

# On a shared mission

2020 UL Sustainability Report



In 2019, we published our first sustainability report, declaring our dedication to share our journey with our customers and stakeholders as we work together for a safer, more secure and sustainable world. In 2020, we upheld our promise to expand the reach and impact of our shared mission. 2020 demonstrated humanity's responsive power to innovate solutions when we work together in partnership. At UL, we embrace our unique responsibility and honor that spirit of collaboration as we add to the collective wisdom and perform our daily work as an essential service to society, helping lead the way to a sustainable future and a better world.

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## CEO message

# Our mission is essential



At UL, the mission of working for a safer world since 1894 defines and inspires us. The global pandemic has only amplified the relevance of UL's mission, the depth of our scientific expertise and the dedication of our more than 14,000 employees.

The events of 2020 have changed the world forever, demonstrating that safety is as fundamental to human needs as food, water and shelter.

When the pandemic struck, most governments and customers quickly established UL as essential. Our employees were immediately responsive by diligently self-assessing their health before coming into our laboratories, by innovating solutions to carry out remote inspections and by showing flexibility in shifting to work from home.

At the height of the pandemic and in the face of uncertainty, the people of UL performed, serving the public at large by protecting the safety of healthcare workers and their patients, supporting fire, safety and police personnel, securing the energy grid to utilities and certifying the global supply chain.

I am so proud of the way our employees responded, wherever they were, whatever their jobs for a duration that no one could predict.

Yet our role as the global safety science leader imposes additional requirements. Being essential means being responsible.

We begin by exemplifying world-class safety and security operations at all our workplaces. We launched Safety Starts Here in January 2020, after establishing our safety and security baseline at every site. We developed improvement plans to implement leading safety practices throughout our organization. The timing of our safety campaign proved fortunate when the shutdown came, enabling us to move swiftly to create the protective measures to safeguard our employees at our sites.

In the spirit of collaboration, we shared our safety expertise with stakeholders and peers, releasing our Start Safe Playbook to support a safe return-to-work for businesses of all sizes, along with other free resources and trainings dedicated to supporting business response to COVID-19.

Our responsibility also extends to the way we conduct our own operations. We are proud to be a Signatory of the United Nations Global Compact in upholding the Ten Principles of responsible business. We stand alongside a global network of companies taking strategic action to help meet the global challenge issued by the UN Sustainable Development Goals (SDGs).

To accelerate our own sustainability journey, we unveiled a new operating model that deepens our core safety science capabilities as we help our customers solve the new security and sustainability challenges they face. Whether it's improving traceability of supply lines, or helping them to better utilize resources to minimize waste, we provide the expertise and data to support them as they strive to reduce their own carbon footprints.

UL has established a bold ambition: to serve as our customers' most trusted, science-based safety, security and sustainability partner. Working collaboratively with our customers, we're finding new ways to reduce emissions, participate in systems thinking and circularity to improve our own performance, aided significantly by our own employees. Independently and as part of UL's teams, our employees are working to create change through their advocacy and volunteer work.



UL has prevailed  
for 126 years  
because we have  
never become  
complacent.

## CEO message continued

Tackling climate change is a complicated undertaking, but today's consumers, supported by government policy, demand low and zero carbon solutions. They will not settle for less.

UL has embraced Year 1 of the Decade of Action and will be measuring and reporting what matters as we take concrete steps to reduce emissions in our operations.

### Advancing safety, security and sustainability

Our ambition to partner with our customers supports our efforts to take action toward a better future. Our foundation in safety science enables us to accelerate our progress on social sustainability issues, including physical and psychological safety. When I signed the [CEO Action for Diversity and Inclusion \(D+I\) Pledge](#) last year, I promised to take an active role to reduce bias and build inclusive communities.

We know that D+I increases creativity and innovation and promotes better decisions, enhancing the value of the enterprise and supporting a rich workplace culture at UL, where D+I is a force multiplier for our employees and the impact each individual can have.

We are firmly committed to ensuring that every employee can bring his or her full self to work and enjoys true acceptance. I invite you to learn more about our D+I commitments and initiatives in our [2020 Diversity and Inclusion Report](#).

As we present our 2020 Sustainability Report, my message to you is one of gratitude. Thank you for every effort you made this year, those seen as well as those unrecognized because every act by every employee played a role in moving this great company forward in a difficult year. You've positioned UL for an even greater future.

I'm inspired by all of you, your commitment to our mission and to one another. I celebrate your resilience and your resolve. You have shown the world that UL has the capability and the will to continue our important work in creating a better, safer, more secure and more sustainable world.

**Jennifer Scanlon**

Pronouns: she, her, hers

President and Chief Executive Officer

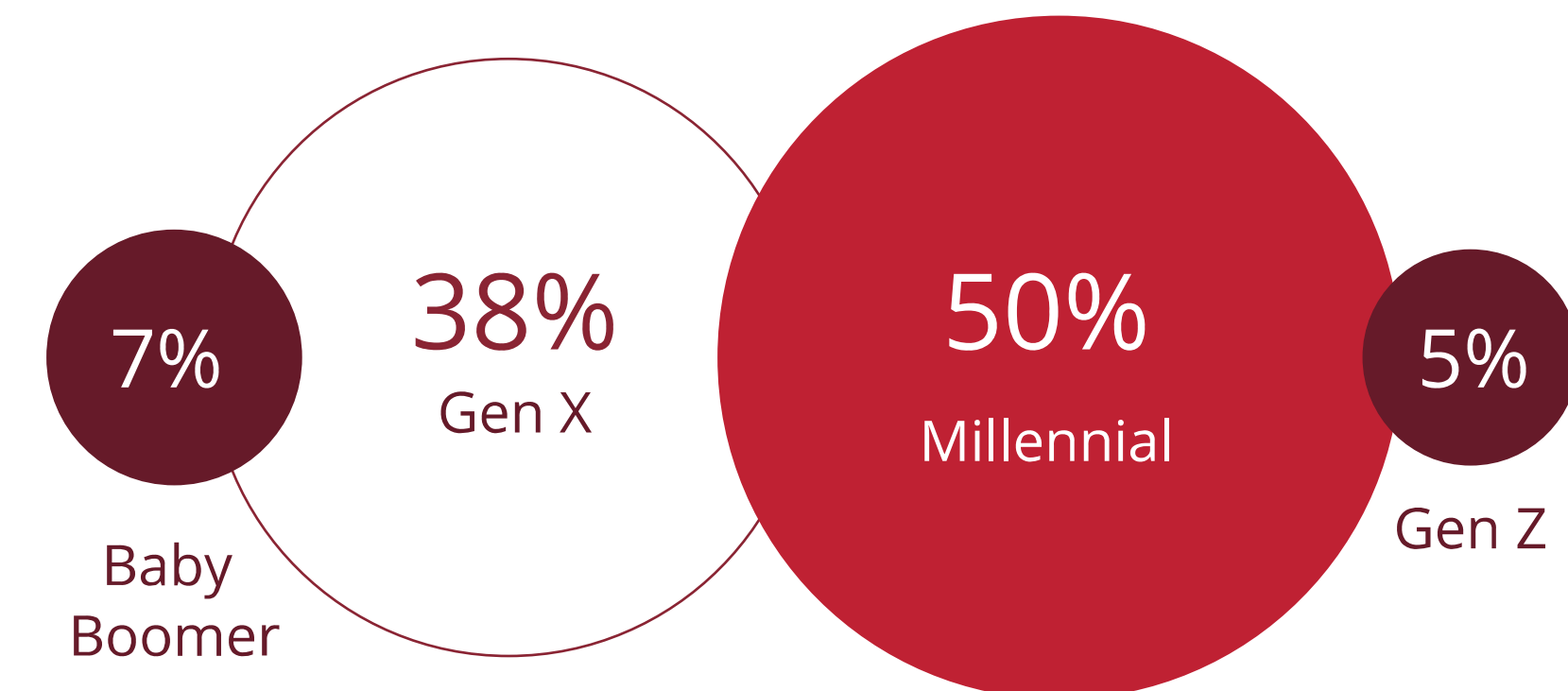
# On us

## Who we are

We have highly skilled, enthusiastic and ethical people at UL, who apply their passion and expertise to our purpose; helping secure the safety of all people in every environment. From our founder William Henry Merrill's evaluation of the safety of electricity (the innovative technology of the time) for the crowds at the 1893 World's Columbian Exposition to the critical safety, security and sustainability challenges we address today, UL remains the global safety science leader because our people are united by our mission to work for a safer world.

Despite the circumstances, we remain committed to pure scientific research, innovative testing and trusted validations. We've adapted to meet the needs of every generation we've served, and we will continue to transform to best meet the needs of generations to come. Long before the concept of sustainability became commonplace, we were here, fulfilling our mission to work for a safer world. That mission is essential to sustainable progress.

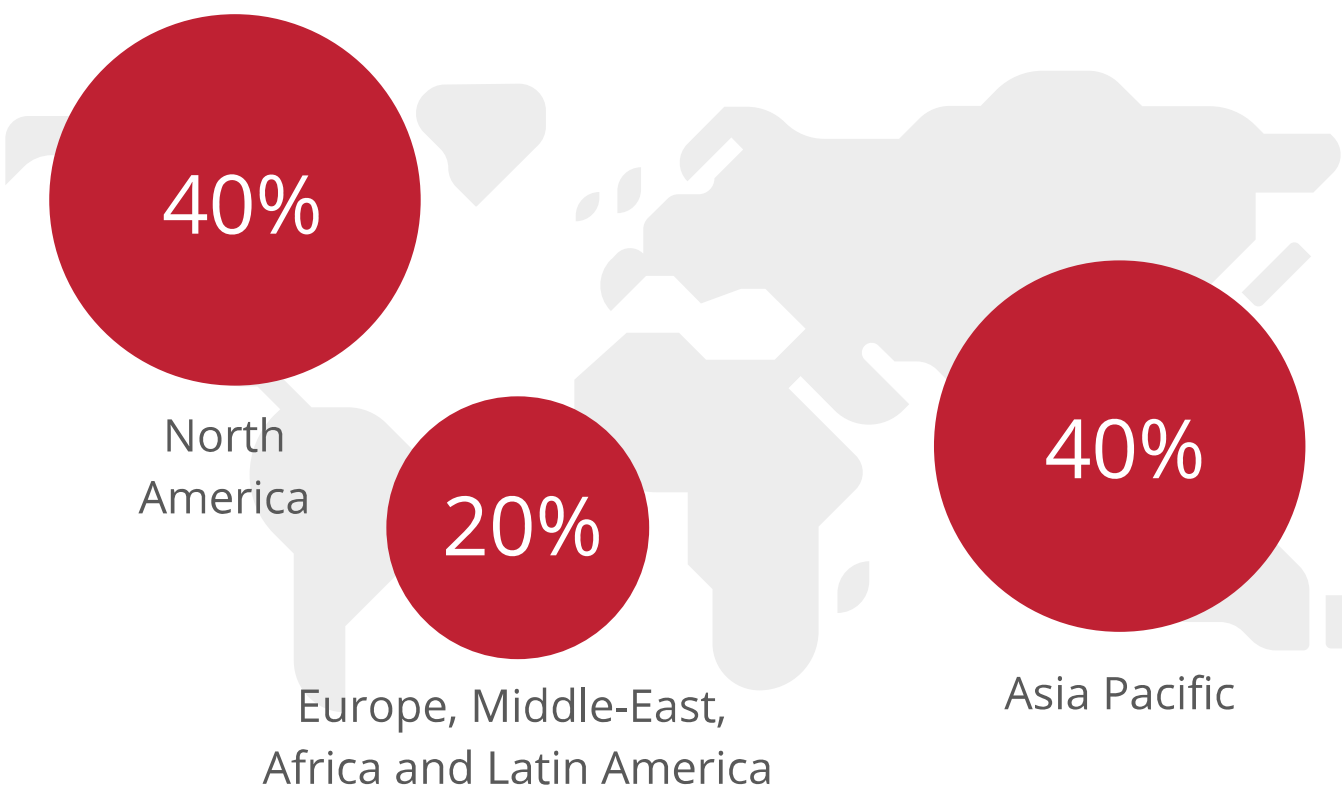
## Our people




In 2020, the value of our work and contribution to society was made evident as UL was defined by most governments as an essential service. During the pandemic, we continued to serve our mission without fail, to test and certify the products and systems necessary to meet this global challenge, supporting people, planet and prosperity with our dedicated safety science expertise.

Regardless of the breadth of the challenges we are all sharing brought on by climate change, a global pandemic, social unrest and more, we promise to continue to apply our human, brand and financial capital in pursuit of the solutions that prioritize the highest potential for humanity and an abundant future for our planet.

Leadership representation



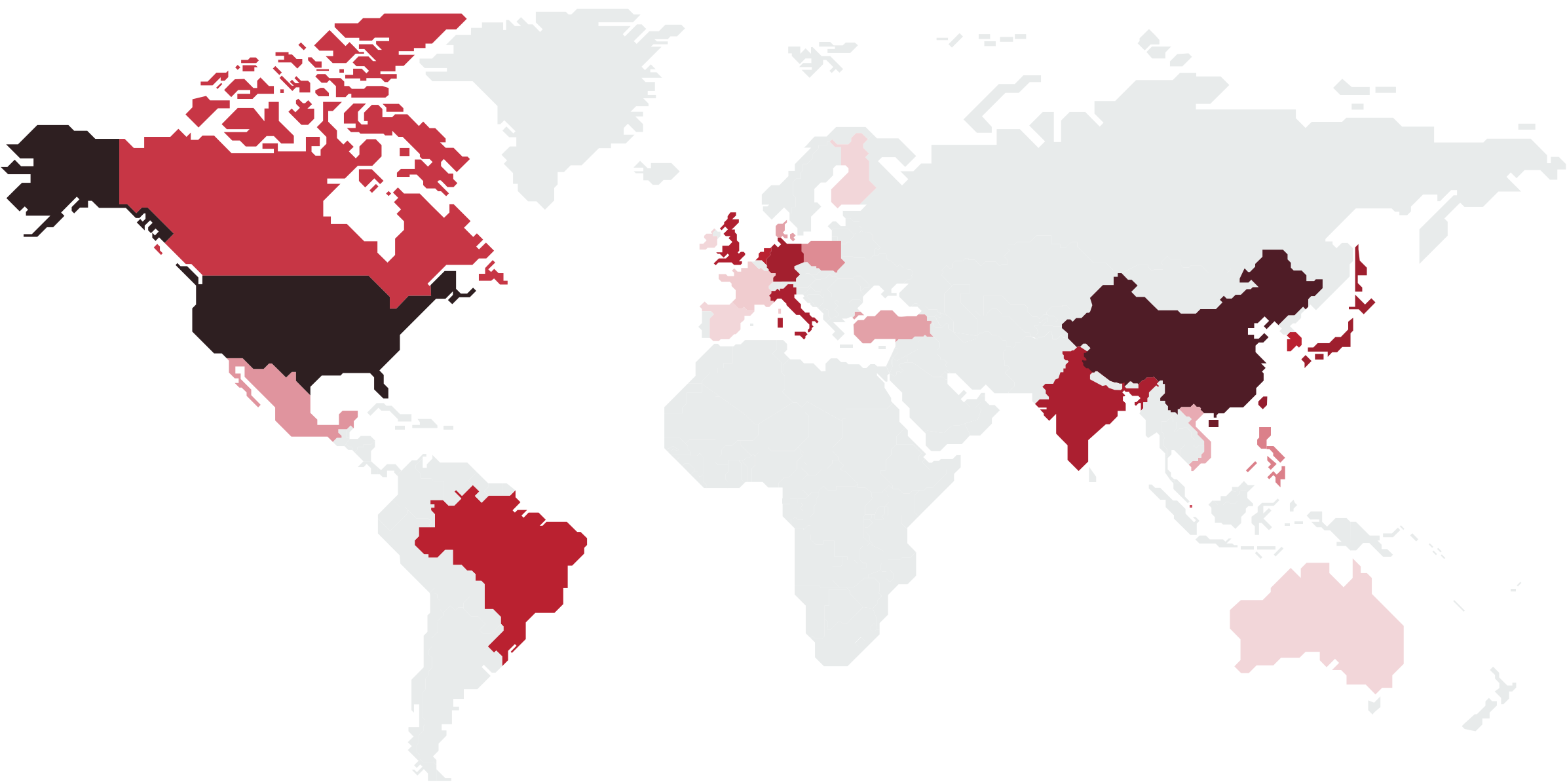
  
Learn more about how our workforce is evolving in our 2020 D+I Report

UL’s employees lend their distinct cultural and generational perspectives to each other and to the work they perform, providing key insights into the communities we serve and a critical diversity of thought to the projects we undertake. As thought leaders who apply scientific principles to objectively observe and analyze the data before drawing conclusions, we know that a diverse, equitable and inclusive company is more resilient and a better place to work, and those are qualities worth protecting.

Where we are

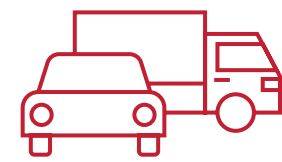
With offices and locations spanning more than 40 countries and 230 locations, UL remains essential by continuing to test the cutting-edge technologies of our time, wherever those technologies arise. Although we are a global company, we meet the needs of the local communities where we operate, providing customer service in local languages and nurturing the critical governmental and regulatory relationships that allow us to keep abreast of changing trends and offer greater efficiencies to our customers.

Number of UL employees worldwide

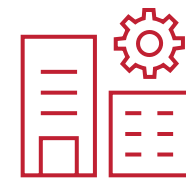


# What we do

Our mission endures, even as the scope of our business and the work we undertake evolves across industries. Through our services and offerings, we help ensure safer, more secure and more sustainable products reach the global marketplace — and that means helping us all enjoy an improved quality of life.



**Automotive and Mobility** — From Electric Vehicle (EV) and Infrastructure Testing and Certification to Vehicle Interior Air Quality Testing, we test and validate automotive materials and help our customers manage their supply chains, bringing safer products to market all around the world.



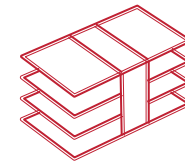
**Building and Construction** — From Architecture, Engineering and Construction testing, inspection and certification to Building Products and Systems, we help enable smarter, safer and more sustainable buildings.



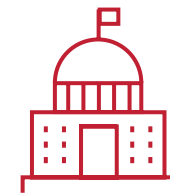
**Chemicals and Materials** — From Innovative Environmental Product Claims Validation to Chemical Policy Management, we help manufacturers, distributors, importers and retailers manage chemicals to safeguard human health and the environment.



**Energy and Utilities** — From Battery and Energy Storage Testing to Offshore Wind Energy Services, our expertise in storage and renewables helps both established and emerging energy markets meet growing demands, while protecting people and the environment.



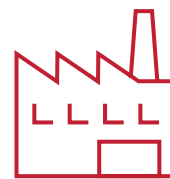
**Financial Services and Payments** — From Secure Mobile Payment Solutions to Sustainability Management Software, our offerings empower consumer trust and help strengthen security in an interconnected world.



**Government Services** — From Building Sustainability and Energy Advisory Services to Marketing Claim Verification, we help drive sustainability, public safety and trade.



**Healthcare and Life Sciences** — From medtech to pharmaceuticals and biotech, we work with our customers to help bring needed medical innovations to market safely and efficiently.



**Industrial Products and Systems** — From Electrical Distribution Services to Industrial Automation and Control System Cybersecurity, we help our customers gain a comprehensive view of product and process efficiency within any given system to help prevent potential hazards and failures.



**Life Safety and Security** — From Fire and Emergency Apparatus Testing to Personal Flotation Device Certification, our services help protect first responders, people and property. Our research and insights in this industry lead the way to discovering new ways to prevent and defend against threats.



**Products and Components** — From Photovoltaic (PV) and Solar Lighting to Beauty and Personal Care Product Testing, we help our customers solidify trust and deliver safer, more sustainable products to market.



**Retail** — Through offerings like Analytical and Chemical Testing for Consumer Products and Children's Furniture Testing, we take a proactive approach to protecting consumers and the brands they trust. Our analytic and management software solutions address sourcing, safety, environmental and quality challenges.



**Technology and Electronics** — From Recycled Plastics Solutions to Certification to Greenhouse Gas Verification to ISO 14064-3, we help our customers improve their infrastructure and bring sustainable innovations to market.

# Leading with integrity

This year, we adapted quickly to the changing business environment brought on by COVID-19. In our 126-year history, one thing is certain, we’ve proven our ability to innovate and heed the call of the times. The world’s safety challenges are a shifting frontier with the adoption of the new technologies that drive progress and increase connectivity. As the world evolves, so do we, as does our responsibility to society. To that end, we embrace continuous improvement the more we learn and understand.

## Extending our values

In 2020, our Responsible Sourcing (RS) function launched a program on UL’s 360 platform to share our new [Supplier Code of Conduct](#) and self-assessment tool with more than 300 of our identified top suppliers. The program captured supplier onboarding and compliance requirements across several functions.

