



Canton, Massachusetts – April 28, 2020

### To our valued clients

Since the outbreak of COVID-19, UL has closely monitored the situation and activated plans at a local and global level to help assure the safety and well-being of our employees, customers and communities.

UL remains open for business and committed to serving your needs in this unusual time. We have experienced limited operational impacts as a result of “stay home” orders issued by local government officials in certain jurisdictions in which we operate and are adjusting our operating procedures to help ensure 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. To help us best assess options for your upcoming work, please review the following updates and contact your UL representative to create a plan for your work.

Please note the following update for UL’s Consumer and Retail Services laboratory in Canton, Massachusetts:

- As of Tuesday, March 24, 2020, the state of Massachusetts has mandated the closing of all business operations with the exception of essential services. The Canton facility will remain open to provide such services under the guidance of local authorities and UL leadership.
- We are expected to resume all services on May 18, 2020. This date is subject to change per local authorities or UL leadership.
- We will be operating with a reduced staff and will do our best to continue meeting your turnaround time requirements.

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), [U.S. Centers for Disease Control and Prevention](#) (CDC), and local 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.

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