance Inbox: QA@rona.ca

## Vendor Responsibilities (including but not limited to):
1) Comply with all applicable federal, provincial, local laws, regulations and industry safety standards.
2) Consult with your own product safety counsel or other experts to ensure conformity.
3) Register **here** to receive consumer product safety reports regarding any of your products and investigate when appropriate. Vendors may submit a comment or make a claim of confidential or materially inaccurate information before the reports become publicly available, typically within 10 business days if the vendor is the manufacturer or importer of record.
4) Monitor internal data and external voice-of-the-customer information; notify RONA QA immediately if you become aware of any potential product safety issues.
5) Follow Health Canada requirements and guidelines regarding reporting.
6) When in doubt, report; There is no penalty for reporting too early or too often, however failure to fully and immediately report material information may lead to substantial civil or criminal penalties imposed by Health Canada.
7) Make RONA aware of any 14(2) reports submitted to Health Canada or any intent to implement a corrective action as an outcome of an incident investigation as reported to Health Canada in Section 7 of a 14(3) follow up report.
8) Make RONA aware of any planned or pending recalls associated with products sold by RONA as soon as the decision is made.
9) Avoid unintended 'silent recalls' by notifying RONA QA and gaining approval from Health Canada on corrective actions or design changes made to address a potential product safety issue.

## RONA QA Stop Sales:
• A stop sale is a hold that is placed on a specific item number(s) at the point of sale so that it cannot be sold to customers.
• Stop sales may be placed on products for reasons including but not limited to product safety, regulations, quality, and performance.
• When a stop sale is necessary, RONA will partner with the vendor to determine the next steps and the appropriate disposition of the affected product.

## Recalls:
• The objectives of a recall are (1) to locate all defective products as quickly as possible; (2) to remove defective products from the distribution chain and from the possession of consumers; and (3) to communicate accurate and understandable information in a timely manner to the public about the product defect, the hazard, and the corrective action. Common Recall remedies include replacement, repair and refund.
• In the event of a recall, it is the preference to retire the related RONA UPC(s) and item number(s).
• RONA QA will work with vendors to manage, communicate, and execute recall activities affecting RONA items.