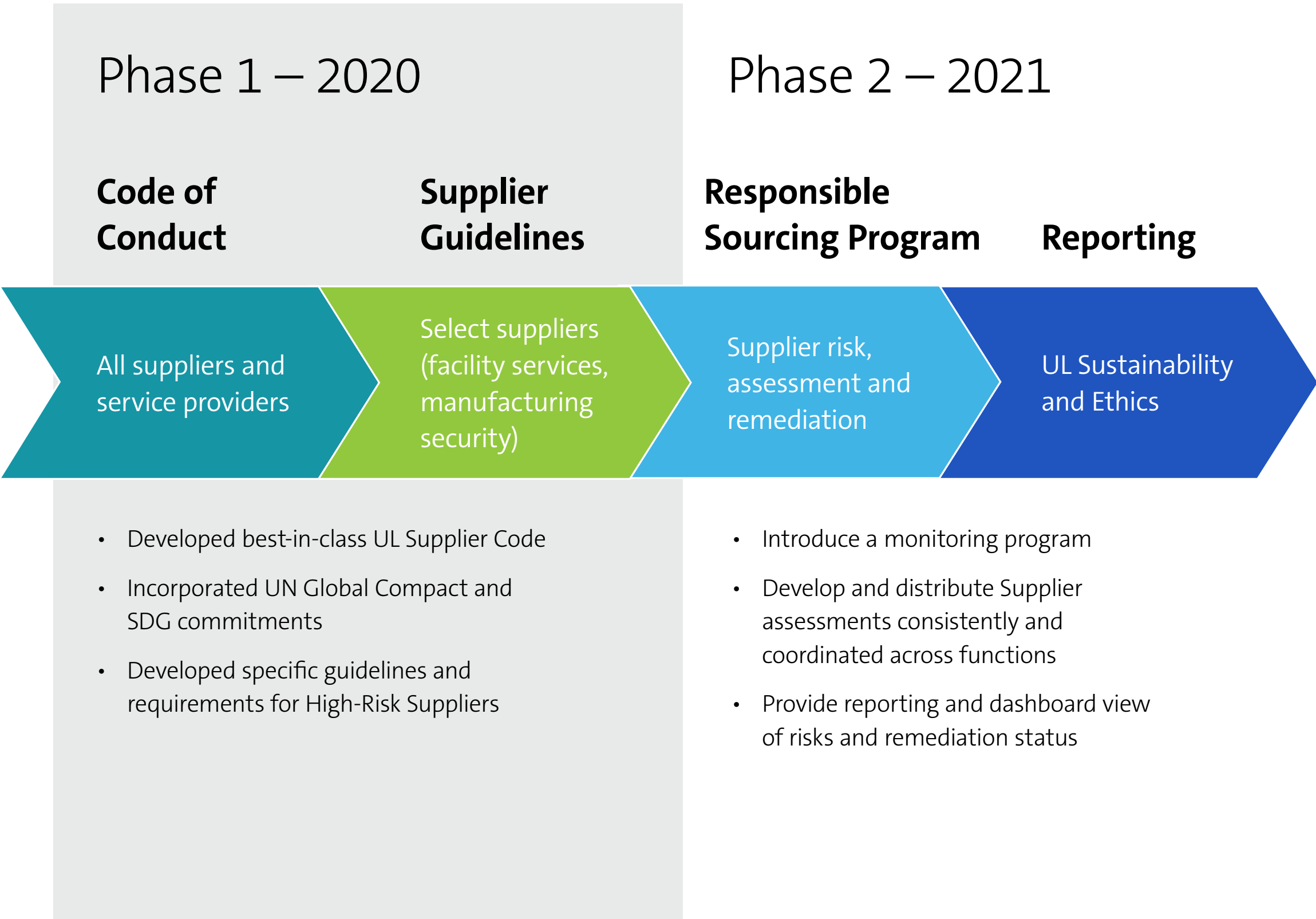
As with every improvement we undertake, the success of these responsible sourcing efforts depends upon:

- **Collaboration:** Effective cross-functional collaboration and a well-defined governance structure, under the oversight of the UL Corporate Sustainability Council.
- **Support:** The expertise of two UL functions who do this work for our customers, Responsible Sourcing and 360.
- **Risk mitigation:** Developing mitigation approaches for identified risks that align to our business and operational goals.

In 2021, we will present our newly updated Supplier Code of Conduct to all our suppliers as we seek to confirm the responsible sourcing of our goods and services. Our new Supplier Code of Conduct incorporates social and environmental sustainability principles including anti-bribery, human rights and labor protection, and encourages our suppliers to go beyond minimum legal requirements to work toward sustainable progress alongside us, in full support of the Ten Principles of the United Nations Global Compact and the United Nations Sustainable Development Goals (UN SDGs).

## Responsible Sourcing Progress

We’ll continue to extend our reach to improve visibility and control of UL suppliers on sustainability parameters, helping add value to society across our supply chain.

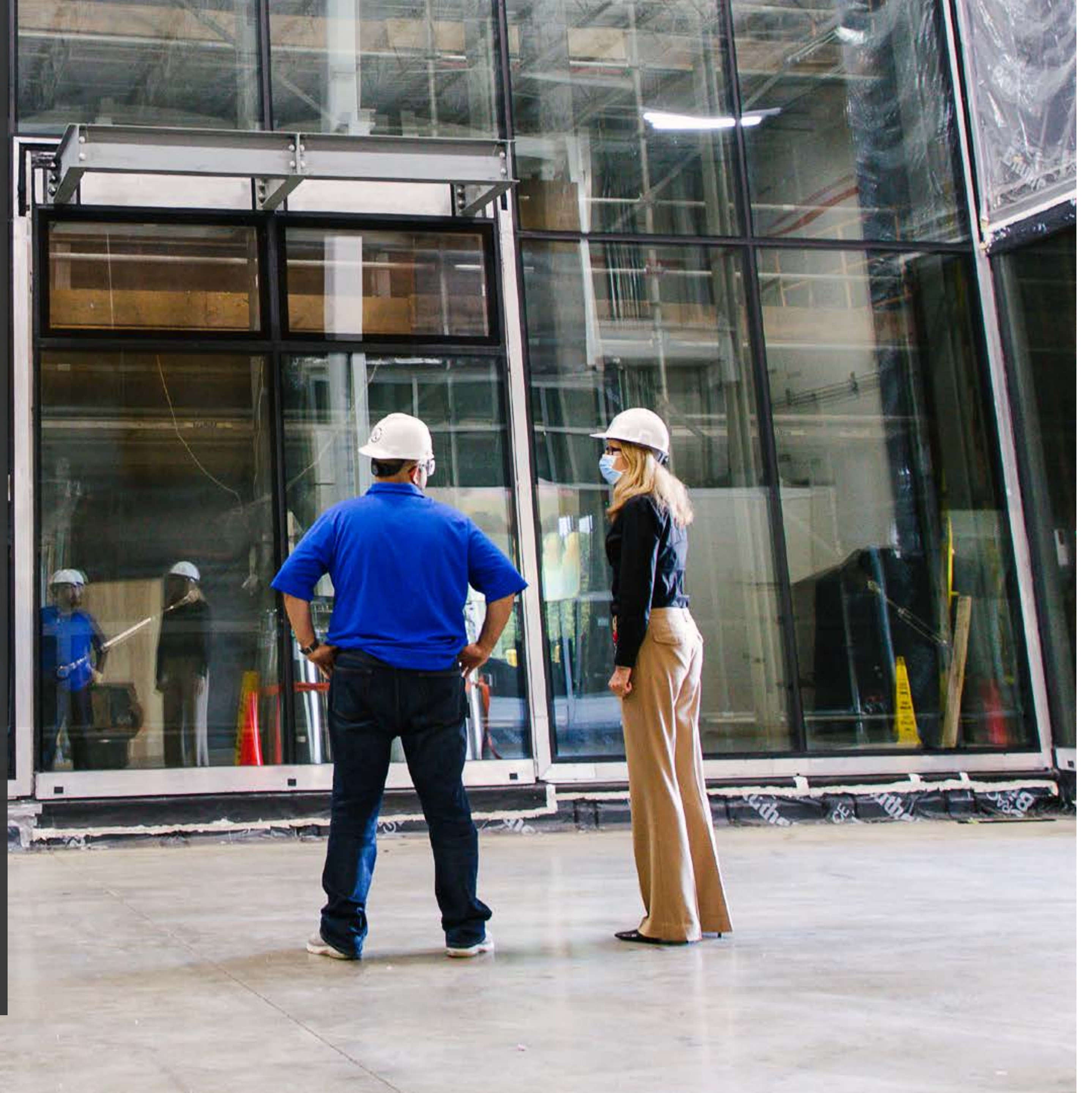


## Embedding our principles

UL's Ethics and Compliance office promotes and helps maintain our values-driven culture, ensuring that the principles of integrity, honesty, quality and fairness are integrated into our business practices on a consistent basis around the world. Our code of conduct declares our core value of integrity as we promise to act with respect for our business, property, people and planet. In 2020, we upgraded our Standards of Business Conduct (SoBC) and our anti-bribery and corruption program, including refreshed policies and enhanced internal controls. Every UL employee received multiple training sessions on our new SoBC, which we have published in nine languages for our global colleagues for inclusivity and understanding.

Our four policies related to bribery risk: Anti-Bribery and Corruption Policy, Gift and Entertainment Policy, Engagement of Government Officials Policy, and Conflict of Interest Policy, are easily accessible to all UL associates. These revised policies are supported by integrated controls into UL's expense reimbursement, meeting planning and charitable giving processes.

Regardless of our ambition or any external political or commercial pressures, the Standards of Business Conduct commits every UL associate to engage in a collegial, ethical and respectful way. Our core value of integrity inspires trust: We seek and speak the truth as we maintain fidelity to our mission.



# Protecting people and prosperity

At the core of our business, [UL's Brand Integrity team](#) works to ensure people's confidence in brands and products to perform safely, effectively and responsibly. Efforts to secure brand integrity include proactively surveying the marketplace, investigating product incident reports, supporting law enforcement in removing counterfeit goods from the marketplace and devising the strategies and solutions that help companies protect and manage their assets - all with the end goal of protecting people from the dangers of counterfeit products.

## Combatting counterfeiting

Counterfeiting is a multifaceted crime that has escalated during the pandemic, amplifying the systemic effects that can negatively impact UL's targeted SDGs:



**Goal No. 3**  
Ensure healthy lives and promote well-being for all at all ages.



**Goal No. 11**  
Make cities and human settlements inclusive, safe, resilient and sustainable.



**Goal No. 12**  
Ensure sustainable consumption and production patterns.

Beyond the obvious hazards associated with using an untested or faulty product, proceeds from counterfeiting fund many other serious crimes, like human trafficking and terrorism; crimes that have significant effects on people and economies.

We remain vigilant in our efforts to educate our stakeholders and redress the societal damage caused by counterfeiting.

**In 2020, UL's global brand protection department completed:**



## Counterfeiting during COVID-19

Counterfeit goods pose a threat to human life and public safety. Unfortunately, counterfeiters continue to attempt to profit off the pandemic, manufacturing and selling untested personal protective equipment and fraudulent medications.

Early in March 2021, UL's Global Security and Brand Protection launched an initiative designed to disrupt, dismantle and destroy deceptive medical and personal protective equipment listings which were becoming increasingly more common due to disrupted supply lines and increased demand. Known as "infringement listings," the program, termed Project Cerberus, targeted online vendors falsely attesting that their medical equipment was UL Certified or UL Listed.

Their efforts to protect people from these illegal and potentially harmful products resulted in the prevention of an estimated 327 million deceptive products from entering the marketplace.



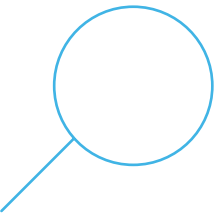
During this time we also trained more than

**6,367 ENFORCEMENT AGENTS**

in Bolivia, Canada, China, Ecuador, Guatemala, Honduras, Indonesia, Kenya, Namibia, Panama, Paraguay, Peru, Portugal, Singapore, Spain, Tanzania, Thailand, Turkey, Uganda, U.A.E., U.K. and U.S.

Reviewed more than

**69,000 ONLINE SUPPLIER LISTINGS**



Took down nearly

**14,000 INFRINGING LISTINGS**

and disrupted an estimated

**3.9 BILLION DECEPTIVE PRODUCTS** from entering the marketplace



Identified

**16 ORIGINATING COUNTRIES**

Estimated retail value of their actions is nearly

**\$621.7 BILLION**

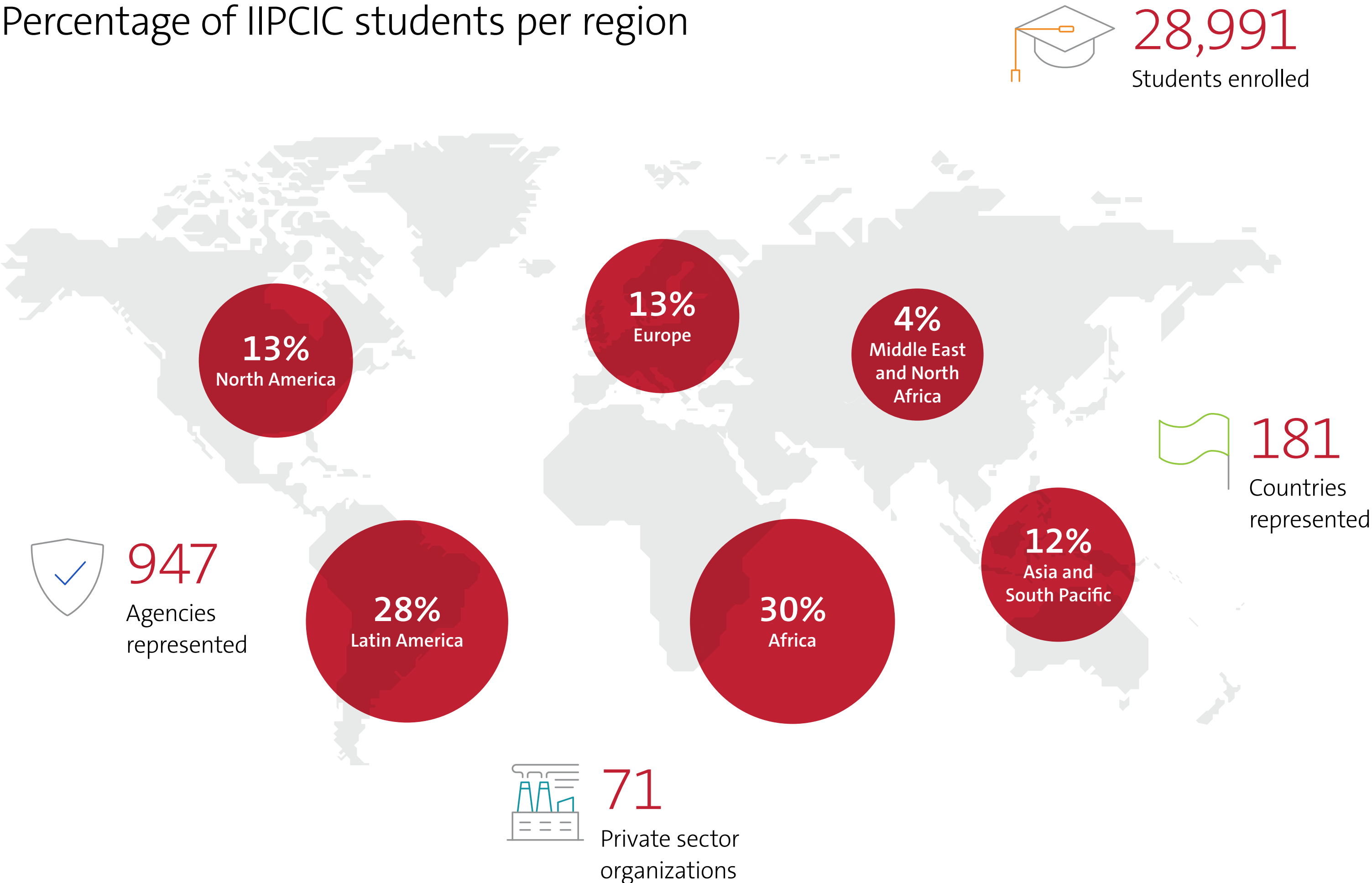
## Training law enforcement

UL partners with INTERPOL to develop and deliver free online training for global law enforcement through the [International IP Crime investigators College \(IIPCIC\)](#). Training topics include the key building blocks needed to prepare law enforcement investigators and other partners to effectively fight intellectual property (IP) crime on an international level. Courses for law enforcement cover techniques to identify, lead and manage transnational and organized IP crime cases and initiate actions to undertake counterfeiting and piracy investigations, including online investigations.

With users from around the world, IIPCIC translates its online learning to ensure a global reach, establish a common understanding of IP crime and encourage transnational cooperation. It is the leading educational platform for law enforcement and rights-holders worldwide, with a mission to educate global law enforcement and relevant stakeholder groups to combat transnational IP crime, which has serious ramifications for governments, businesses and consumers.

Our global anti-counterfeiting network is central to preserving intellectual property rights, to combatting the impacts of organized crime and to protecting the public we serve.

## Percentage of IIPCIC students per region





# On our approach

As UL's Vice President of Corporate Sustainability, celebrating 37 years serving this great company, I have never been prouder of how far we've come in our sustainability journey.

Two years ago, we began our transformation from Corporate Social Responsibility to Corporate Sustainability, anchored in our mission and aligned to the UN SDGs. We produced our inaugural sustainability report in 2019 and were excited about the vision and commitments we set for 2020. Then, the pandemic occurred, social unrest escalated and life as we enjoyed it, changed.

UL is a mission-driven, science-based company working for a safer, more secure and sustainable world. We've embraced that challenge for more than 126 years with unwavering commitment. As I look back at 2020 I am so proud of how UL held its course serving our customers, mission and society and I am reminded of what our culture is rooted in – finding solutions.

At the groundbreaking ceremony for the 1893 World's Columbian Exhibition,

architect Daniel H. Burnham stated, "Make big plans ... and work." The big plan was to illuminate the fair using electricity; the work was in helping ensure the safety of the 27 million visitors to the fair. William Henry Merrill, our founder, was hired to solve for that challenge, and it is a challenge we remain committed to solving every day.

Indeed, it comes as no surprise that all we faced in 2020, individually and as a business, inspired us to find solutions. Operating as an essential business, we had to find new ways to serve our customers and our mission — new ways to work for a safer world.

At the start of the outbreak, out of an abundance of caution, we shut down our operations around the globe and immediately worked to implement protocols to ensure the safety and

health of our colleagues. Within days, we reopened where needed by meeting appropriate governmental criteria, and shortly after, published our [Start Safe Playbook](#) with additional protocols and resources for our sites. We sanitized our offices and laboratories, flushed our ventilation systems and installed touch-free devices, prioritizing the health and safety of our people. We solved these safety challenges for our colleagues, our customers and for the public that depends upon us, especially during challenging times.

Many of my colleagues, like myself, continue to work from home, another change that required a solution. UL quickly mobilized to get our colleagues around the globe the needed resources to do their work remotely. Meetings, field inspections and audits were held virtually, and customer samples were delivered to safe,

sanitized rooms to ensure social distancing and avoid cross-contamination.

With sustainability strongly anchored in our mission, we pivoted our attention, energy and resources to continue to make a positive impact, finding new solutions despite our altered circumstances. When in-person volunteerism was not an option, we volunteered virtually by 3D printing face shields from home, sewing face coverings and hosting virtual Safety Smart® Summer Camps for our employees' children. At the end of the year, we reallocated the funds for employee holiday parties to donate to employee-selected nonprofits serving children and families adversely impacted by COVID-19.

Although we didn't have a lot of waste to divert with the majority of us working from home, we encouraged the use of cloth face coverings after providing guidelines from our own testing that offered additional science-based criteria for selection. This decision prioritized both the safety of our people and the health of our planet. Lastly, we took advantage of temporarily vacant office space to accelerate renovations and install low-flow, hands-free sensor-

controlled aerator sinks, <1 gallon flush urinals, and new efficiency toilets at our largest location.

How we responded and addressed each challenge as an opportunity to find a new and better solution kept us focused, engaged and inspired while continuing to mobilize our mission.

Every day, we work together for a safer, more secure and sustainable world. We look forward to the future and all it offers by way of new solutions, and to positively impacting our planet, its people and prosperity for generations to come.



**Barbara R. Guthrie**

Pronouns: she, her, hers

Vice President Corporate Sustainability

# Our sustainability strategy

Corporate Sustainability mobilizes UL's founding mission while empowering our customers and stakeholders to achieve that mission alongside us in our daily work. Our greater purpose is tied to this, as we partner with the responsible global community toward achieving the Sustainable Development Goals and the Ten Principles of the United Nations Global Compact. We invite the world to share in our journey and progress via sustainability reporting, social and environmental sustainability initiatives, thought leadership, supportive communications and community outreach, driving a culture of sustainability across our organization and our communities while delivering significant value to our businesses, services and society. We apply our engineering, safety science, security and sustainability expertise by creating pathways for our own employees to contribute to the sustainable improvements we are making through employee-led task forces, and to share our mission with society through public service and intellectual contributions.

