



Dear Valued Customer,

UL remains open for business and committed to serving your needs in this unusual time. We have made further adjustments to our normal operating procedures to comply with orders issued by local government officials in certain jurisdictions in which we operate and to help protect the health and safety of our employees. Please know, however, that business continuity is a top priority for our team, and we are focused on continuing to provide the services you need.

Please note the following updates for UL's Consumer and Retail Services laboratory in **Dhaka, Bangladesh.**

As of Monday, April 6, 2020, the Bangladesh Government has extended the country lockdown timeline to April 14, 2020 from the previous date of Sunday, April 5, 2020. Therefore, UL Leadership has decided to further suspend the operations of laboratory services in Dhaka, Bangladesh, with immediate effect till the directive period. We expect to reopen our laboratories with complete services on Wednesday, April 15, 2020. This reopening date may change based on the direction of local authorities and/or UL Leadership.

For information on your projects and services, please refer to the following:

- Testing is still available for all product categories through our laboratories in Hong Kong, Shanghai and Shenzhen.
- You may send samples directly to the locations referenced at the end of this notice.
- Our local colleagues in Hong Kong, Shanghai and Shenzhen are available to answer questions and their reports will only be available in English.
- Our Bangladesh laboratory operation team will continue to track and monitor the service requests in Asia to ensure adherence to your specific testing processes and brand specifications.
- Our Bangladesh team members will remain available to provide advisory and technical support. Contact your representative directly or call +88.017.3008.7200/1 and/or email to CustomerService.bd@ul.com between 9:00 a.m. to 6:00 p.m., Sunday to Friday.

Safety is the heart of our mission. Employee well-being is paramount, and so is remaining focused on informing and supporting our customers during this time. We are continually evolving our response and taking decisive action to stay aligned with recommendations from the [World Health Organization](#) (WHO) and regional authorities.

We are committed to our partnership, informing you as the situation evolves and dedicated to utilizing UL's resources and expertise to accommodate your needs. If you have questions about your project/order/contract, please don't hesitate to contact us directly.

UL VS Bangladesh Ltd.

The Pearl Trade Center – Floor no. 5, 14 & 15, Cha- 90/3, Progoti Sharani, North Badda, Dhaka 1212, Bangladesh | T: +88.02.5504.8297-99

**Md. Nur Alam**

Lab Technical & Operations Manager

M: +88.017.5559.4701

Email: nur.alam@ul.com**Abu Shaid**

Physical Laboratory Manager

M: +88.017.3008.7207

Email: abu.shaid@ul.com**Md. Golam Sarwar**

Head of Business

M: +88.017.3078.2460

Email: golam.sarwar@ul.comWeb: crs.ul.com**Rashed Ahmed**

Business Development Manager

M: +88.017.3008.7211

Email: rashed.ahmed@ul.comWeb: crs.ul.com

Stay healthy. Stay safe.

Location	Address	Product category	Your dedicated contact
Hong Kong	UL VS Hong Kong Limited, 16/F, Tower B, Regent Centre, 63 Wo Yi Hop Road, Kwai Chung, New Territories, HK	Textile, Leather Apparel, Footwear	Penny Chung penny.chung@ul.com +852.2943.4697 / +852.6017.5469
Shanghai	UL VS Shanghai Limited 2/F, Block C, Building #1, Caohejing Hi-tech Park, 188 Pingfu Road, Shanghai 200231, China	Textile, Leather Apparel, Footwear	Rachel Ding rachel.ding@ul.com +86.21.2422.8385
Shenzhen	UL VS Shanghai Limited Shenzhen Branch: 3F, Qingyi Supermask, Photoelectricity Building, No. 8 Langshan 2nd Road, Nanshan District, Shenzhen City, Post Code 518057, P.R. China	Textile, Leather Apparel, Footwear	Cola Cai cola.cai@ul.com +86.755.8120.2754

UL VS Bangladesh Ltd.The Pearl Trade Center – Floor no. 5, 14 & 15, Cha- 90/3, Progoti Sharani, North Badda,
Dhaka 1212, Bangladesh | T: +88.02.5504.8297-99