Building Consumer Confidence

ANSI Forum

TRUST BUT VERIFY

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Underwriters Laboratories

■ UL’s Mission
  ― To promote safe living and working environments for people by the application of Safety Science and Hazard-Based Safety Engineering
  ― To work with integrity and a focus on quality to enhance the trust conveyed by our Certification Marks

■ William Henry Merrill Jr (1866-1923)
  ― “Know by test, and state the facts.”
  ― “Testing for Safety”
Underwriters Laboratories

- Underwriters Laboratories Today
  - Global company with a single mission
  - Operations touching over 100 countries
  - Over 6500 employees globally
  - Significant activity in China
  - 880 plus published standards for safety
    - Over 80% ANSI accredited
    - Developed Using Consensus Process
  - Average household contains some 125 products with the UL Mark
  - About 21 billion UL Marks applied to products each year
UL Certification Process

- **Product Submittal**
  - UL conducts initial assessment

- **Product Investigation**
  - UL engineers thoroughly test and evaluate the product

- **Authorization to use the UL Mark**
  - Once compliance is determined, manufacturer is authorized to apply the UL Mark

- **Follow-Up Services Program**
  - Throughout the lifetime of the UL certification, products undergo regular inspections at the manufacturing facility
UL Mark Integrity Program

- Rigorous Follow-Up Program Applied Globally
  - Some 600,000 inspection visits in over 100 countries

- Robust Field Report System
  - UL investigates noncompliance claims from consumers, manufacturers, regulatory authorities and others

- Proactive Market Surveillance Program
  - UL purchases numerous products each year to verify compliance with appropriate requirements

- Zero-Tolerance for Counterfeit Goods
  - Aggressive UL initiatives to protect consumers
Building Confidence in Imported Consumer Products

- Employ market driven 3rd party certification programs where appropriate
- Attack the issue at the source:
  - Educate manufacturers on product safety issues
  - Make safety standards available to industry
  - Engage government support where necessary
- Employ a continuous feedback loop at all levels
- Allow CPSC to dialog with product certification bodies for products that bear their marks
Building Confidence in Imported Consumer Products

- Elevate the safety consciousness of the American consumer
  - Youth education
  - The buying public
Thank You For Your Attention

For more information & contact -

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