We connect local and global issues directly to our mission, identifying opportunities for us to optimize our human, financial and brand capital to make the largest positive and sustainable impact on the world.

We focus on the UN SDGs where our culture, behavior and businesses can achieve the most progress.



Applying our human, brand and financial capital to progress the well-being of our world is the foundation of our sustainability strategy. As the virus spread around the globe, we understood our responsibility to society both as an essential business and as the global safety science leader. To fulfill our mission of working for a safer world, we published our Start Safe Playbook, written by and for UL employees, to define protocols for a safe return to work. To help ensure the prosperity of businesses of all sizes and the safety of all people everywhere, we freely shared that playbook and our safety science expertise with the public.

Sustainability leadership and expertise is core to our business, our customers and to our collective societal impact. UL's Corporate Sustainability informs and solidifies the alignment between our operations, services and offerings and the sustainable approach necessary to achieve continued prosperity and strategic growth. We utilize UL's own best-in-class supply chain management tools and software services to provide line-of-sight into our operations and ensure accurate reporting. At UL, the more we invest in our own sustainability, the more we expand our own expertise and offerings for our customers. Likewise, as we enable and enhance our customers' sustainability efforts, we multiply our own impact as we work together to safely progress society.

# SDG alignment

Aligning to the SDGs is a matter of course that enhances the organic connection between our founding mission and the principles of sustainable progress. By mapping our existing product and service offerings to the UN SDGs, we help identify opportunities for growth and revenue as we equally prioritize and scale our business impact.

While we target specific SDGs through our Corporate Sustainability initiatives, UL's services and offerings, partnerships and thought leadership combine to create synergistic effects, progressing all of the UN SDGs. Our businesses serve as ESG enablers for our customers and stakeholders, increasing exponentially our global positive impact. Our nonprofit partnerships and social sustainability initiatives extend our reach into local communities, meeting their specific needs and impacting multiple SDGs. With a broad-based mission and purpose underlying our business to make the world a safer, more secure and sustainable place, the work we undertake everyday advances positive progress.

In order to identify sustainability topics material to our employees, businesses and stakeholders, we conducted an internal materiality assessment in 2018. We then examined the 17 SDGs to align with the goals that best reflected our mission, values, business and corporate sustainability objectives. This internal analysis resulted in our prioritization of these three SDGs to pursue our most meaningful impact.



**Ensure healthy lives and promote well-being for all at all ages.**  
Public safety and the reduction of preventable deaths has been our priority since UL was founded in 1894.



**Ensure sustainable consumption and production patterns.**  
UL addresses our own consumption of resources with dedicated environmental task forces; while our services and offerings enable our customers to reduce waste, employ sustainable business practices, explore circularity, achieve supply chain transparency and adopt the safe proliferation of renewable energy.



**Make cities and human settlements inclusive, safe, resilient, and sustainable.**  
UL's work helps support the kinds of innovative, secure and safe living and working environments that our people, planet, and future prosperity require.



## Planet

We're committed to minimizing the adverse impacts our global offices and operations have on the environment. UL's environmental

sustainability initiatives embrace our responsibility to the planet through programs and services to reduce our carbon emission and those of our customers. Our employee subject matter experts participate in task forces led by our environmental sustainability manager aimed at decarbonizing our business activity; improving our energy efficiency; reducing, repurposing and diverting our waste; conserving water; and, engaging our global workforce in implementing local solutions to address environmental issues in their communities.

We're determined to set robust science-based targets to reduce our carbon footprint, preserve natural resources and lessen our environmental impact. We're dedicated to improving environmental sustainability throughout our operations, reducing our negative impact and fostering sustainable progress. To demonstrate transparency and evaluate our progress, we will continuously measure and report on our challenges and achievements.



## People

We must all be committed to the work it will take to build a safer, more secure and sustainable planet. We apply our human capital through volunteerism, thought

leadership, skill-sharing and partnerships to make a personal and positive impact on our local communities.

Our responsibility to people means taking care of our employees and the public we serve. By prioritizing employee education, volunteerism, diversity, equity and inclusion, we help nurture a healthy working culture where everyone can thrive and that recognizes giving back and personal growth as important components of well-being. UL's social sustainability efforts connect local and global issues directly to our mission of working for a safer world, offering opportunities for us to apply our human capital in ways that best utilize our competencies. Through our nonprofit partnerships, we collaborate to address the SDGs and provide disaster relief and charitable donations.

Our people are engaged through our global network of more than 70 Social Sustainability Champions and our signature volunteer program, Community Connections™. Activating employee volunteer service deepens our connection to the places where we work and live, and to each other. Our forged commitments to employee engagement, volunteerism, diversity, equity and inclusion help us be an employer of choice for top talent.



## Prosperity

We're confident that our offerings help make the world safer, more secure and sustainable, and we seek to uncover even more ways

to advance trust in our world. Our impact grows with every company that employs us, in every geography where we are located and with every person that uses UL Certified products and services. Because of this, we have the unique opportunity and responsibility to promote sustainable practices every day with every task we undertake. As we continue to evolve and learn, we empower ourselves alongside our customers and stakeholders to prioritize a prosperous future for us all. Through our research, thought leadership and educational opportunities, we bring sustainable strategies, innovations and practices to our customers and stakeholders. We drive a sustainability culture along the value chain, expecting our suppliers to practice responsible sourcing, fostering safe work environments, exhibiting transparency and ensuring the secure distribution of goods.

## Areas of impact



## Governance

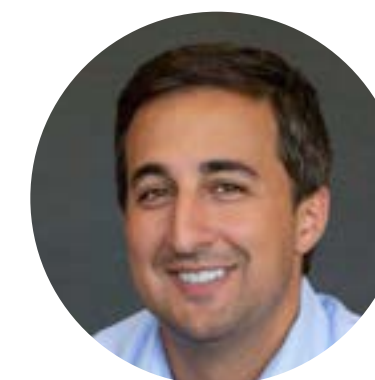
Advancing sustainability requires the leadership and support of our stakeholders and the inclusion of every UL colleague in every role. We're governed by our mission, our strategic alliances, our code of conduct and by the dedicated bodies serving our sustainability ambition.

### Board of Directors and CEO

UL's Board of Directors and CEO offer oversight and approval for Corporate Sustainability strategy, commitments and ESG reporting.

### Corporate Sustainability Council (CSC)

Our sustainability actions, commitments and impacts are governed through this highly engaged employee council representing all businesses, functions and geographies.



Corporate sustainability is the key to ensuring that UL endures for another 126 years. We are actively and consciously making a positive impact.

**Greg Huster, corporate strategy director and corporate sustainability council member**

The CSC is co-sponsored by UL's Chief Financial Officer, Ryan Robinson, and UL's Chief Marketing Officer, Kathy Seegebrecht.

As the active governing body for UL's Corporate Sustainability, the CSC approves key sustainability initiatives, targets and task forces, and helps define key priorities and success metrics for Corporate Sustainability.

Council members make a personal commitment to driving a culture of sustainability, and working to positively impact our planet, its people and prosperity. The CSC ensures business alignment with corporate sustainability strategy and priorities; raises education and awareness about sustainability issues and identifies internal resources, expertise and service offerings to achieve our objectives.

Council members also serve as subject matter experts, contributing content relevant to ESG reporting. They help identify potential risks and opportunities and they voice stakeholder insights.

The CSC analyzes social, environmental and strategic opportunities to support our sustainability vision, and aligns our business functions to ensure no conflict and to improve our operations. Employee task forces focusing on sustainability issues report directly to the CSC.

### Corporate Sustainability team

This dedicated team develops and implements UL's sustainability strategy. The team sits on the CSC and leads all employee environmental task forces and employee engagement groups. The team is tasked with mobilizing our mission by applying our human, financial and brand capital to our utmost capability to further integrate sustainable practices into the heart of our operations and to help address the critical challenges of our world with active and committed expertise. They plan and drive UL's social and environmental progress to achieve our sustainability vision, and they quantify and communicate our ESG efforts through reporting, providing transparency to our stakeholders and guidance to future progress.

**Sustainability Regional Leads** Across our enterprise we've operationalized a global network of employee volunteers to progress societal impact in our communities. This network of more than 70 social sustainability champions is led by regional leads from Greater China, ASEAN, EMEALA and North America. These leads represent our employees on the CSC and report to our social sustainability manager.

**Social Sustainability Champions** Our global Social Sustainability Champions support our enterprise volunteer initiatives and lead their colleagues in local efforts to improve their communities and advance progress on UL's targeted SDGs. They report their impact to their Sustainability Region Leads who are represented on the CSC.

**Sustainable Environment Excellence Drivers | SEEDs** In 2020, we developed a new employee engagement initiative to provide our in-house talent the opportunity to lead environmental pilots and initiatives across the organization and to help UL achieve science-based targets. SEEDs (Sustainable Environment and Excellence Drivers) are advised by our environmental task forces and report to the CSC through UL's environmental sustainability manager.



*We aim to inspire all our colleagues to embrace sustainability in thought and action.*

Michael Ho, senior sales manager, consumer, medical and information technologies, ASEAN and ANZ and region lead

**Environmental Task Forces** These environmentally-focused task forces are comprised of UL subject matter experts who weigh in and help guide the strategic direction of UL’s environmental impact areas in energy and carbon, water, and waste and materials. These task forces provide insight into external best practices and also act as an advisory team to ensure the progress and maturation of the environmental sustainability program.



**ESG framework**

**Global Reporting Initiative (GRI)** Although we are a private company, we believe in the importance of sustainability reporting to assess our progress, maintaining transparency with our customers and stakeholders and improving how we address future risks and opportunities. Our reporting is a key piece of our commitment to drive a global culture of sustainability and to sharing our mission. We know that reporting on our journey is an important step in building the kind of collaborative leadership that will protect our natural resources and inspire the innovations our future prosperity demands. As our ESG reporting matures, we’ll continue expanding our coverage utilizing the GRI Standards.

**United Nations Global Compact** In 2019, UL became a Signatory to the United Nations Global Compact, joining the more than 12,000 companies who’ve stepped up to commit to responsible business and to taking strategic action to help meet the global challenge issued by the UN Sustainable Development Goals (SDGs). We will submit our first Communication on Progress to the Compact in 2021.

**TruCost Data assessment** We work with TruCost to obtain external review and validation of our data and SDG alignment. Trucost, part of S&P Global, assesses risks relating to climate change, natural resource constraints, and broader environmental, social, and governance factors. Trucost helps provide the data, tools and insights needed to deliver the transition to a low carbon economy.

“Social sustainability allows us to improve the lives of the people we affect in our offices and communities.”

Elaine Wilder, IT project manager and region lead



# Partners

Sustainability demands collaboration. We may all have individual and corporate missions to fulfill, however, we share in common one mission higher than all of us, to steward this planet and its people to health and well-being in a way that does not endanger future generations. Our collaborations enrich our expertise and help progress SDG No. 17 — Partnerships for the Goals.

17 PARTNERSHIPS  
FOR THE GOALS



## UN SDG Action Campaign

By participating in the [SDG Action Zone](#) and the Global Week to Act4SDGs, we expand our capacity to inform, influence and inspire a broad, global audience to accelerate progress on the SDGs in the foremost collaborative space for engaging world leaders. In 2020, UL's Vice President of Corporate Sustainability, Barbara R. Guthrie, joined the SDG Action Zone as a panelist on the topic [Climate and Fragility: Reimagining Risk and Resilience for a Global Future](#).



Guthrie is also a member of [The Conference Board](#) Sustainability Council 1: Strategy and Implementation. This peer-learning group explores best practices for integrating sustainability into business.

WE SUPPORT



### United Nations Global Compact

[Becoming a Signatory to the Compact](#) inspires us to raise the bar every year with new challenges for ourselves,

our customers, our stakeholders and the public. Further, we join a movement of leaders that support social and environmental sustainability and the actions and governance required to make a real impact. In 2020, Jennifer Scanlon, CEO, UL Inc., answered the call to inspire responsible business by sharing her CEOs Taking Action message with the Global Compact community. And, UL shared its Start Safe Playbook on the UN's Micro-, Small and Medium-sized Enterprises Day to help support their safe return to work.



Watch Jenny Scanlon's UNGC Message.  
CEOs Taking Action for #unitingbusiness.

### Ellen MacArthur Foundation

We're committed to advancing the principles and the science behind circularity. UL introduced the first Standard for circular economy initiatives, [UL 3600](#), which measures circularity at the product, facility and company level. We are pleased to be part of the Circular Economy 100 (CE100) network, established and facilitated by the Ellen MacArthur Foundation network.

### World Economic Forum

In 2020, [UL joined the World Economic Forum](#) as the only testing, inspection and certification organization member. Within the Advanced Manufacturing and Production Platform we'll work to accelerate inclusive technology, carbon reduction, resilient supply systems, and sustainability and innovation in manufacturing. This partnership helps us increase our ability to impact our targeted SDGs.



*UL's commitment to corporate sustainability transforms us into a truly sustainable business, adding value to society, the environment and the business itself.*

**Jonathan T.H. Chen, vice president and managing director, Taiwan and CSC member**

## Boston College Center for Corporate Citizenship

provides education and panel opportunities to support the goals of sustainability professionals and their organizations. UL's social sustainability manager, Tina Vaughn, participates in the Community Involvement Roundtable.



*I want to help create a world in which the basic needs and dignity of all people is respected; we steward our resources to enable future generations to enjoy them; and, we improve lives with creative, sustainable innovations.*

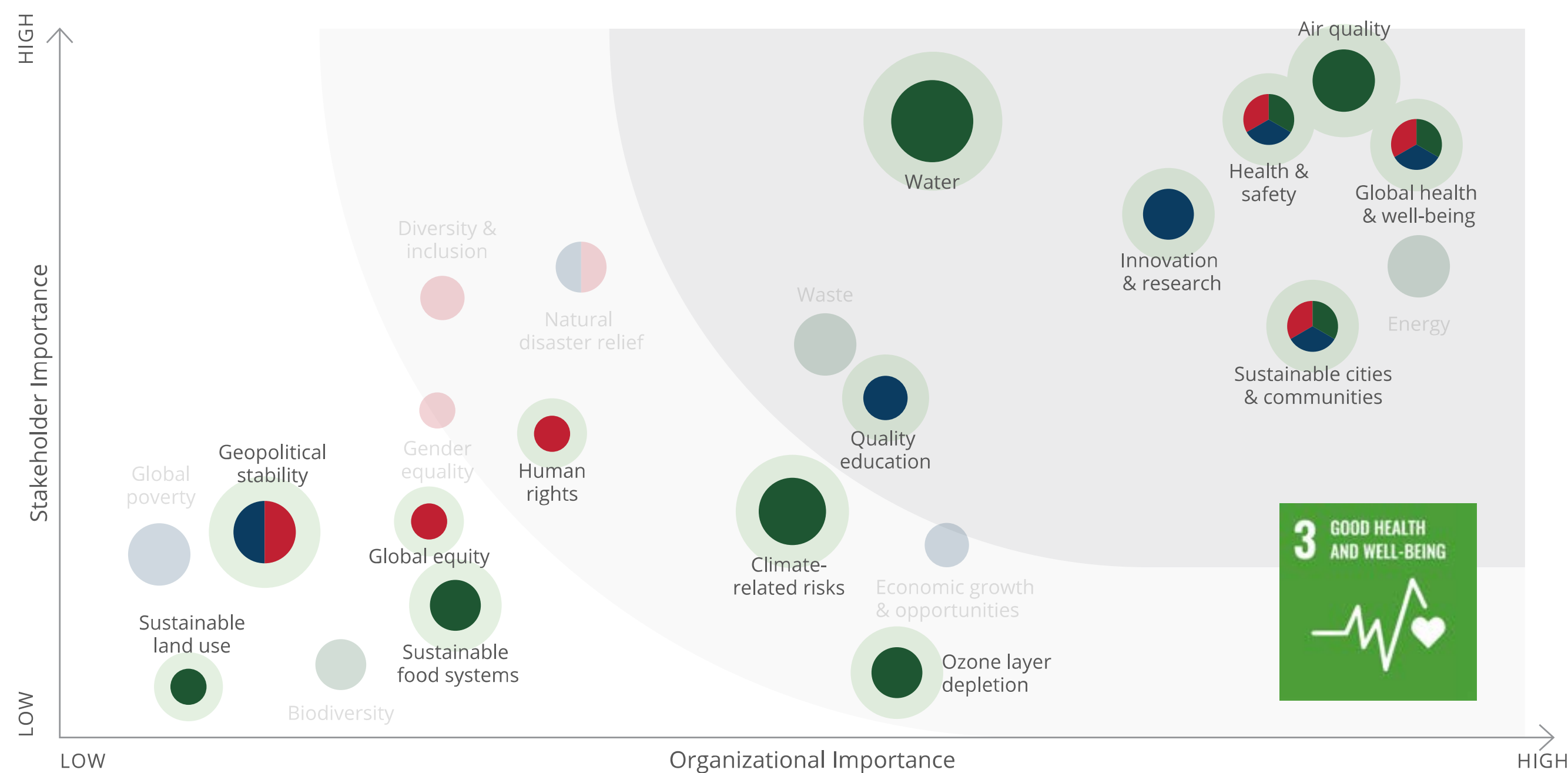
**Catherine P. Sheehy, global lead of sustainability partnerships and CSC member**

