



To Our Valued Customers,

As a company dedicated to working towards a safer world, UL is committed to the safety of our employees, our customers and our communities. As government restrictions are being lifted, UL has planned our return to work in office and laboratory settings, as well as in the field for on-site inspections, audits and visits with our customers who are open and accepting visitors.

We will continue to deliver high quality and reliable services while adjusting our operations to care for our employees in support of your business.

UL's Approach to Safety

To help ensure the safety of your employees, as well as the safety of UL employees, our teams will perform daily wellness self-assessments before departing for on-site customer visits. These assessments include temperature checks and a review the U.S. Centers for Disease Control and Prevention (CDC)'s [list](#) of COVID-19 symptoms to ensure they are not experiencing any ailments commonly associated with the coronavirus.

If a UL employee begins to feel symptoms while at work and/or after work, they are required to report this, to self-quarantine for 14 days from when they first had symptoms and to consult a medical professional.

We further request UL employees to confirm that they, to the best of their knowledge, have not been exposed to COVID-19 or traveled to any COVID-19 risk zones prior to any on-site work activity, recognizing that this answer could change based on work or personal activities.

We also understand that COVID-19 remains a reality and have created a protocol for informing customers should a UL employee who interacted with your employees test positive for COVID-19. We would also ask that you notify UL if there is a confirmed COVID-19 case at your location where our staff visited. If you do not have a protocol in place to provide that notification, please inform your UL field representative as soon as possible.

Working Together for Everyone's Safety

Prior to permitting UL team members to return on-site to your business, we are asking our customers to partner with us in keeping everyone safe. Our general guidelines are outlined in the [UL Start Safe Playbook](#) and include expectations for our employees at UL sites and when they visit customer locations. We instruct our employees to take appropriate safety precautions such as social distancing, wearing face coverings and washing/sanitizing hands often.

We request that you help our employees follow these guidelines on your sites by providing hand sanitizer or soap and water for hand washing, limiting the number of individuals the UL team member will interact with and implementing cleaning/ disinfection protocols for common areas and/or shared equipment and surfaces.

Finally, if your business has safety requirements, restrictions or visitor health declaration questionnaires that UL team members must complete prior to an on-site visit, please share that information with the UL team member who visits your facility in advance of their scheduled visit. We want to be prepared to provide services immediately upon arrival, and early notice of any special actions will help us plan accordingly.

We look forward to being back on site and working with you safely.