



Joom Product Safety & Compliance

December 13, 2023
Riga, PTAC

Who is Joom?



Est.2016, Riga



475 colleagues globally



Portugal, Latvia, China, Hong Kong, USA,
Germany & Luxembourg



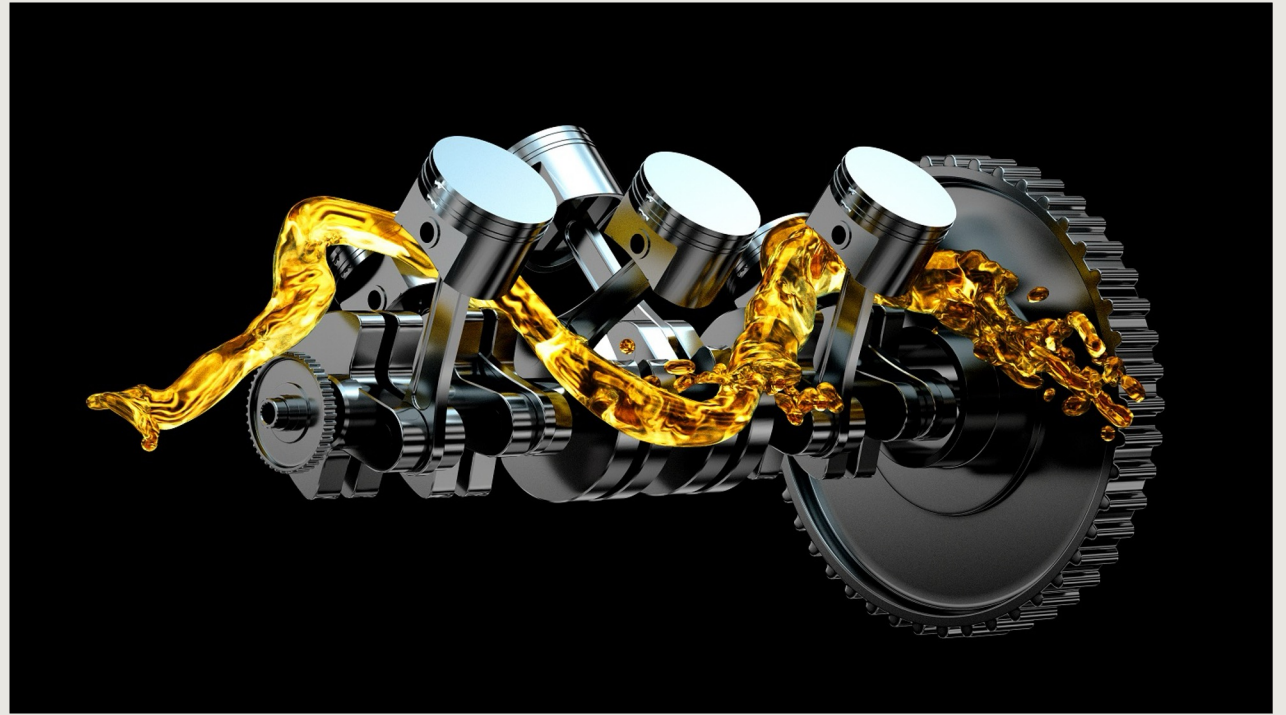
E-Commerce & Fintech

Topics

- **Product Safety & Compliance at Joom**
 - PSP+
 - Product Recalls best practice
 - **DSA & GPSR**
 - Industry observations/learnings/challenges/opportunities

What is Product Safety at Joom?

People, Processes, Progress & Culture (PPPC)



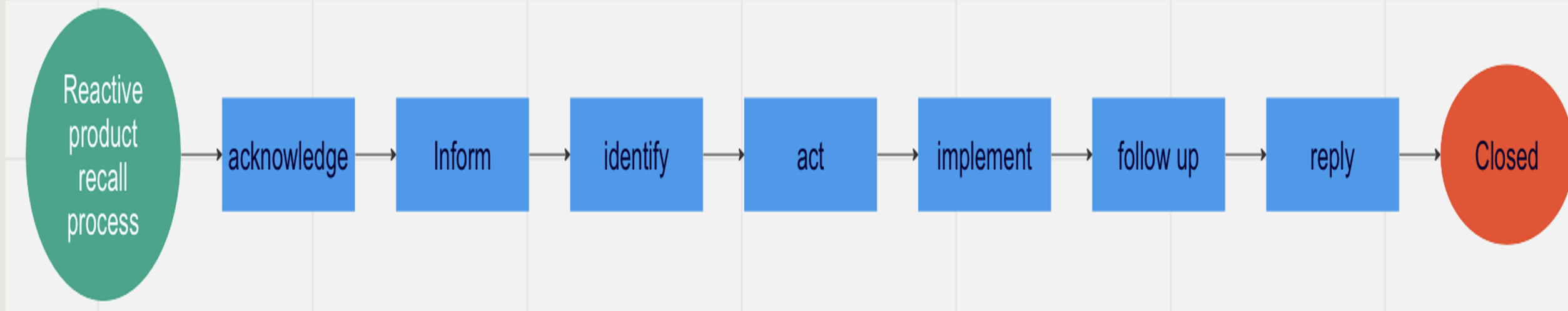
PSP+



Product Recalls & Effectiveness



Example Joom Recall Process



DSA & GPSR



Learnings/Challenges/Opportunities

Q&A