# Materiality assessment

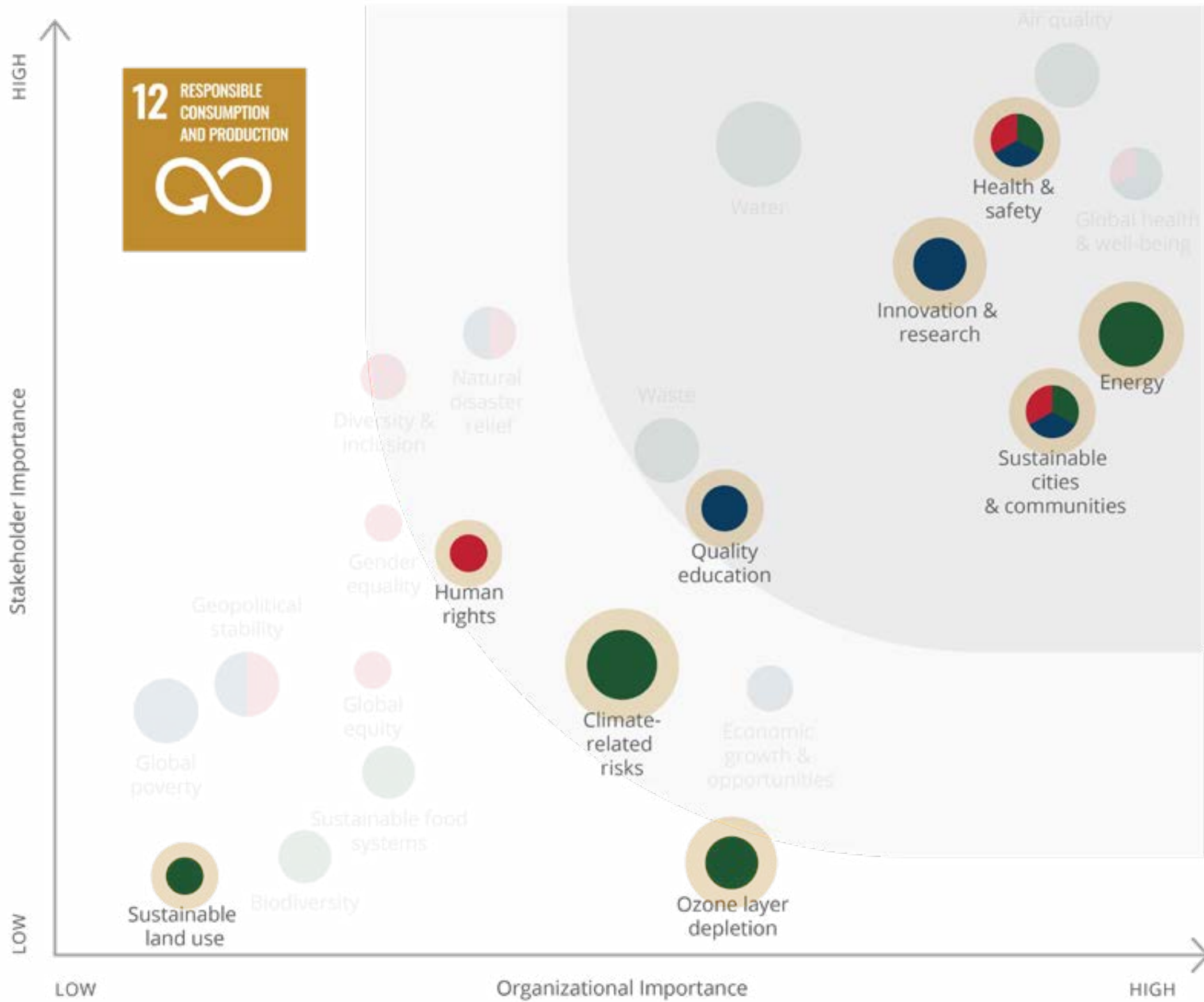
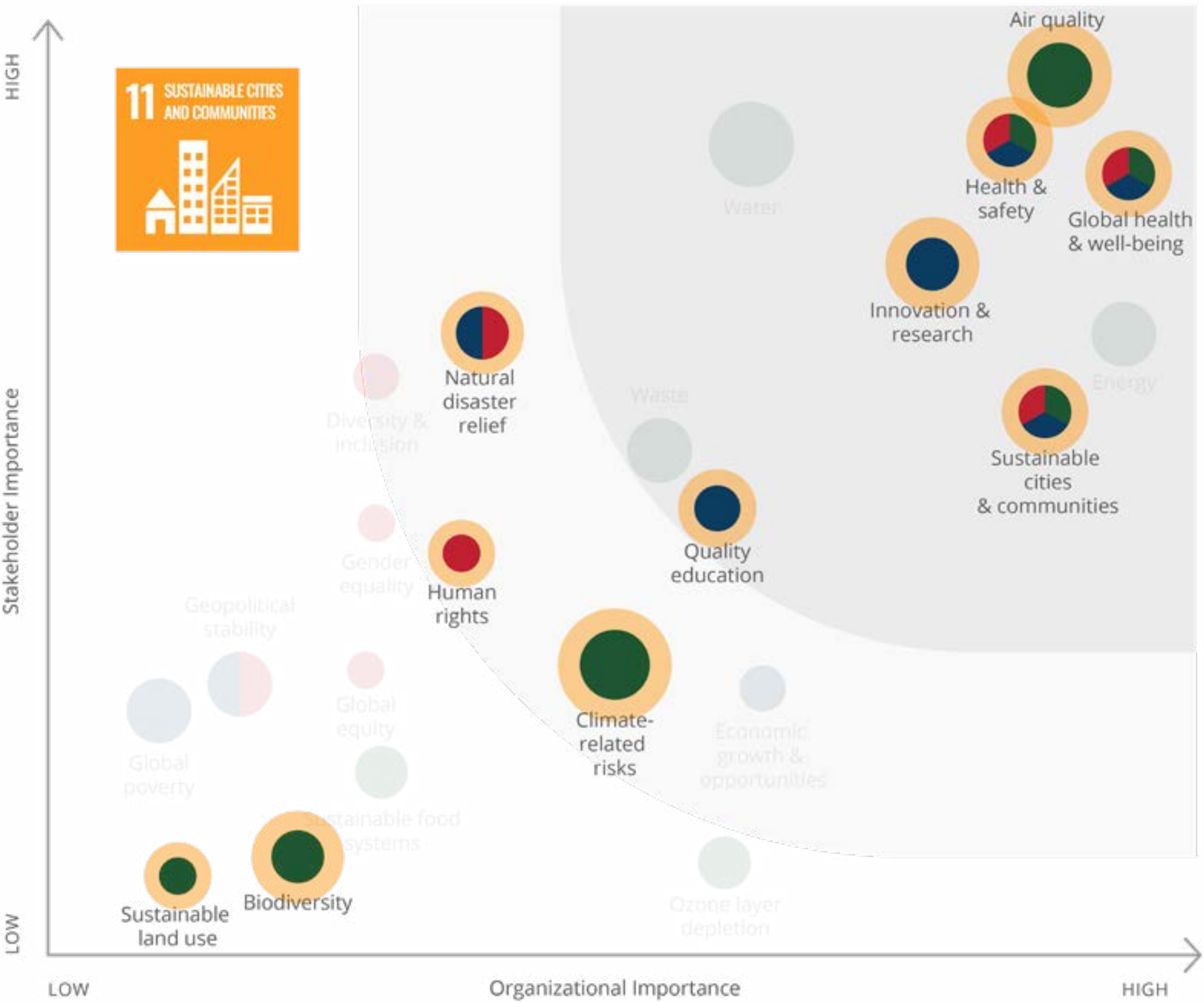
In 2018, we conducted a materiality assessment to identify the sustainability issues where we could achieve the greatest impact. This internal assessment by UL's global leaders covered the sustainability topics addressed by the SDGs and other issues pertinent to our operations.

The potential environmental, social and economic impact of each issue was determined based on published studies on global risks. Issues were prioritized according to:

- Stakeholder importance (via survey results and interviews)
- Organizational importance (alignment to company mission, strategy and core competencies)



Materiality assessment continued



# Planet

## Environmental sustainability

We are committed to positively impacting our planet and to preserving prosperity for future generations. We understand that our actions produce a ripple effect, and, we embrace our responsibility to lead. The global pandemic definitively revealed the linkages between environmental sustainability topics and human health and well-being. It also confirmed the interconnectedness of our global community and the necessity to prioritize the mindful stewardship of Earth's finite and vital resources.

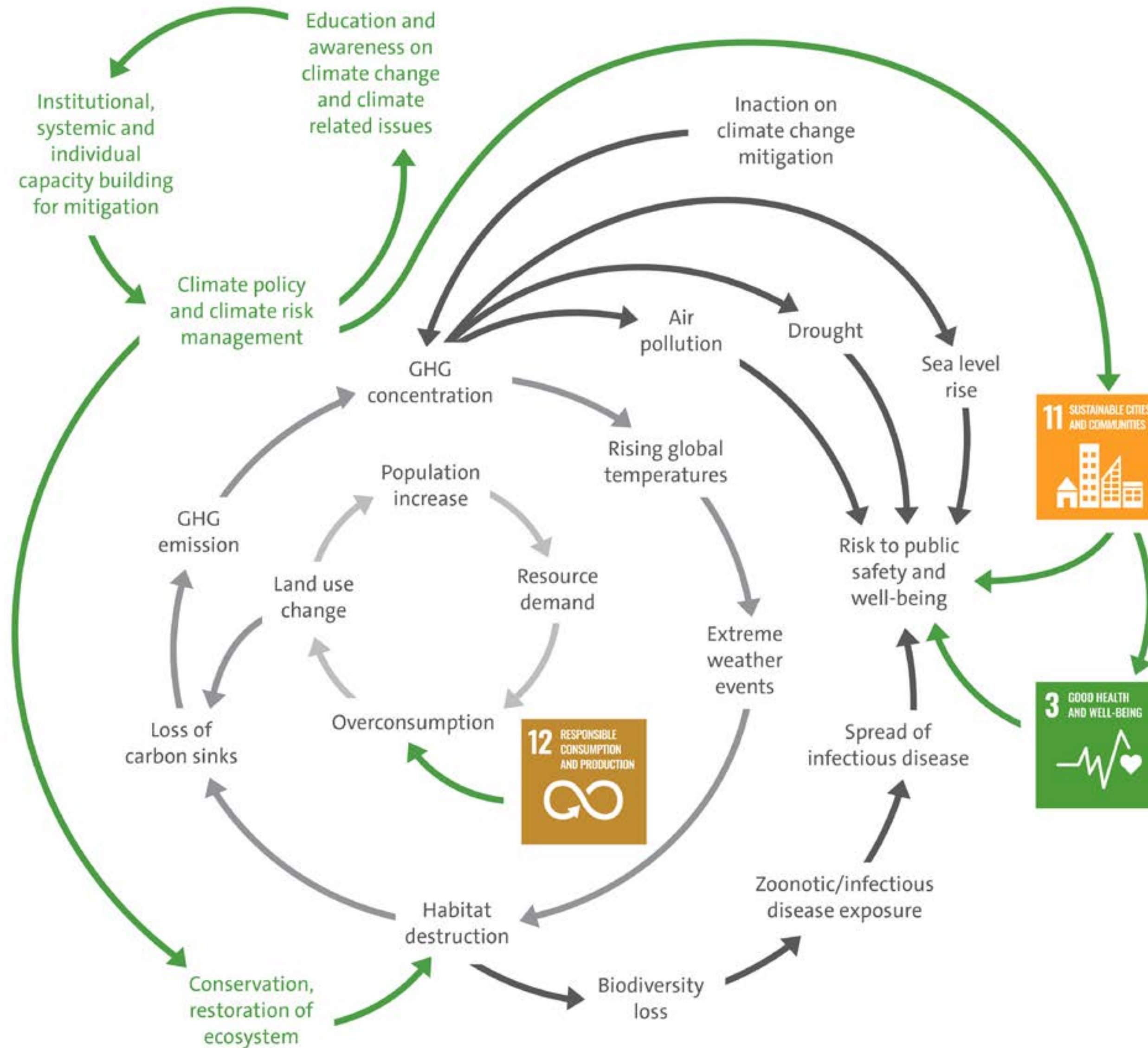
In determining our highest course of action to improve our environmental impact, we take a systems thinking approach, revealing where we can make the most progress on our targeted SDGs. We do not separate the needs of our planet, its people and prosperity; we recognize that each holds the power to transform the other.

## A systems approach

2020 revealed how deeply connected and interdependent we all are: the planet, its people and our hopes for prosperity. Planning for a sustainable future requires an understanding of systems and actions, points of intersection, and how one area of impact creates another area of impact. We can't solve for global risks without addressing climate change, in the same way that we can't ensure safety without providing equal opportunities for all people.

As an example of how various Sustainable Development Goals relate to how we solve our world's biggest problems, this causal loop diagram shows how interconnected society is with the environment. We believe the SDGs we've targeted disrupt unsustainable systems, and encourage needed transformative change to ensure a sustainable future.

We trust that by concentrating our efforts on the mindful use of our planet's resources, we will help realize a safe and secure future for all humanity, continuing to fulfill on our mission. Empowering a more efficient operating model increases the quality and reach of our service delivery, leading to a safer world. The pandemic has left us the opportunity to rethink our everyday actions and build a better model for our collective future.





## On a shared mission with our customers and stakeholders

We're applying our own in-house expertise and sustainability solutions to ourselves, sharing our sustainability journey alongside our customers. This decision allows us to adhere to our own highest standards which benefits our operations, our customer experience and our services and solutions.

We rely on our colleagues who are subject-matter experts on microgrid advisory, renewable energy procurement, carbon accounting and integrating circular economy principles. To bring about a new and improved normal, in 2020, Corporate Sustainability launched two new environmental task forces to define and deploy strategy to reduce our global environmental impact in carbon emissions and waste sent to landfill. These dedicated task forces bring sustainability experts from across the organization together to collaborate on setting our reduction targets and timeline. They are co-chaired by our senior manager of environmental sustainability, and they report to the Corporate Sustainability Council.

Members of these environmental task forces provide strategic guidance on the program growth and direction in our impact areas. They also act as a sounding board and sense check on external risks (climate and industry), and provide insight into the best practices that we recommend to our customers. The task forces also help generate ideas for employee engagement, education and awareness on sustainability issues.

We're also teaming up with expert colleagues within UL's [Healthy Buildings](#), with a goal to have more than 75% of our global owned footprint become Verified Healthy Buildings Tier 2 – Air and Water by the end of 2021 as part of our improved return-to-work effort.

We employ our own sustainability software, [360](#), to capture and analyze our sustainability data for reporting and to track our environmental progress. This enables us to effectively collect and validate our quantitative and qualitative data from around the world and engages our employees in a collaborative effort to contribute to our ESG reporting. In 2020, 360 continued its Gold-level [Carbon Disclosure Project](#) (CDP) Software Partner status for the ninth consecutive year, CDP's highest ranking for an accredited software provider.

# Driving a conscious culture

UL’s employees are passionate about the planet. To foster this spirit and innovative potential, we’ve launched an employee engagement initiative called SEED, Sustainable Environment Excellence Drivers. SEEDs will nurture an environmentally conscious and inclusive culture by driving local actions for impact across our organization. All SEEDs receive environmental education through UL University on improving energy and water usage and reducing waste in order to embed sustainability innovations in their local worksites. SEED members will report to and receive guidance from our environmental task force experts. SEEDs will help UL meet science-based targets by mobilizing environmental initiatives at our global sites.

# Improving our impact

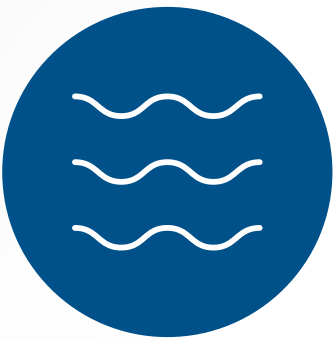
The influence we have on our environment is measurable through our energy use, water consumption and waste generation. As we perform tests in our laboratories, conduct field evaluations and help our customers improve their offerings, our daily operations provide opportunities to investigate new ways to reduce harm and implement efficiencies.

We’re applying our in-house expertise to help us meet our environmental commitments. Our environmental task forces and internal sustainability experts support microgrid advisory, renewable energy procurement, carbon accounting, and the integration of circular economy principles into our operations.



## Energy

We’re committed to reducing our worldwide energy usage and to improving efficiency in our buildings and laboratories. Notably in 2020, energy consumption was altered due to avoided emissions from halting business travel and to an increase in digital alternatives to in-person services and meetings.



## Water

We’re committed to reducing our worldwide water usage, especially in parts of the world experiencing water scarcity, and finding new ways to recapture and reuse water. As with energy, on-site water usage in 2020 was down globally due to many employees working remotely, although we recognize that may mean that residential usage by employees was higher.



## Waste

We are examining ways to divert waste from our landfills through the incineration of products we must destroy as part of our testing protocols to generate energy and seeking responsible, collaborative and innovative methods to repurpose the materials that leave our owned and operated locations. Similar to our water and energy consumption, we saw a significant reduction in waste in 2020 due to many employees working remotely during the pandemic.

# On today

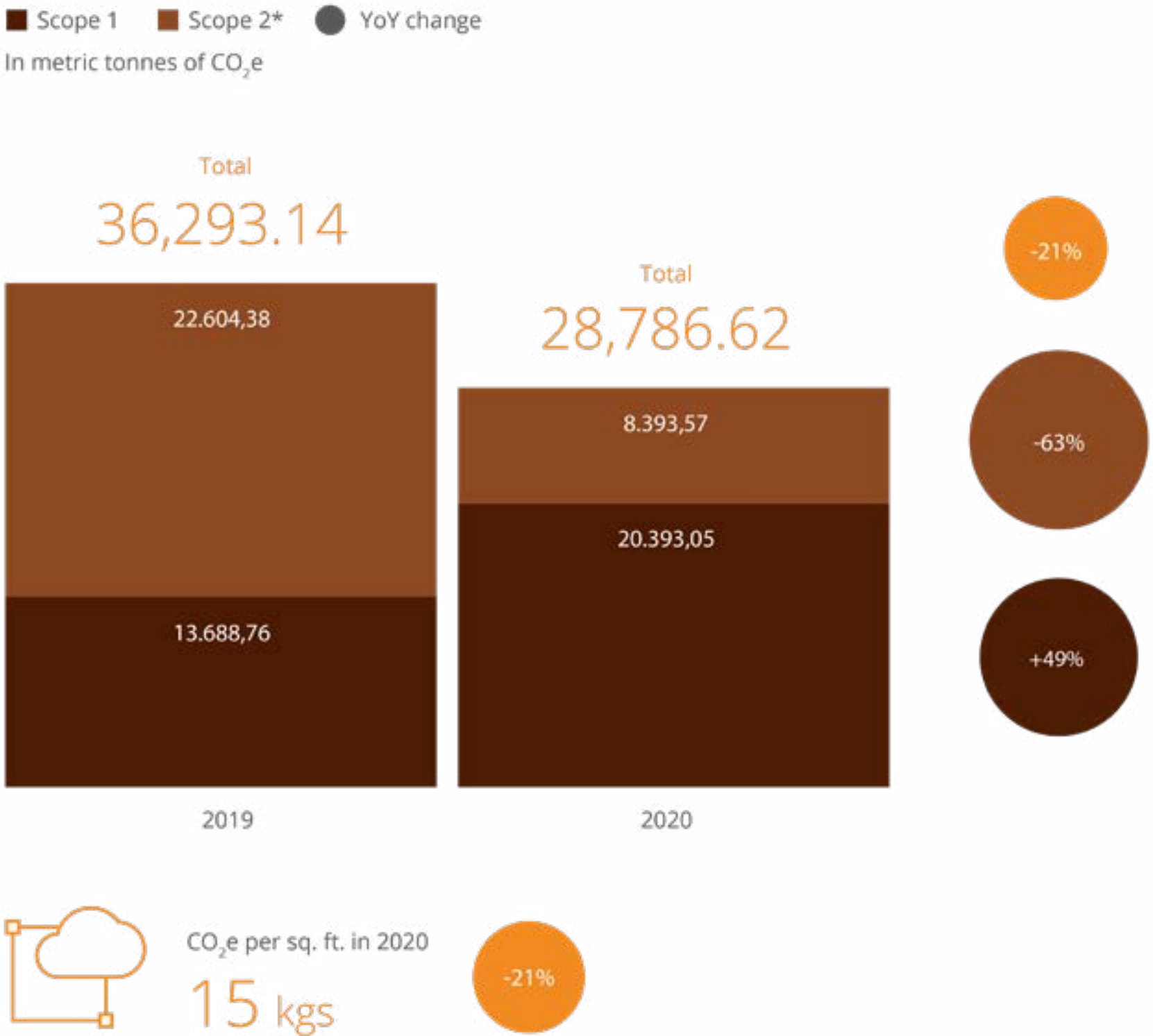


## Energy

In 2019, we launched our reporting journey by disclosing our available data from our global headquarter campus in Northbrook, Illinois with the largest footprint of any of our offices and sites around the world. Operations at Northbrook well-represented the diversity of UL’s enterprisewide service offerings. Testing performed at that site includes fire protection, cybersecurity, alarm systems, small and large appliances, hazardous locations, building envelope testing and more. This data served as a starting point to inform our strategy on our global operational impact. In 2020, our 120-acre Northbrook campus is now operating on 100% Green-e® certified carbon offsets.

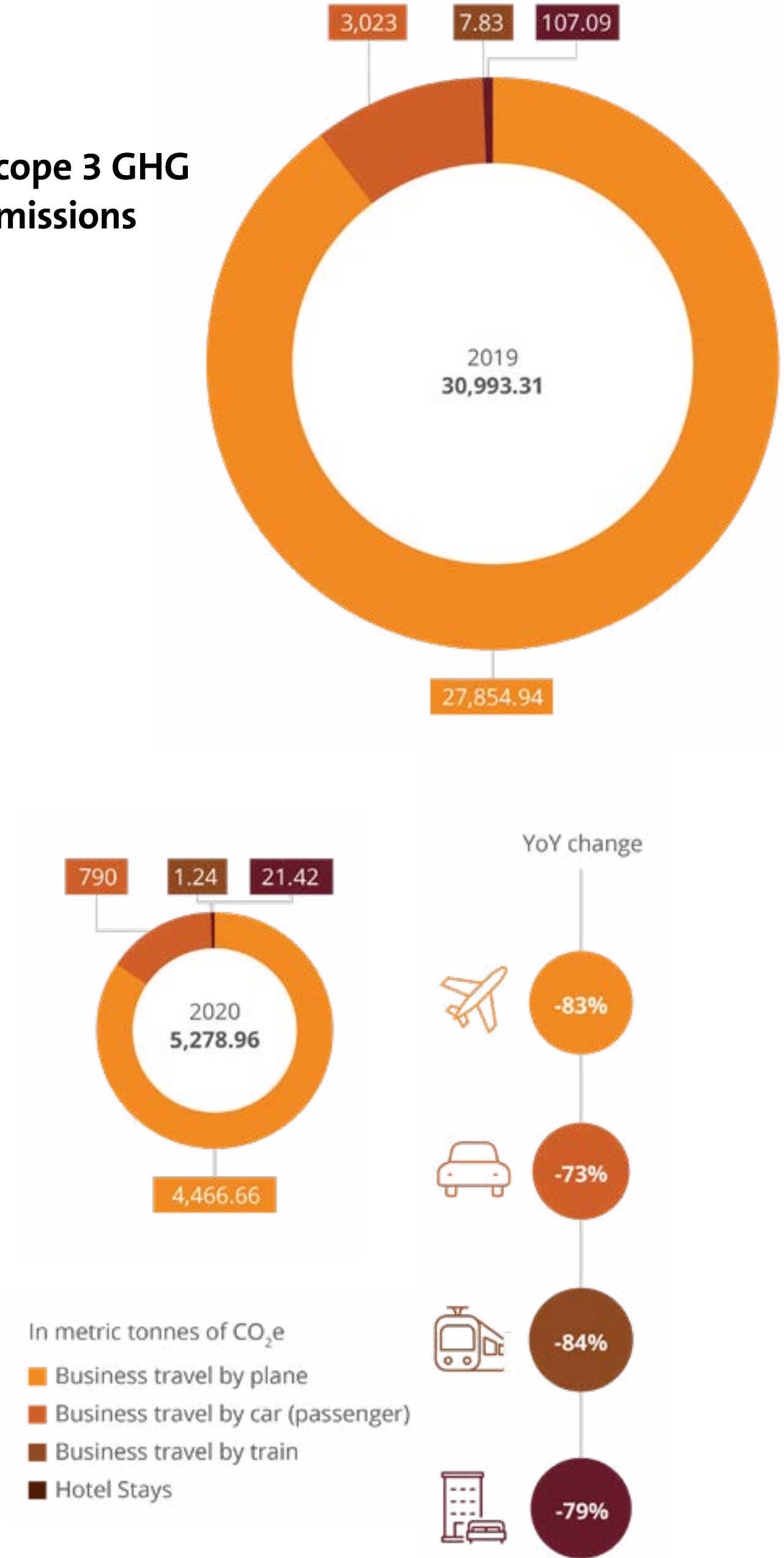
This year, we’re able to share our Scope 1 and 2 Carbon Emissions in all of our owned facilities around the globe. We’re also introducing our Scope 3 additional emissions from business activity, such as travel. At this time, we are still collecting, validating and disclosing all carbon emissions to include our leased facilities. By our next reporting cycle we can use this additional data to support a net zero commitment.

### Scope 1 and 2 GHG emissions



Our Scope 3 emissions primarily cover our business air travel. With the COVID-19 pandemic affecting our colleagues around the world, our global leadership team made a decision early in 2020 to halt all business travel for the safety of our employees.

### Scope 3 GHG emissions



## Leading the charge

As UL navigated how to safely continue our essential laboratory work during the pandemic, many of our locations reduced energy use considerably. In 2020, we began exploring the feasibility of microgrids and renewable energy projects to power our laboratories and offices in North America.

In addition to supporting the transition to a low-carbon economy, we're also increasing our transparency in emissions reporting and plan on sharing our carbon reduction targets by next reporting cycle. Several of our offices and laboratories in Europe are operating on 100% renewable energy. Recognizing that credits are an interim step, we are working to increase energy efficiency throughout our offices and laboratories and exploring a retrocommissioning project to improve our building system performance overall.

While renewable energy projects cover our Scope 2 emissions, UL has a significant Scope 1 carbon footprint, as well, from the various testing procedures that require the use of stationary gases. Our subject matter experts in energy technologies are exploring how we can use data and predictive modeling to test products.

### Energy & Carbon Task Force

This task force consists of subject matter experts across UL's businesses to reveal areas of improvement around our energy consumption and recommend solutions at all of our locations. Working together, these internal experts in carbon consult on renewable energy purchasing, installing electronic vehicle (EV) charging stations at select offices, and behind-the-meter (BTM) studies to determine optimal energy mix. This group is currently developing the processes and investigating the necessary solutions to commit to a science-based target in 2021.

## Carbon methodology

**Operational boundary** – The reporting boundary for this reporting cycle includes all UL owned locations globally for the calendar year. Due to the nature of work at facilities, UL has a variety of facility types including laboratories, offices, and warehouses.

**Laboratories:** Much of our leading safety, security and sustainability work is done in our laboratories where our engineers and laboratory technicians use heavy machinery for tests.

**Offices:** As the world becomes more digitized, so does UL. A considerable number of employees work in an office setting, whether at a home office or on-site. UL has leased space in co-working offices. However, co-working spaces equate to less than 1% of the total leased square footage and are therefore immaterial. These co-working spaces are part of the region structure in 360.

**Warehouses:** These locations have minimal utility usage as they are used for storage.

**Emissions boundary** – UL's carbon footprint encompasses Scope 1 (direct), Scope 2 (indirect) greenhouse gas emissions, and Scope 3 (indirect) from business activity.

**Scope 1** includes our emissions from stationary fuel use (diesel, fuel no. 2, natural gas, and propane), mobile fuel emissions (diesel), and fugitive emissions (refrigerants).

**Scope 2** includes our emissions from purchased electricity.

**Scope 3** includes our emissions from business travel (category 6).\*

*\*Scope 3 for our 2020 report only includes category 6 emissions. In future reporting cycles we will include other Scope 3 categories as we increase transparency for UL's fuel and energy related activities (category 3) and upstream leased assets (category 8).*

A detailed list of emission factors and methodology sources can be found on [UL.com/about/corporate-sustainability](https://www.ul.com/about/corporate-sustainability).

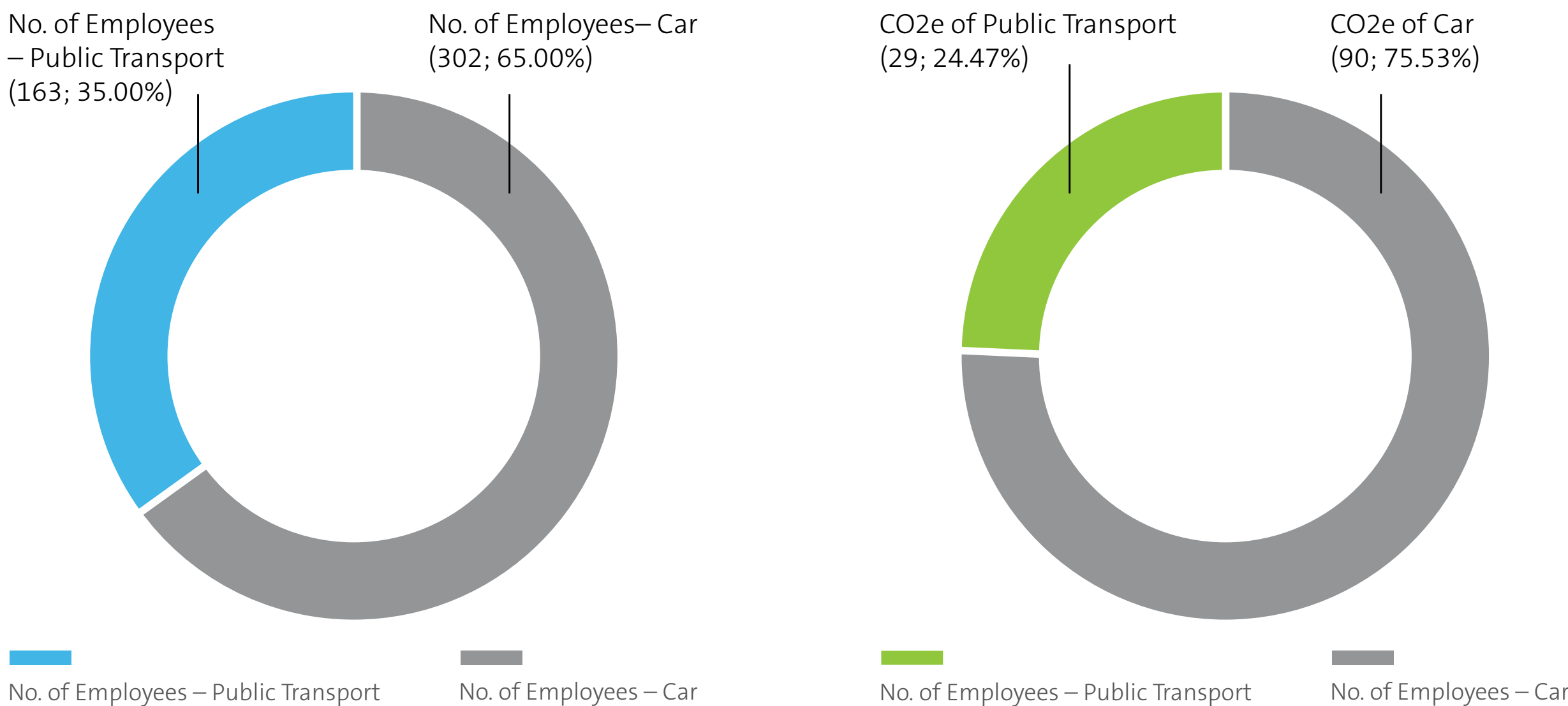
# European Green Energy Group

We are improved by our global footprint, our diverse workforce and their passion for the planet. UL's employees in Europe have worked together to successfully install EV charging stations for employee and visitor use at our Frankfurt, Germany and Cabiare, Italy locations. These charging stations reduce carbon footprint emissions and incentivize the adoption of hybrid and electric vehicles. We recognize employee-led initiatives like this and support their proliferation through programs like SEED.

The European Green Energy group also launched a 2020 initiative to compare and measure CO<sub>2</sub> emissions produced by commuting on public transportation to the use of cars or other transportation means, collecting data from UL's laboratory in Leiden, utilizing the 360 measurement tool. Projects like this helps drive a sustainability culture by increasing employee awareness and engagement.

Conclusion: 65% of employees using cars (versus transit) generate 75% of the emissions.

Baseline Data (captured by law by local HR)



Timeframe	Q2
Office	Leiden
# of employees	155
Avg. distance (one way)	28.77 km
% by personal car	65
% by public transit	35

	Transit	Car
# employees	54.3	100.8
One way (km)	1560.8	2898.6
Per day (km)	3121.5	5797.2



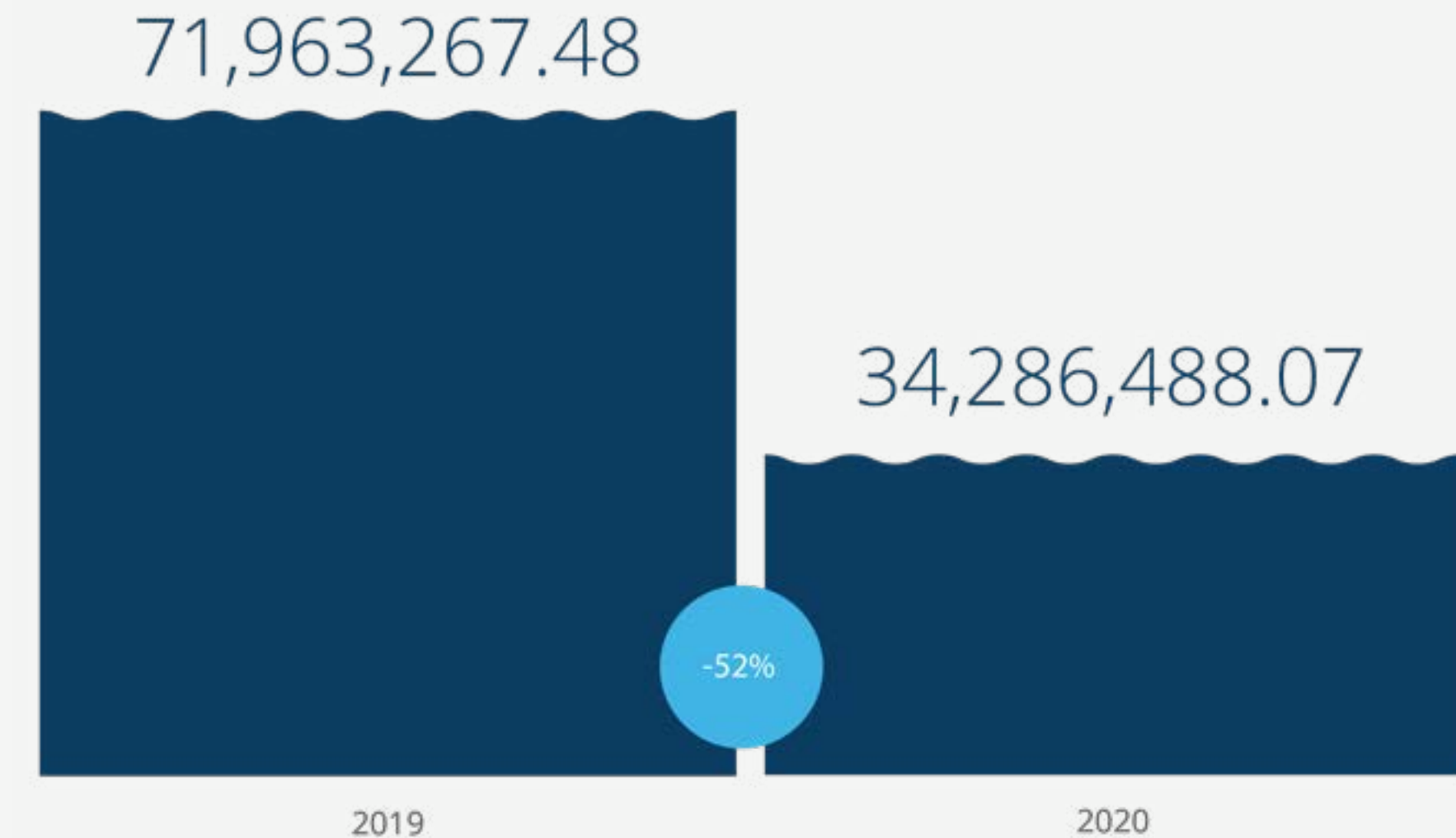
## Water

The responsibility to protect our natural resources and the need for clean, safe and accessible water has never been more clear. Clean water is fundamental to good health and well-being, impacting food, energy, equity, sanitation and industry. Improving clean water availability requires a systems thinking approach as research demonstrates that “there will not be enough water in the world to meet demand by 2040 if the energy and power situation does not improve before then.” per Science Daily. According to the United Nations, “With the existing climate change scenario, by 2030, water scarcity in some arid and semi-arid places will displace between 24 million and 700 million people.”

With offices and laboratories around the globe, we are keenly aware of how water scarcity affects many of the communities where we live and work on a daily basis. We are committed to uncovering and evolving ways to reuse and recycle this precious resource, particularly in our laboratories. We’ve identified a number of our locations that are in water-stressed areas and will work within these regions to regularly check water consumption data, plan and adjust based on potential water risks, and continue to find ways to implement water efficiency best practices at all locations.

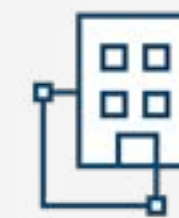
### Total water used in gallons

YoY change



Water used per sq. ft. in 2020

17.86 gallons



Building sq. ft. (owned only)

1,919,364.13 sq. ft.

Note that building sq. footage (owned) applies to all intensity calculations, including: water used per sq. ft., and CO2e per sq. ft.

Our water reduction is significantly due to COVID-19 lockdowns around the globe. Much of our water use is by project/product type and the major reduction in water use is reflected by the actual testing performed during this period.



## Waste

Serving our customers’ and the public’s needs for safe products and systems is critical to working for a safer world, our founding mission. Performing the relevant safety tests for this specialized obligation requires that we create the various, relevant conditions needed to synthesize all foreseeable hazards that could arise from environmental, abnormal, and life-cycle conditions.

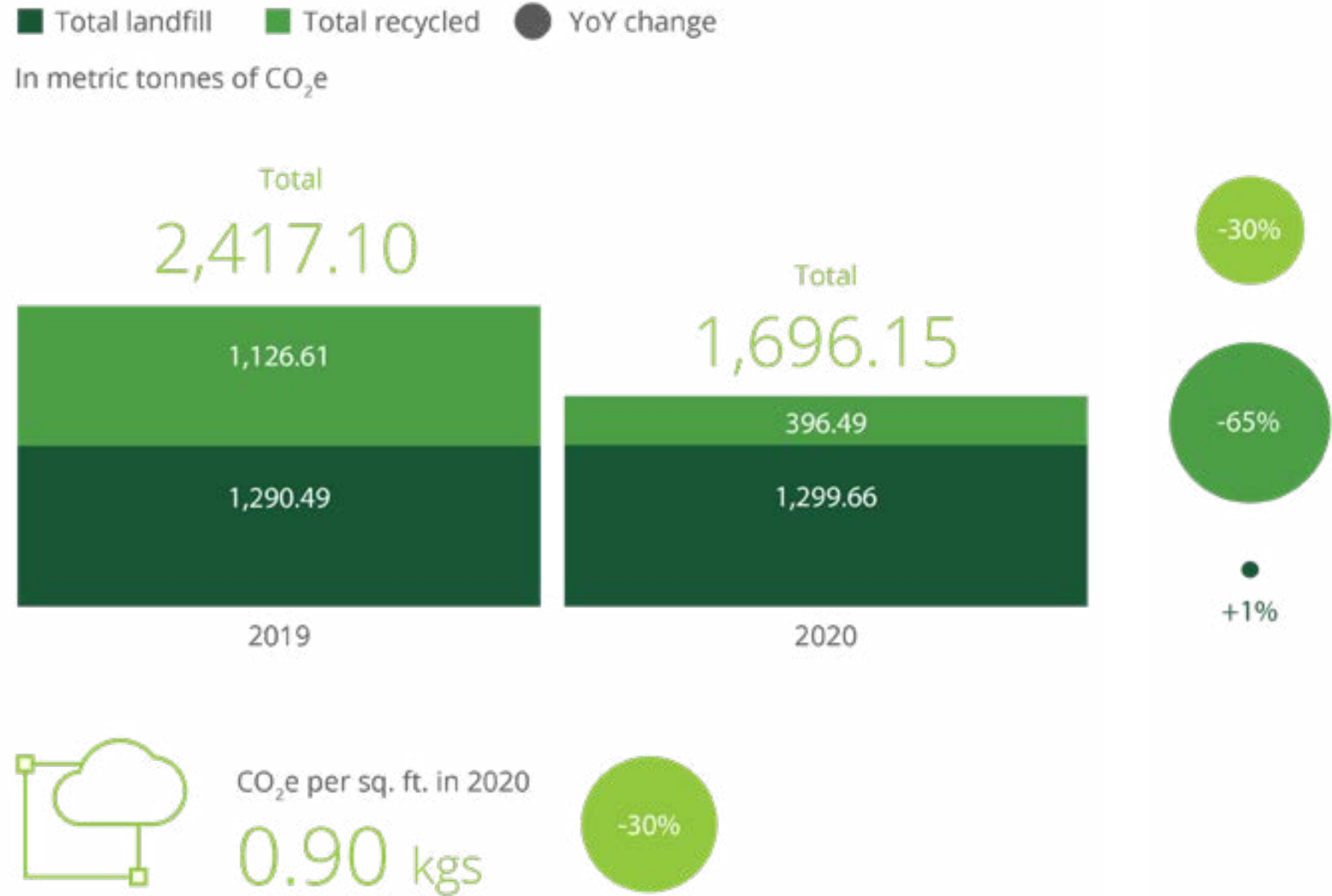
Tests conducted by our engineers are, by necessity, stringent, robust and repetitive. They may involve the application of extreme heat, duress and other methods to prove that a product is safe for people to use. Oftentimes, those tested products then become a part of our waste stream, along with any temporary structures created to perform specific tests.

We seek to balance the safety and well-being of consumers as they interact with products in the marketplace and our engineers performing the tests, while introducing more circularity into our

operations. UL is a member of the Ellen Macarthur Foundation’s CE100 (Circular Economy 100) to advance progress in creating more circular products and systems.

When possible, we currently divert our waste from landfills through methods such as recycling. However, we are prioritizing collaboration with our business partners to find even more ways to responsibly dispose our waste. At both an enterprise and local level, we’re also educating our employees about their individual responsibility to help reduce our overall waste. To date, our estimated diversion rate for our global headquarters is less

Non-hazardous waste\*\*



\*\* Waste data only reflects values from global HQ in Northbrook, IL.

than 50%. However, we are committed to gaining full transparency of all waste streams and increasing our waste diversion in the coming year. We will evaluate our sample and nonsample waste streams, identify opportunities for reuse and repurpose, and raise awareness amongst our colleagues regarding the importance of waste diversion. We recognize the broader global trend of single-use items to ensure public health and safety during the pandemic and we’re actively exploring methods to help mitigate this increase in global waste generation.

Waste & Materials Task Force

In 2020, we launched this task force, convening our internal subject matter experts to examine opportunities to better manage our waste diversion progress. The year began at the Northbrook campus headquarters with a waste pilot program, in anticipation for the roll-out of a new streamlined waste sorting system for the entire campus. Goals for improving our return-to-work include campus-wide sorting areas to separate recyclable and compostable waste, greatly reducing what we send to landfill. This task force seeks to further integrate waste reduction practices across our laboratories and global sites.

America Recycles Pledge

In 2020, we signed the U.S. Environmental Protection Agency’s (EPA) [America Recycles Pledge](#) to work toward a more resilient materials economy. As we continued to refine our waste management strategy, we’re crafting action steps to hold ourselves accountable to this commitment, such as, repurposing materials and assets in our global labs to reduce materials being sent to landfill.

We are sponsors of fellow-pledge-signatory, the Association of Plastic Recyclers, and are one of four selected auditors for their [PCR certification program](#). We’re collaborating with several other signatories to validate recycled content, ocean bound plastic and other circularity related efforts, and we’ve developed an audit framework to validate solutions that address hard-to-recycle materials like advanced recycling.



“We’re using our insights and skills, usually targeted on finding impactful, innovative and practical solutions for our customers, to help UL evolve in important ways.”

Ken Boyce, senior director, principal engineering, industrial and Energy & Carbon task force co-lead



# On tomorrow



## Energy

Using our internal expertise guided by our Energy & Carbon Task Force, we plan to acquire more granular data that will allow us to commit to carbon reductions and implement innovative initiatives that are centered in efficiency and carbon reduction.



## Water

As climate change continues to impact societies around the world, we are beginning to evaluate how to improve water availability and quality around the world by working with local watersheds and basins.



## Waste

COVID-19 has led many societies to rely on the disposability of material for hygiene and public health. We plan to continue incorporating circularity principles into our operations, and to share internal campaigns with our global colleagues on the importance of mindful consumption and sustainable waste management.

# People



Our people are skilled, passionate and purpose-driven. The collective expertise of our colleagues uniquely positions us to affect societal progress. It's a calling every UL scientist, engineer, expert and vital team member embraces. Our commitment to a safer world empowers us to be our customers' problem-solving and risk-reducing partner, in order to improve every product and outcome we can impact. We continue to prioritize the advancement of safety science and safety engineering, in continual tribute to UL's founder, William Henry Merrill, through whom our engineering service for the protection of life and property and our public safety mission was established.

At UL, the safety and security of our people comes first. We're dedicated to providing a safe, diverse, equitable and inclusive environment where our employees belong and thrive. Every day, the passion of our people is evident as they join together on a shared mission to work for a safer, more secure and sustainable world. The critical themes of 2020 urged us to do even more for our people, including serving the public as an essential business. We implemented new commitments to address issues of race and combat social injustice while continuing to put employee safety, health and well-being first.

Jennifer Scanlon, CEO, UL Inc.,  
has pledged UL to:

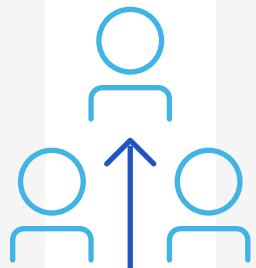
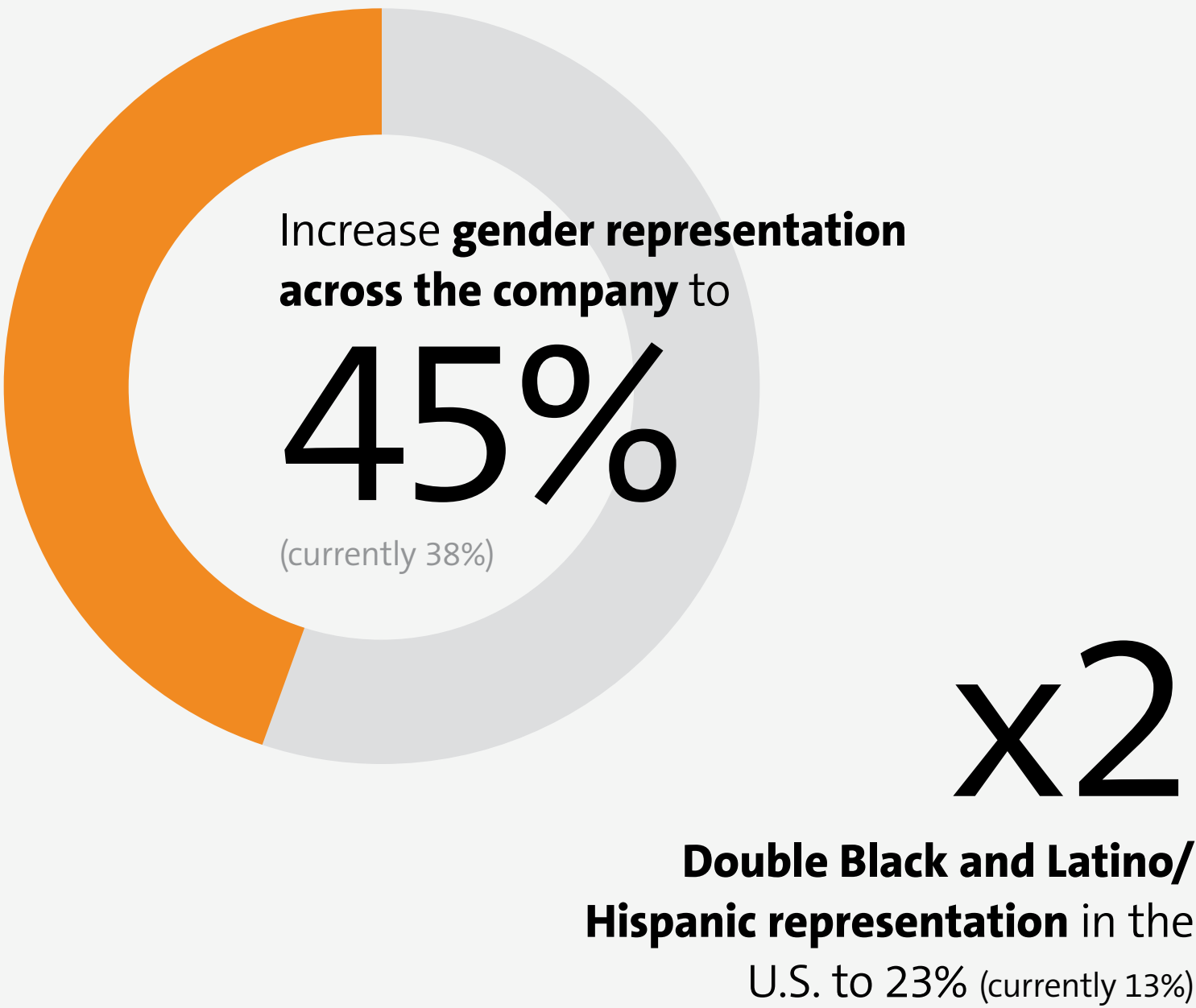
- The [Equity Principles](#) of the Chicago Network, committing us to work toward achieving gender equity in leadership roles throughout our organization by 2030.
- The [CEO Action for Diversity and Inclusion Pledge](#) to advance diversity and inclusion within the workplace. We are committed to cultivating a workplace that supports diversity and inclusion and unconscious bias training through important dialogues, plans and actions.
- In 2020, we launched the UL Inclusion Promise, asking all our colleagues to commit to take action in making our workplace more inclusive around the globe.

We know that we cannot continue to be the world’s safety science leader if we leave out any of the world’s thinkers. Our commitment to a fair and inclusive workplace is pivotal to our success as a business and to our responsibility to society.

Diversity, equity  
and inclusion

In 2020, we published our first [Diversity and Inclusion Report](#) declaring our commitments, and sharing our initiatives and accountability.

To measurably advance equity at UL  
by 2025, we have committed to:



Increase **Black and Latino/Hispanic representation in senior leadership** to **25%** (currently 7%)



Incorporate **HIRING AND PROMOTION BENCHMARKS** for **MINORITIES** within the U.S.

Our diversity and inclusion commitments continued



Improve LGBTQ+ workforce experience by becoming a “Best Place to Work for LGBT Equality” by obtaining a **Human Rights Campaign Corporate Equality Index score of**



Increase **global gender representation in senior leadership** to **30%**



(currently 25%)

We will strive to **increase our D+I Engagement Survey score for including and using the talents and capabilities of all employees** by

(current score is 5% below benchmark at 54%)



We also established two strategic councils:

**Diversity and Inclusion (D+I) Executive Council**

The executive council drives and supports D+I through strategic decisions, guidance and promotion of D+I within their respective areas. This council serves as a governing body for D+I and is comprised of UL’s CEO and other senior leaders representing various divisions, functions and regions.

**D+I Leadership Council**

The leadership council provides input, aligns to and implements D+I priorities, initiatives and programs. This council serves as the voice of our employees representative of our regional ambassadors and Business Resource Group co-chairs.

Annual Diversity and Inclusion Leadership Summits are UL-hosted events featuring speakers working outside of and within UL as thought leaders, advocates and business leaders in D+I. These discussions help us to connect and innovate the ways that we build our globally inclusive culture.

“Social injustices are experienced across the globe and must be considered as humanity issues. This isn’t a call out; this is a call to action.”



Katrina Jackson, director diversity and inclusion and corporate sustainability council member



## Social justice response

This year, our colleagues came together as a global community to confront the systemic disparities that exist within our societies, including lack of access to quality healthcare, resources, equitable pay or basic needs that many experience across the globe. Refusing to ignore the uncomfortable issues of racism and understanding the real impact these issues have on the lives of our people allows us to foster unity in our communities around the world.

### Inclusion Conversation Series

UL launched the Inclusion Conversation Series to connect our workforce in an open discussion about racial equity and social justice. We also created an activation plan to empower each of us to act inclusively, including a Courageous Dialogue Guide to support team and peer discussions, educational resources co-created by UL colleagues and invitations to dialogue from our Business Resource Groups.

### YWCA Racial Justice League

UL joined the [YWCA](#) Racial Justice League where participants pledge to:

- Advance racial justice in their companies, communities, and/or industries.
- Support the mission of the YWCA.
- Commit to specific, tangible actions, like rethinking value chains to benefit more people of color, reforming hiring processes, and educating employees on how to contribute to anti-racism efforts.

### Advancing Racial Equity Campaign

Supporting employee initiatives for advancing racial equity, we established a campaign to match employee donations to vetted, nonprofit organizations working to eliminate racism and ensure economic and social equity.

### Skill Bridge

In response to the social injustice affecting our communities, a group of UL employees were inspired to take action, leveraging their professional skills. In 2020, UL partnered with the [United Way](#) of Metropolitan Chicago to launch UL's Skill Bridge, a new skills-based employee volunteer program designed to support the impact of social justice organizations advancing diversity, equity and inclusion.

UL's Corporate Marketing department committed to providing needed marketing resources to nonprofit organizations in a long-term, sustainable effort that enables durable social change, providing:

- The [Greater Auburn Gresham Development Corporation](#) a complete audit of their marketing channels and content, creation of visual and verbal strategy guidelines, updating their website and communications and the creation of content (web, social, print).
- The [South Chicago Neighborhood Network](#) storytelling templates and techniques, evaluation and development of a communications process and pro bono consulting on website development.

# COVID-19 response

Ensuring the health and safety of our people was our top priority in 2020. Our Operations, Human Resources, Environmental Health and Safety, Legal, Communications and Corporate Sustainability departments and teams acted quickly to meet our



first responsibility to our people, ensuring that our colleagues around the globe were safe, secure and informed by assembling the resources and task forces dedicated to new ways of working and essential means of support. Clear communication was at the core of these efforts, with several dedicated intranet sites and the internal publication of UL's COVID-19 Daily Digest that kept employees apprised of critical news and stories about the essential services we performed during the pandemic.

## Start Safe Playbook

A safe return to work for all our essential employees was the task set before UL's COVID-19 response team, composed of key representatives from our operations, legal, human resources, facilities, security, environmental health and safety, communications, site leadership and business continuity teams. The COVID-19 response team developed a set of universal guidelines to keep employees safe during the pandemic, whether working at home, in the field or onsite. The outcome of this brain trust was the [Start Safe Playbook](#) – a guide for all UL's employees highlighting best practices and providing safety protocols for global office and laboratory locations. With site leaders stepping up around the world to ensure the careful administration of the playbook's clear protocols, our people returned to work with confidence in their safety.

## Transmission mitigation equipment (TME)

Vital to our safety efforts was ensuring the provision of TME for onsite employees, during a period when face coverings, gloves and sanitizing solution were challenging to source. At the start of the COVID-19 pandemic, we acted quickly on behalf of our colleagues in Asia, shipping TME from our Northbrook, Illinois headquarters (NBK) to Suzhou, China, including 130,000 face masks and 10,000 hand sanitizers. To help protect frontline healthcare

workers battling the disease, UL also donated and shipped 8,000 pairs of goggles, 8,000 gowns and 20,000 pairs of gloves to the Zhaibei Central Hospital in Jing'an District, Shanghai.

## Employee matching campaign

UL launched a COVID-19 Pandemic Relief Employee Donation Matching Campaign, matching employee donations to vetted, nonprofit organizations directing or supporting relief efforts related to the pandemic.

## Holiday Hope

Our colleagues around the globe deferred annual holiday gatherings to support the health and well-being of children impacted by the pandemic. UL donated \$100,000 in funding to three non-profit organizations selected by employees providing services to children across the Americas, Europe and APAC and MEA; Ronald McDonald House Charities; Doctors Without Borders; and Japan's Children's Home Foundation.

# Volunteerism



Employee participation in volunteer service deepens our connection to each other and to our mission. In recognition of our people’s passion for sharing our mission with the communities where we work and live, UL employees receive two volunteer time off (VTO) days a year to dedicate to volunteer service. Through volunteerism, we mobilize our mission beyond our everyday work, to achieve an even greater impact on the United Nations Sustainable Development Goals (SDGs), advancing progress and expanding the impact of our mission to the public we serve.

## Ready to respond

In 2020, our communities needed us more than ever before. We published additional volunteer safety guidelines and introduced virtual volunteering opportunities. We established a new volunteer program, Community Connections, to allow all our full- and part-time employees to help meet the needs of their communities, individually, virtually or in-person where possible.

We have operationalized a global network of employee volunteers to drive sustainability initiatives at the local level in their communities. These Social Sustainability Champions support our enterprise volunteer initiatives as well as regional campaigns to support the SDGs and other local volunteer efforts put forth by employees at their locations.

## In 2020, led by our global network of Social Sustainability Champions, our people found many ways to go above and beyond to support their communities, despite challenging circumstances:



Collected and donated food, toys, diapers and supplies to those heavily impacted by the pandemic.



Made face coverings and shields to keep local communities and essential workers safe.



Directed UL Covid-19 relief funds to nonprofits supporting individuals disproportionately impacted by the pandemic.



Raised funds and personally donated to nonprofit organizations supporting relief efforts and providing life-saving care.



Protected our valuable natural resources by participating in various environmental sustainability initiatives.

# Partnerships for the goals

## Watts of Love

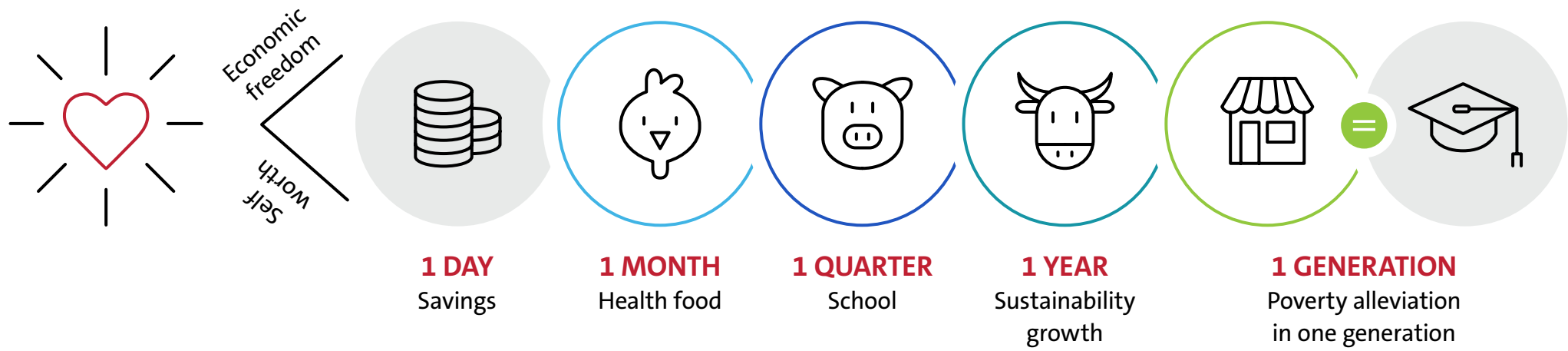
In 2020, UL provided pro bono certification and funding for a renewable solar-powered light developed by Watts of Love, a nonprofit organization bringing safe, clean lighting to energy-poor communities around the globe.

Watts of Love solar lights eliminate dependency on dangerous and toxic kerosene as a light source, improving the health and well-being of each recipient, their family and their community. Every light is distributed in tandem with a financial literacy program that teaches how to convert the resulting kerosene savings into sustainable income.

### 17 PARTNERSHIPS FOR THE GOALS



With this one innovative tool, UL and Watts of Love can help protect children and adults from dangerous fires and toxic fumes, secure a safe and productive home environment, elevate equity, and reduce greenhouse gas emissions and indoor air pollution, impacting all 17 Sustainable Development Goals. In addition, Watts of Love’s financial literacy program ensures the ongoing impact of the gifted light.



*“1.3 billion people live without electricity. That means more people live in darkness today than when the first light bulb was invented.”*

— Watts of Love



Watch the video

By teaching recipients how to save and redirect the funds previously used for kerosene to more sustainable resources, they can build a better life for themselves and their families. The Watts of Love financial literacy program empowers financial independence, while the solar light creates opportunities for innovation, safety, and improved quality of life.

Our partnership with Watts of Love is deeply linked to our identity as a company, with our founding history in helping ensure safe lighting and our ongoing work in fire safety, as well as our safety expertise in lithium-ion batteries and renewables. Most importantly, this partnership helps fulfill our shared mission with our customers and stakeholders to work for a safer, more secure and sustainable world.

We plan to expand our reach with Watts of Love throughout the Decade of Action, in order to help bring safe lighting to the 1.3 billion citizens of the world living without electricity.



## FIRST (For Inspiration and Recognition of Science and Technology) Robotics

FIRST designs accessible, innovative programs that motivate students to pursue education and career opportunities in STEM while building life skills. Since 2006, UL has been the official Safety Partner for FIRST Robotics, helping inspire young people's participation in science and technology. Serving as Safety Advisors, UL employees volunteer at robotics competitions around the globe where they help teams create a culture of safety and implement important safety measures throughout the competition.

UL provides all FIRST and FIRST Tech Challenge students and teams with free, unlimited access to the UL and FIRST Robotics Competition Safety Learning Portal where they can take courses on a variety of safety topics including Personal Protective Equipment (PPE) Awareness and Recognizing Electrical Hazards Awareness.



Meet the  
2020 Safety  
Animation  
Award  
Winner Team

Each year, FIRST teams compete for the Safety Animation award by creating short, animated videos focused on safety. The winning submission is shown at all FIRST competitions during the season. In 2020, teams were asked to submit videos on the theme "Sustainability is on the RISE," paying particular attention to sustainable cities and communities and responsible consumption and production.



14,395

Employees trained



328,000

Total training hours



23

Average training  
hours per employee

## Education and training

This year redefined the way we work, with many of us working remotely and taking online meetings while our children tackled virtual school. One thing that didn't change was UL's commitment to provide quality education and training for our people around the globe. UL University (ULU) took immediate action to adapt classroom training to virtual platforms to ensure training and support for our employees continued without interruption as we transitioned to remote working.

ULU provides all employees with instructor-led, classroom, virtual and self-directed learning opportunities, with access to UL's learning programs including Leadership Development, Technical Training, Lean Six Sigma, and more.

Additional coursework was developed specifically to support our workforce during the pandemic. New courses included Leading in Times of Uncertainty and Difficulties, and Stress Management and Coping and Wellness. ULU developed thematic newsletters on topics including working from home, customer communication and digital transformation to assist our colleagues in adapting to our

## Education and training continued

transforming work environment. To keep our employee culture engaged and communicating even remotely, book discussions focused on wellness, managing change and virtual collaboration.

In 2020, UL's field engineers needed to quickly transition factory inspections and audits from an on-site to a virtual process. Working quickly with the Certification Program Office and ULU's Instructional Design Team, our field engineers completed virtual inspection and audit training, ensuring no interruption to the essential services they perform for our customers and stakeholders.

In 2020, ULU won the [Association for Talent Development](#) (ATD) BEST award. Each year, the ATD assesses best-in-class learning and development functions from organizations all over the world and ranks them according to inclusive access to learning and development for all employees, alignment of learning programs to business outcomes and the impact of individual training programs.

# Business Resource Groups (BRGs)

Our BRGs are voluntary, employee-driven, leadership-supported associations that help us foster an inclusive workplace by supporting diverse perspectives and empowering community advocacy and transformation. BRGs serve as a catalyst for UL's cultural competence, business strategy and growth. Every employee BRG has an executive sponsor and representation on UL's D+I Leadership Council. The Leadership Council supports BRG initiatives. UL has seven BRGs with more than 1,200 members globally. All BRGs are open to anyone within the company.

We now have  
**7 BRGs**  
**WITH 1,200+**  
MEMBERS GLOBALLY



African American/Black employees by developing skills, increasing representation in C-E level roles, and growing the talent pipeline among prospective candidates.

## Military BRG

The Military Business Resource Group (MBRG) was created to establish and grow a community of employees who served in the military, have a friend or family member who has served or is still serving, and all employees who are interested in promoting awareness of military and veteran issues. This is not a U.S.-centric group, but rather a global group encompassing all military service, whether voluntary or conscripted. The MBRG's purpose is to make a positive impact by creating meaningful networking opportunities, honoring and remembering our military veterans and those currently serving, giving back to veteran causes, and connecting them to career opportunities.

## Black BRG

The Black BRG (BBRG) is dedicated to driving inclusion by accelerating UL's commitment to engaging African American/Black employees and those with diverse backgrounds, skills and capabilities. Its focus includes furthering UL's commitment to corporate social responsibilities in African American/ Black communities, developing and retaining

## Business Resource Groups continued

### PRIDE UL BRG

PRIDE stands for People Recognizing Identities and Differences for Equality. PRIDE UL is committed to increasing awareness and understanding of our LGBTQ+ community. This BRG strives to create a positive and supportive work environment, helping deliver UL's commitment to D+I, recruiting and retaining LGBTQ+ talent, and supporting customer engagement.

### Latino BRG

The Latino BRG promotes the heritage of Hispanic and/or Latino UL employees by sharing the Latino/Hispanic culture through educational opportunities, networking, cultural events and social gatherings. This BRG also supports the professional development and leadership opportunities of Latino/Hispanic team members to help recruit and retain top talent.

### UL Parents BRG

The UL Parents BRG focuses on fostering a workplace where parents with children of all ages can thrive by supporting each other, providing expert guidance and influencing policy to help ensure that we are attracting and retaining top talent. Working parents make up a large contingency of UL's employee population.

By creating a community via the UL Parents BRG, parents and caregivers can learn/share/advocate how to balance work/life priorities to enable greater employee engagement, productivity and retention—all of which has a positive impact on UL's business goals

### Women in Leadership BRG (WILBRG)

The Women in Leadership BRG (WILBRG) helps accelerate the advancement of women working at UL by cultivating a strong community of female leaders. The BRG helps members develop their leadership skills and personal/business networks, shares best business practices and thought leadership, and promotes career opportunities for women.

### Young Professionals BRG

The Young Professionals BRG (YPG) aims to build and nurture an inclusive environment that engages young professionals in support of UL's mission and business. Goals and objectives include supporting UL's effort to attract, develop and retain young professional talent, building an internal support system for young professionals to share experiences and information, developing personal and professional growth opportunities, and influencing change to help grow and digitize the business.

## 2020 BRG highlights:

- The BBRG initiated and partnered with Corporate Sustainability to create and launch the first-ever UL Safety Smart® Virtual Summer Camp. Close to 500 children of UL families around the world attended. Employees hosted camp sessions in seven different languages: English, Spanish, Mandarin, Korean, Japanese, Polish and Portuguese. Employee volunteer hosts were located in the U.S., Mexico, U.K., Poland, Brazil, China, Singapore, Japan, South Korea and India.
- In honor of Veteran's Day, MBRG and PRIDE UL collaborated on a webinar that highlighted the experiences of gays in the military as provided historical information on the "don't ask, don't tell" policy of the U.S. military in the 80s and 90s.
- The UL Latino BRG partnered with our D+I Global Ambassadors to work collaboratively on initiatives in the U.S. and Latin America.
- The UL Parents group offered virtual programs to help support parents and caregivers. These included a webinar on social media, screen time and household project management.
- WILBRG's Women in STEM (WiSTEM) supported the Believe, Do and Succeed 2020 Global Marathon Series in which UL Inc.'s CEO was guest for the fifth session.
- The YPG launched awareness campaigns around key societal topics, including the U.S. election.



## William Henry Merrill Society

The [William Henry Merrill Society](#) (WHMS) was established in 2006 as a tribute to the founder of UL, in recognition of the important work of the members of the technical staff of UL. The Society celebrates UL's technical leadership and passion for the science of safety, inducting colleagues who have made a significant and sustained contribution to the advancement of safety science and safety engineering.

Members of the WHMS are designated Corporate Fellows or Distinguished Members of Technical Staff (DMTS). Inductees must be technical professionals recognized both within UL and outside the organization as leading authorities in their field of expertise. Nominees undergo a detailed review of job experience, technical achievements, publications, patents, professional affiliations and overall contribution to the fulfillment of UL's safety mission through technical excellence. Society members engage in activities that allow them to influence the future of product safety certification and UL's overall business direction. A key part of the society's

responsibility is to continue to learn, apply, and transfer knowledge to the next generation of safety scientists and engineers. Active mentorship of UL's technical staff helps each employee grow their expertise to better serve customers and help solve their critical challenges, particularly in mitigating risk.

Members of the Society contribute to annual "Tech Talks" and serve as judges for the ASEAN Women in Science Prize. In 2020, their particular expertise was an important resource for a UL customer. Upon request, the WHMS quickly developed a list of requirements for cloth face coverings, including a product prototype and a performance evaluation, providing science-backed consultation on how they could best protect their employees.



UL's William Henry Merrill Society Acts to Solve Critical Challenges



# Prosperity



Throughout the COVID-19 pandemic, we've continued to provide essential services, expanding and adapting our response to effectively meet the safety, security and sustainability demands of the moment. Meanwhile, our understanding of the systemic inequalities, vulnerabilities and global challenges to prosperity has grown alongside the harmful effects of the virus on culture, economics and populations. Our intent remains focused on helping the world become a better place, and to progressing a prosperous and resilient future. The role we play in helping secure this possibility is directly linked to our founding legacy to “do something for humanity” by helping create safer living and working environments for people everywhere.<sup>1</sup>

2020 called upon our ability to quickly adapt and to strengthen our resilience. In the face of the greatest human challenge in recent memory, people around the world responded with ingenuity, innovation and collaboration. At UL, we embraced technology, became more efficient and discovered new and improved ways to fulfill our mission. Our own 126-year history offers the proof of how some of society's greatest challenges spawned some of its greatest improvements. Now, we are at an opportune turning point again in human history as the world recovers from this unprecedented crisis. Working to fulfill our commitment to our mission and helping to achieve the Sustainable Development Goals is our roadmap to build back better. As we move ahead, we will continue to empower the innovative solutions that help promote progress and prosperity for all.

<sup>1</sup> Merrill, W.H. (1913, May). *Underwriters Laboratories Inc., The Spectator*

## COVID-19 essential services

Operating as an essential business, the importance of the work we undertake every day became indisputably evident. During 2020, our ways of working were challenged by the pandemic. In answer, we rapidly developed new essential service offerings, and utilized technology to perform virtual audits, making experts available without compromising quality or safety. We didn't lose sight of our role as the global safety science leader, but opened more avenues to share our safety expertise with the public, offering free webinars and tutorials on

pandemic safety through our PureSafety™ learning software, creating a free hand sanitizer safety data sheet, and publishing our Start Safe Playbook as a public contribution to worker and workplace safety.

The essential nature of our everyday work and our positive impact on our targeted Sustainable Development Goals regarding human health and well-being (Goal No. 3), sustainable cities and communities (Goal No. 11) and responsible consumption and production (Goal No. 12) is exemplified by our COVID-19 support services:

**Building and Equipment Safety** – Building owners and asset managers faced new challenges in light of the COVID-19 pandemic, like dormancy, social distancing and heightened infection control protocols. Our safety solutions help mitigate the impacts of the pandemic on building, equipment and occupants, allowing building owners to demonstrate the efficacy of fire, life safety, security and sanitation processes and assess machinery and equipment to reassure occupants returning to work.

UL's Healthy Buildings adapted during the pandemic to address new concerns raised by COVID-19 regarding buildings that had been closed for long periods and needed a safe path to reopening and inspiring occupancy trust. In response to customers'

requests, UL quickly developed a suite of healthy buildings recovery services and advisory, to help ensure safe reoccupancy during the pandemic. UL's building recovery services allow customers to share their test reports and offer confidence in building safety.

**Employee Safety** – UL's employee safety services help ensure employee health and safety plans reflect the latest industry best practices and guidance from the World Health Organization (WHO), the Centers for Disease Control and Prevention (CDC), the U.S. Food and Drug Administration (FDA) and other authorities. They help address the need for employee health and safety training, employee health monitoring and COVID-19 reporting.



**Factory Retooling** – As the demand for life-saving medical equipment grew in the current COVID-19 environment, manufacturers needed to transform to help meet the global demand to create needed devices. Our Field Evaluations assist manufacturers with factory retooling plan reviews and on-site evaluations to test for compliance and check for critical safety issues as machinery is retooled and manipulated. We also offer medical equipment and device audits to ISO 13485, the internationally recognized quality indicator that demonstrates the ability to provide medical devices and related services.

**Medical and Pharmaceutical Innovation and Transformation** – The healthcare sector is transforming as manufacturers develop the breakthrough solutions and technologies to respond to the COVID-19 crisis. Manufacturers are innovating proactive monitoring medical devices and products, expanding digitization and remote patient care systems and repurposing and warehousing healthcare assets utilized during COVID-19 Emergency Use Authorizations (EUA). UL provides comprehensive solutions for medical device and pharmaceutical manufacturers and companies to enable the safety, performance and security of these innovations, helping launch the products and systems shaping the future of healthcare.

**New and Altered Medical Devices and Products** – Emergency-use provisions in the U.S., Europe and other regions allow manufacturers of ventilators, personal protective equipment (PPE) and other products expedited market access; but quality, safety and performance requirements must be met. We offer accelerated and virtual options for many of our routine healthcare product testing and inspection services to help manufacturers successfully and safely address supply shortages. This helps streamline the go-to-market process for re-engineered products that include new features or health benefits to meet emerging needs stemming from the pandemic.

**Personal Protective Equipment (PPE) Product Testing** – UL evaluates PPE and attire to industry standards for safety and performance, including regulations and guidelines provided by the World Health Organization COVID-19 Operational Support and Logistics Disease Commodity Packages, the CDC, the FDA and the European Commission. We test and certify a wide range of PPE products including face shields, respirators, surgical gowns, medical gloves and more.



# Prioritizing health and well-being

Around the world, people don face masks and face coverings to help mitigate the spread of COVID-19. As a result, worldwide demand for these products has soared. More and more manufacturers are producing face masks, and for many of them, the product is new to their manufacturing line. On top of the increased number of face masks being produced, there are now several different types of face masks and face coverings, with different intended purposes including surgical masks for doctors and nurses; source control masks used by the public to prevent transmission of illness and diseases; and nonmedical mask/face coverings, such as a dust mask. Each of these requires different sets of tests based on how they are regulated and testing for each is completely different. With this in mind, UL's Consumer and Retail Services team rapidly extended our services to help ensure the safety and performance of these protective items.

Within our own offices and laboratories, we deferred the use of N95 masks unless critically necessary, to support the needs of health care workers and first responders.

## UL's Field Engineering partners with National Institute for Occupational Safety and Health (NIOSH)

As the virus spread around the world, we became aware of the acute shortage of PPE globally and the need for a science-based approach to increasing the supply of PPE, especially face masks. UL's Field Engineering and Government Affairs teams began a collaborative public/private effort to bring safe product to market and inform stakeholders on the requirements for approval by the CDC and National Institute for Occupational Safety and Health (NIOSH). Beginning with the White House Task Force for COVID-19 response and the NIOSH leadership, UL met the immediate market need for auditing and qualifying suppliers in China and India to provide face masks to meet the surge in demand. In conjunction, we provided advisory services to importers of face masks to address their concerns of product authentication and regulatory requirements.

UL's Field Engineering and Consumer and Retail Services teams helped provide NIOSH with onsite audits in China and India for supplier qualifications considering the global travel restrictions. Our auditors were trained and positioned to gather documented evidence of their processes and management of design controls, raw material characteristics, test results, manufacturing, and shipping of personal protective masks in compliance with NIOSH requirements. These supplier audits helped ensure our healthcare facilities, local, and state agencies could procure safe, compliant, NIOSH approved masks.

Our partnership with the CDC NIOSH continues into 2021 to help fulfill our mission to work for a safer world through supporting both the private and public sectors in preventing the spread of COVID-19.



UL COVID-19 Response



Essential Solutions for Businesses Responding to COVID-19

## Refrigerated Vaccine Cold Chain Storage Solutions

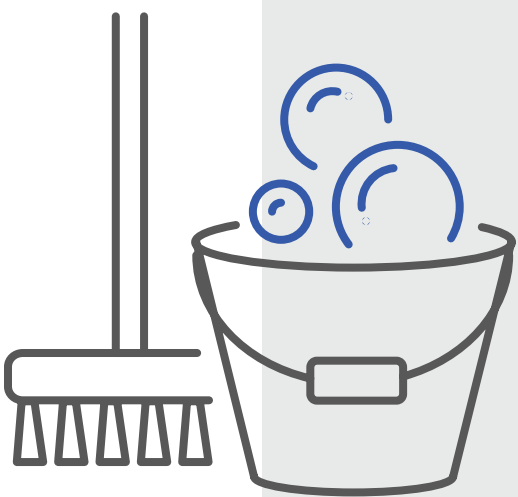
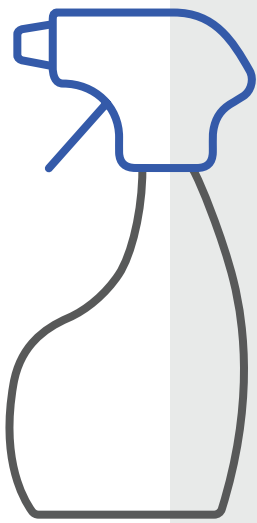
Some promising new vaccines pose logistical challenges for manufacturers, transporters, warehouse users and end users. Drug compound integrity must be preserved from manufacturing plant departure all the way through the cold chain to the intended patients. UL helps confirm that medical and vaccine storage equipment is safe to deploy and supports clients in solving critical health, safety, security, and interoperability challenges. Our product safety and performance testing helps to get refrigerated medical and vaccine solutions safely to market.



UL's Refrigeration Laboratory in Gurugram, India received World Health Organization (WHO) accreditation as a designated third-party testing laboratory for refrigeration equipment used for the storage of vaccines.

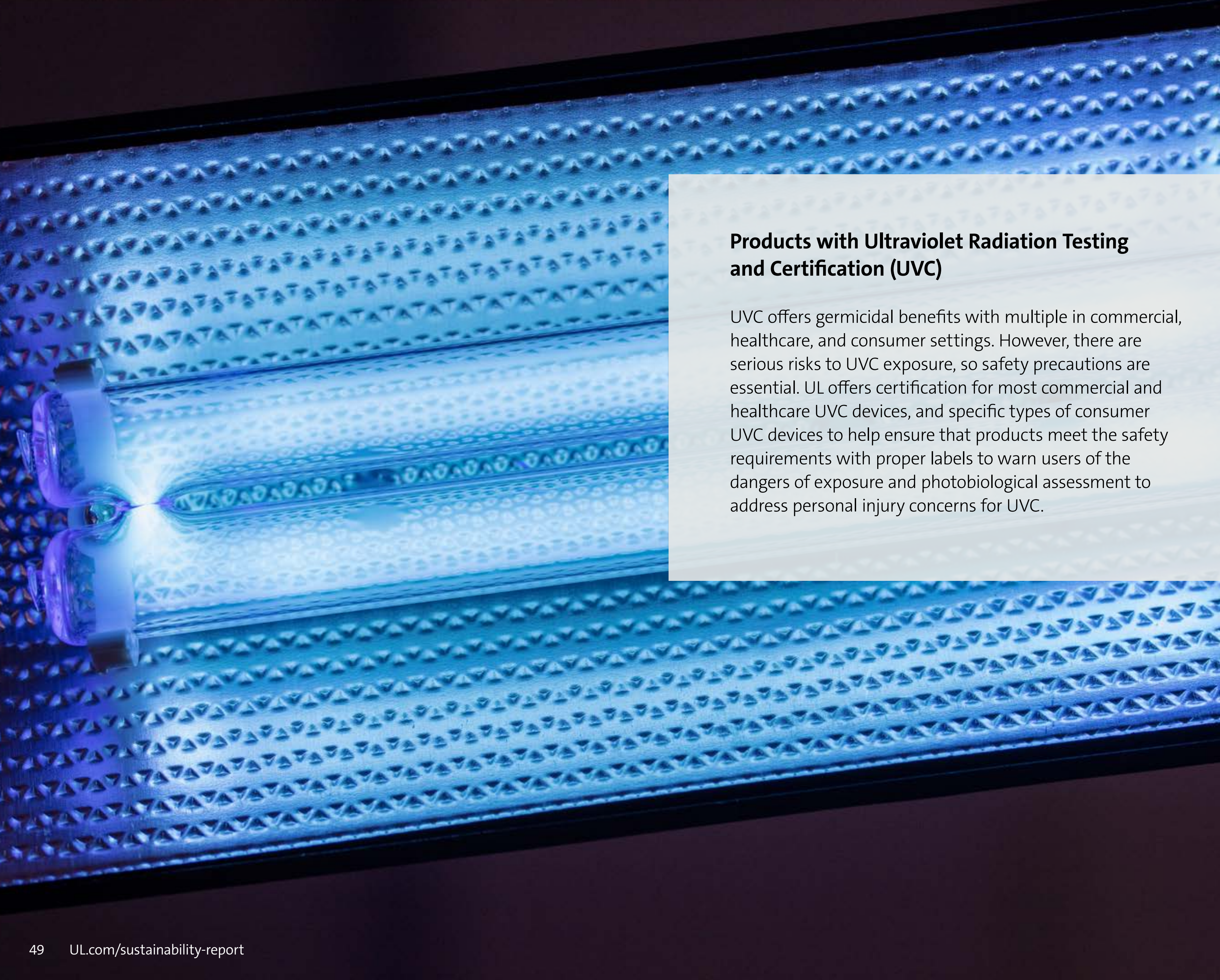
## Temporary Emergency Healthcare Facilities Services

Temporary healthcare facilities have become a vital tool in the fight against COVID-19, alleviating pressure on the burdened healthcare system. UL supports emergency preparedness for temporary healthcare facilities to aid in the safe operation of these critical facilities, including reviewing plans, performing on-site evaluations to verify compliance, conducting vital checks for critical safety issues and assessing the performance of building products and components.



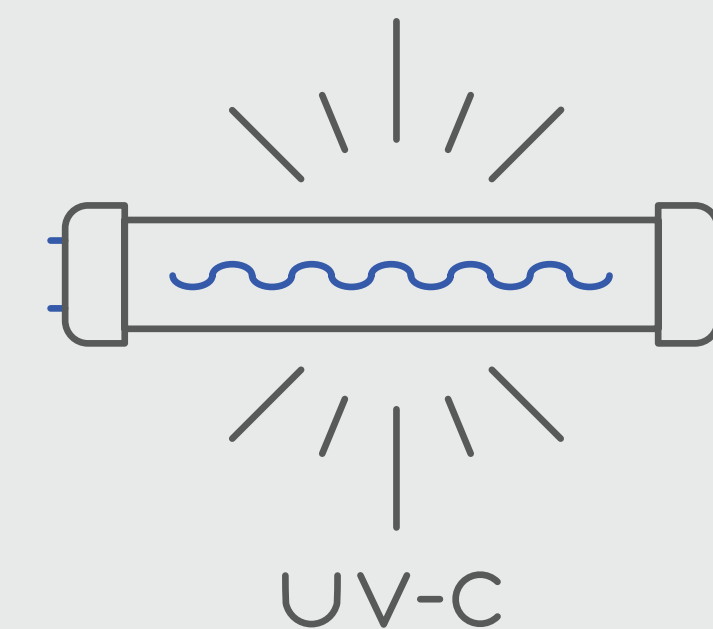
## Sanitizers, Disinfectants and Other Chemical Products

COVID-19 spurred demand for hand sanitizers, disinfectants and other chemical cleaning products. At the same time, supply chain disruption made it challenging for manufacturers to source the required materials or find suitable alternatives to meet this demand. UL provides regulatory advisory services to help manufacturers understand the requirements and policies for products like hand sanitizers and many disinfecting products and helps ensure sourced materials continue to meet all applicable safety and performance requirements. We provide guidance on manufacturing requirements and support development of the proper Safety Data Sheets (SDSs), the essential hazard communication documents required for workplaces producing and transporting these types of products.



## Products with Ultraviolet Radiation Testing and Certification (UVC)

UVC offers germicidal benefits with multiple in commercial, healthcare, and consumer settings. However, there are serious risks to UVC exposure, so safety precautions are essential. UL offers certification for most commercial and healthcare UVC devices, and specific types of consumer UVC devices to help ensure that products meet the safety requirements with proper labels to warn users of the dangers of exposure and photobiological assessment to address personal injury concerns for UVC.



In 2020, UL published a position paper on UVC germicidal devices to inform consumers of undue health risks from UVC-over-exposure from devices that do not provide proper containment of the UVC emissions.


## Amplifying SDG impact

As the global safety science leader servicing the industries that define the world around us, we are able to meaningfully impact the United Nations’ SDGs through both our internal initiatives and our services. While we have aligned our corporate sustainability strategy to three goals — SDGs Nos. 3, 11 and 12 — our products and services help progress all of the 17 Sustainable Development Goals, contributing to overall prosperity and amplifying our impact. Our dedicated sustainability solutions allow us to take a leading role in driving a global culture of sustainability, enabling our customers to achieve their ESG commitments and reporting needs and to improve their environmental and social impact.



UL offers many services that can help companies contribute, measure and report on their ESG commitments and SDG targets:

- Our ESG reporting and supply chain management tools provide our customers line of sight into their operations and help them report on their own sustainability journey. (Goal Nos. 9, 10, 11,12 and 17)
- Our work in greenhouse gas emissions (GHG), circular economy, waste diversion, labor and human rights issues, performance testing, environmental air quality and emissions, and the broad range of environmental, social and governance issues of concern to investors, directly progresses many of the SDGs. (Goal Nos. 3, 6, 9, 11, 12, 13 and 15)
- Our experience with product development and chemicals of concern, renewable energy and battery technologies, refurbished and remanufactured products is vital to protecting the health of the planet and its resources. (Goal Nos. 3, 7, 9, 11 and 12)
- At the same time, our digitization efforts, software systems and implementation services play an enabling role in advancing the SDGs alongside our customers. (Goal No. 17)
- All of these capabilities and services help our customers enhance their sustainability efforts, amplifying our impact as we work together to safely progress society.

[Watch the UL SDG video](#)

# In shared pursuit of progress

As a company founded on sharing our scientific research and discoveries to make the world a safer place, our environmental and sustainability leaders contribute their expertise and passion to the important global dialogues surrounding sustainability. SDG No. 17 reveals the need for cross-industry, public, private and civil society partnerships to accomplish sustainability goals. We embrace this SDG through participating in collaborative research and demonstration projects and working directly with partners across the circularity value chain. We continue to increase our level of engagement and visibility within our key sustainability alliances to drive a sustainability culture and advance the best, science-based possibilities for our future. In 2020, UL's sustainability experts contributed to the following organizations to share insights, progress innovations and collaborate on advancing the SDGs.

## Ellen Macarthur Foundation Circular Economy 100 (CE100)

UL is a member of the Ellen MacArthur Foundation CE100, collaborating with industry leaders to advance circular economy initiatives. One of the first projects UL worked on was a mass-balance approach to [calculating recycled input](#) generated through a chemical recycling process.

## Energy Storage Association

At ESACon20, Barbara R. Guthrie, vice president of corporate sustainability, shared how safe energy storage is a key technology in enabling sustainable growth and ensuring the proliferation of renewable energy. UL is actively involved in developing local, state, national, and international codes and standards to ensure the safe deployment of energy storage systems in homes, businesses, and utilities. UL provides advisory services and independent engineering services to help our customers make informed decisions on project financing, siting, and technology. We also provide energy storage education to code authorities, developers, integrators, and OEMs through various channels.



**GreenBiz** UL subject matter experts and sustainability leaders supported and contributed to Circularity20, GreenBiz's circularity-themed conference, through:

- [A GreenBiz webcast](#) on the safety, performance and social impact considerations of recycled plastics
- Publishing a white paper on addressing the consequences of plastic waste and current challenges, safety considerations and efforts to reduce it: [Assuring the quality and safety of recycled plastics](#)
- Publishing an article on [how to achieve circularity and safety in second life products](#)
- Hosting a roundtable session on The UN Sustainable Development Goals, circularity and the ESG connection.
- Addressing considerations regarding material selection for circular products in [Circular by Design: Material Selection for Circular Products](#)

**Greenbuild** UL subject matter experts are regular contributors at Greenbuild events, including [Greenbuild 2020](#).



**United Nations Global Compact** UL hosted a webinar with the United Nations Global Compact on [Unlocking Business Value with the SDGs](#), sharing how businesses are identifying material SDGs and pursuing alignment to positively impact people, planet and prosperity.

**World Green Building Council** UL was a global project partner of the WGBC’s “Plant a Sensor” campaign in 2020, bringing awareness to air quality. The “Plant a Sensor” campaign champions the worldwide rollout of air quality monitoring devices in and outside of buildings. UL’s thought leaders also helped launch their next roadmap focused on materials and human health.

**Rubicon** In 2020, UL entered into a partnership with Rubicon, a software company supporting the waste and recycling industry, to advance UL and Rubicon’s shared circularity and sustainability aspirations to end waste, in all of its forms, while creating economic value. UL and Rubicon will work to help create the ecosystem needed to advance the circularity principle of retaining the value of resources for as long as possible and collaborate on market education and outreach efforts to continue to reduce dependency on landfills.

## Enabling customer impact

Our customers join us on a shared mission to work for a safer, more secure and sustainable world, entrusting us to empower meaningful and reportable impact to the industries we serve. We honor our collaborative customer relationships and the dedication to sustainable progress that we share. As we share our mission and support our customers’ unique sustainability journeys, we deepen our relationships, fortify our purpose and multiply our impact. In 2020, our customers made incredible progress on their sustainability commitments and demonstrated reportable impact on their ESG commitments and sustainability strategy.

We celebrate their goals and outcomes.

### Pottery Barn Kids

Pottery Barn Kids met its 2020 commitment to have 100% of its company-produced bedroom and nursery furniture meet [UL GREENGUARD Gold Certification](#). Clean indoor air in nurseries and homes makes an impact on children’s health and well-being, especially as [babies spend 90% of their time indoors and breathe faster than adults](#). The GREENGUARD Gold Certification includes health-based criteria for additional chemicals and also requires lower total volatile organic compound (VOC) emissions levels to assure that products are acceptable for use in environments such as schools and health care facilities. [Read more](#).

BABIES spend  
**90%** OF THEIR TIME  
**indoors**  
AND **BREATHE FASTER**  
than adults

HP

[HP](#), a leading provider of personal systems, printers and 3D printing solutions, achieved Recycled Content Validations from UL for five of their resins, which contain between 5-99% recycled content from ocean-bound plastic. HP is the first company to achieve validation from UL to the UL 2809 Environmental Claim Validation Procedure (ECVP) for Recycled Content Standard that now includes auditing of social responsibility procedures. UL’s claim validation further augments HP’s social responsibility drive to use ocean-bound plastics in their recycled content. HP’s ocean-bound plastic programs create new opportunities for economic advancement and education in local communities. In Haiti, HP’s partnership with the First Mile Coalition has helped create more than 1,100 income opportunities for adults in the country and has provided 150 children with quality education, food, and medical assistance. [Read more.](#)

HP is the first company to achieve validation from UL to the UL 2809 Environmental Claim Validation Procedure (ECVP) for Recycled Content Standard

BentallGreenOak (BGO)

UL supported BentallGreenOak in achieving Fitwel Viral Response (VR) certification for 17 office buildings across the US. “The VR module allows building owners, companies and commercial tenants to demonstrate compliance with strategies that mitigate viral transmission and build trust to create healthy and resilient environments for all occupants.” per [GlobeSt.com](#). UL conducted various independent tests, including indoor air quality, water quality and janitorial efficacy and building re-occupancy investigations across BGO’s certified portfolio. [Read more.](#)

Irvine Company

Irvine Company, a developer and manager of best-in-class real state, is the first to achieve the UL Verified Healthy Buildings Mark for Indoor Air for 25 million square feet of office space in more than 600 buildings in regions including Orange County, California, San Diego, Silicon Valley, Los Angeles and Chicago. “UL congratulates Irvine Company on being the first to earn UL’s Verified Healthy Buildings Mark for Indoor Air for their commercial office portfolio,” said Jennifer Scanlon, president and CEO of UL Inc. “Their bold action demonstrates a commitment to putting the health and well-being of building occupants first, and we’re pleased they are putting their trust in UL to deliver on that promise.” [Read more.](#)

Amazon

Amazon recently announced its new [Climate Pledge Friendly](#), sustainable products program, which highlights products verified by governmental agencies, non-profits and independent laboratories for transparency. Amazon said, “We focused on certifications that are reputable, transparent, and have a focus on preserving the natural world.” [UL’s ECOLOGO®](#) label is one of the certifications featured on the Amazon website. [Read more.](#)

Panasonic

Panasonic had the first e-bike tested and certified to the requirements of the new North American safety Standard, [UL 2849, the Standard for Electrical Systems for eBikes](#). “UL has been involved with the trend of micromobility in recent years, creating electrical safety certification programs as new products come on the market,” said Ghislain Devouge, UL’s vice president and general manager for Consumer Technology. “UL is excited to be part of the growth of e-bikes because it enables a fun alternative to traditional transportation, and it helps city planners reduce congestion creating sustainable, smart cities.” [Read more.](#)

<sup>2</sup> [GlobeSt.com](#)

# Sustainability research and scientific expertise



**OceanCycle:** [UL is collaborating with OceanCycle](#), a leading social enterprise focusing on reducing ocean plastic pollution, on initiatives to align industry standards related to ocean-bound plastics, promote transparency of the standards, and develop the marketplace for ocean-bound plastics. UL and

OceanCycle are leveraging their expertise in ocean plastics recycling and certification to strengthen the criteria around social impacts and third-party validation of recycled plastics. These efforts will result in increased manufacturer and purchaser confidence in the materials being used in products and additional credibility of the social impact of collected ocean-bound plastics.

**Circular Economy for Renewable Energy Technologies:** UL supported work by the [National Renewable Energy Laboratory](#) (NREL) to assess actions to promote circular economy practices for large-scale batteries and photovoltaic modules and participated in a global webinar to illustrate best practices for co-managing circularity and safety. These efforts are part of an ongoing initiative involving research institutions, government, industry, recyclers and others to promote the cleanest, most sustainable and safest energy infrastructure of the future.



A Circular Economy for Lithium-Ion Batteries Used in Mobile and Stationary Energy Storage: Drivers, Barriers, Enablers, and U.S. Policy Considerations ([nrel.gov](#))



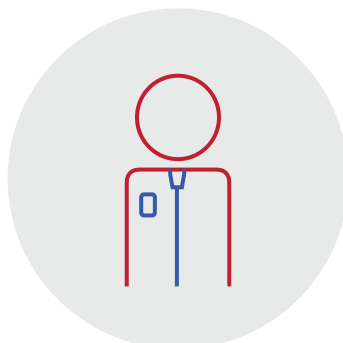
**U.S. Department of Energy (DOE) research:** UL continues work on a DOE three-year research grant to further understand the life of photovoltaic (PV) modules in collaboration with team

members from NREL, National Institute of Standards and Technology (NIST), academia and industry. This project will inform the PV industry on optimal ways to design and develop materials and PV modules, promoting more durable PV systems that exceed the current performance and financial aspects of solar power.



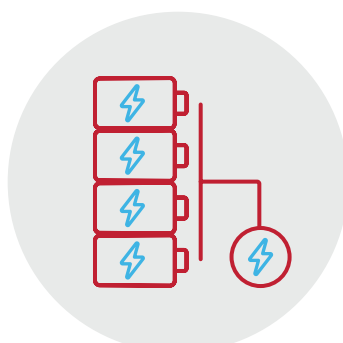
**Cybersecurity for Distributed Energy Resources:** UL collaborated with the U.S. Department of Energy, NREL, Sandia National Laboratory and others to improve approaches to deploying

distributed energy resources (DERs) such as solar arrays and wind turbines to be more resistant to cyberattacks, reinforcing confidence in advanced renewable energy technologies that are less centralized.



**National Institute of Standards and Technology (NIST) and UL Workshop:** This biennial workshop co-hosted by NIST and UL brings together leading scientific experts in solar power from around the

world to address leading edge ways to promote the best design, development, assessment and usage of solar power technologies.



**Energy Storage System (ESS) Safety:** Battery energy storage systems can be vulnerable to thermal runaway, where the electrochemical events inside the batteries can lead to catastrophic

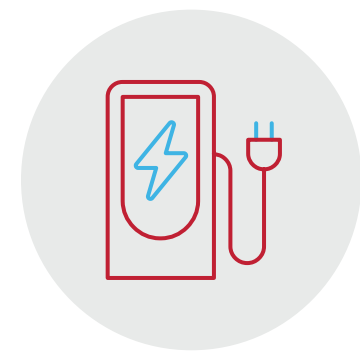
results including a large scale fire, explosion, sudden system failure, costly damage to equipment and personal injury. UL extended work on energy storage system safety by developing test methodologies for characterizing fire performance of energy storage systems. These have been published as the U.S. and Canadian National Standard [UL 9540A](#), Test Method Evaluating Thermal Runaway Fire Propagation in Battery Energy Storage Systems. This approach has been required in codes to establish confidence in the safe integration of ESS into building, promoting more solar-plus-storage installations.



### Biofuel research and requirements:

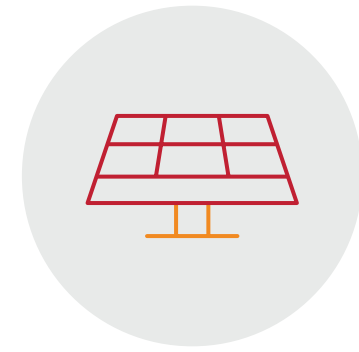
UL collaborated with U.S. National Laboratories, automakers, the agricultural sector and industry stakeholders to proactively research, develop and publish requirements for new biofuels. In 2020,

our work addressed additional safety requirements for renewable diesel dispensing equipment. Renewable diesel, like biodiesel, is made from renewable resources rather than fossil fuels. Displacing petroleum diesel with cleaner burning, renewable fuels reduces the environmental impact of transportation. Establishing requirements for biofuels helps lay the foundation for safety of fueling stations, support more rapid implementation of infrastructure and accelerate the ability to use more biofuels that burn cleaner than gasoline and produce lower levels of nitrous oxide (NOx) and other air pollutants.



**EV Charging:** UL has been performing research and engaging global technical leaders on establishing safety requirements for innovative wireless EV charging, which does not require a physical connection between the charger

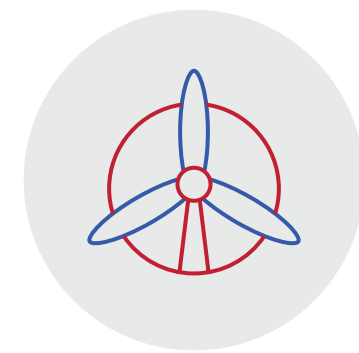
and the EV. In 2020, [UL issued its first safety certifications](#) for wireless EV charging and opened a [state-of-the art EV and large battery testing facility](#) in China. This facility provides a location to assess and verify the safety of large batteries for use in EVs and energy storage systems, promoting safe and sustainable global electrification continuing UL's ongoing commitment to empower the safe development of clean, zero-emission transportation.



### PV Rapid Shutdown/Hazard Control:

As rooftop solar PV power becomes increasingly popular across the U.S. and the world, it presents challenges for the first responder community when carrying out their tactics in a building with rooftop PV.

UL has been working with the first responder community, the solar industry, the U.S. National Laboratories and others to help ensure the safety of new technologies that allow first responders to rapidly shut down the distribution of electricity from a rooftop PV array, keeping them safe as they perform critical missions. UL's efforts to address safe rapid shutdown/hazards control for PV culminated in the publication in 2020 of the U.S. and Canadian National Standard UL 3741 for Safety of Photovoltaic Hazard Control.



### International Electrotechnical Commission (IEC) Renewable Energy Scheme (IECRE) First Solar Certificate:

The IECRE is a new conformity assessment scheme to promote easier global deployment of large scale wind, solar and marine power plants. UL has been deeply engaged in setting up the scheme since its inception, in all three sectors. In 2019, UL issued the [first certificate](#) under the solar sector for First Solar, a leading global manufacturer of innovative solar systems.



**SolarAPP:** UL has actively supported the development of [SolarAPP](#), an innovative new software tool enabling immediate permitting of residential rooftop solar installations. The software was developed by a coalition led by NREL and launched

in 2020. This joint effort promotes affordable solar power. SolarAPP will help accelerate the transition of cities and communities to local, clean and safe energy to power homes and buildings.



**Green Building Community:** UL continued to help advance green building standards with contributing members on the US Green Building Council, the LEED Steering Committee, the Well Building Standard steering committee and the

IAQ TAGASHRAE 189.1 International Green Construction Code committee.

## Sustainability services

### Testing, inspection, and certification

Healthy indoor air is critical to safe living and working environments. UL GREENGUARD certification helps manufacturers make and market products that have low chemical emissions and contribute to healthier indoor air. The emissions criteria for GREENGUARD Certification are among the most stringent in the world, recognized by more than 400 building programs, standards and specifications globally.

Responsible sourcing services help our customers analyze risks and prioritize interventions through supply chain mapping, field research tools and risk indices.

[UL's Verified Healthy Buildings Program](#) demonstrates to building occupants that the owners are prioritizing the health, well-being and comfort of workers and guests with on-site testing of indoor environmental quality (IEQ) policies and procedures. With the COVID-19 pandemic raising awareness of the importance of IEQ, occupants are more concerned about safety than ever. As a result, a growing number of real estate providers and the companies that lease from them are prioritizing health and wellness in indoor spaces.



### Advisory

[Renewables technical advisory services](#) Our comprehensive portfolio helps companies plan, design, finance, build, invest, operate, maintain and manage wind and solar. UL continues to lead the digitization of the renewables industry.

[Software and services](#) Our software and services for regulatory compliance enable companies around the world to secure their supply chains and responsibly steward products with product intelligence to reduce risk, reach chemical compliance and promote materials. Chemical regulatory advisers, with a combined fluency in more than 30 languages, help companies meet changing regulations and increasingly robust product requirements.

[HOMER Energy](#) UL acquired HOMER energy to offer digital services in microgrids, energy storage, hybrid energy systems, smart buildings and cities, and related domains. HOMER is the global benchmark for optimizing distributed generation systems, from grid-connected solar plus storage to remote microgrids, empowering people around the world with tools, services, and information to accelerate the adoption of renewable and distributed energy sources.



## Sustainability software solutions

UL's digital applications help our customers set and achieve their sustainability goals and measure and report upon their progress. Our sustainability software solutions simplify ESG reporting, helping businesses capture and evaluate critical information across their organization and value chain. We're on a shared mission with our customers, utilizing our software solutions internally to advance our sustainability initiatives.

**Turbo Carbon™** As global focus is shifting to prioritize a low carbon economy, the demand for high-quality carbon emissions data is surging across countries and industries, driven by new regulatory requirements, pronounced business benefits and increased societal expectations for managing carbon emissions. UL's Turbo Carbon™ and Turbo Buildings empowers carbon transparency and responsibility, enabling accurate reporting and contributing to the possibility of a net-zero future. Turbo Buildings facilitates ESG reporting against a leading ESG tool for that industry, GRESB, the Global ESG Benchmark for Real Assets.

**Turbo Waste** Waste reduction is pivotal to sustainability and a fundamental tenant of circularity. UL's Turbo Waste software enables companies to collect and analyze data on their own and vendors' waste streams to optimize effective waste management, reporting and diversion from landfills. The Turbo

Waste platform also supports the analysis of the environmental benefit of waste diversion activities in the form of reduced carbon impacts. This solution enables more companies to achieve certification by direct integration with UL 2799 Environmental Claim Validation Procedure for Zero Waste to Landfill and helps advance a circular economy.

**360** Our award-winning platform enables brands to manage their GHG and other ESG data for internal decision making and external stakeholders. UL employs the 360 platform to glean insights into our own global facilities and laboratories in order to discover efficiencies and enact improvements. In 2020, 360 continued its CDP Software Partner status for the ninth consecutive year. This is the CDP's highest ranking for an accredited software provider. Also, this year, UL became a licensee of SASB data for integration into the 360 platform, licensing all 77 of the SASB industry specific standards in our software

solutions (360 Sustainability Essentials software and 360 Frameworks Module), allowing companies to easily track, manage and report on SASB data. SASB standards provide company-level ESG data that is comparable, consistent and financially material, enabling investors to make better investment and voting decisions, promoting positive economic impact.

**UL SPOT®** Our product database is designed to support architects and designers, manufacturers, purchasers and retailers in finding sustainable products to meet green building requirements, purchasing guidelines and customer demands. This database encourages the adoption of safer, greener and healthier products, and raises awareness of the importance of healthy indoor environments.

## Thought leadership

Drawing on UL's expertise, UL's training and professional development solutions include instructor-led sessions, custom workshops and content development, on-demand e-learning courses and live webinars across a range of subjects.

### Sustainability Talks™

In 2020, we launched Sustainability Talks™ to help our customers and stakeholders connect with leaders and subject matter experts on how to navigate risk, learn trends and apply sustainable practices for business longevity and integrity.

### Sustainability Continuing Education Courses

Our free courses are designed to educate professionals on sustainability, green design and indoor air quality. We offer continuing education units (CEUs) to support these learning opportunities for designers and help develop expertise in the community on important wellness and sustainable building topics. In 2020, we introduced the Health and Well-Being in Green Building course to support incorporating occupant wellness in green building projects.

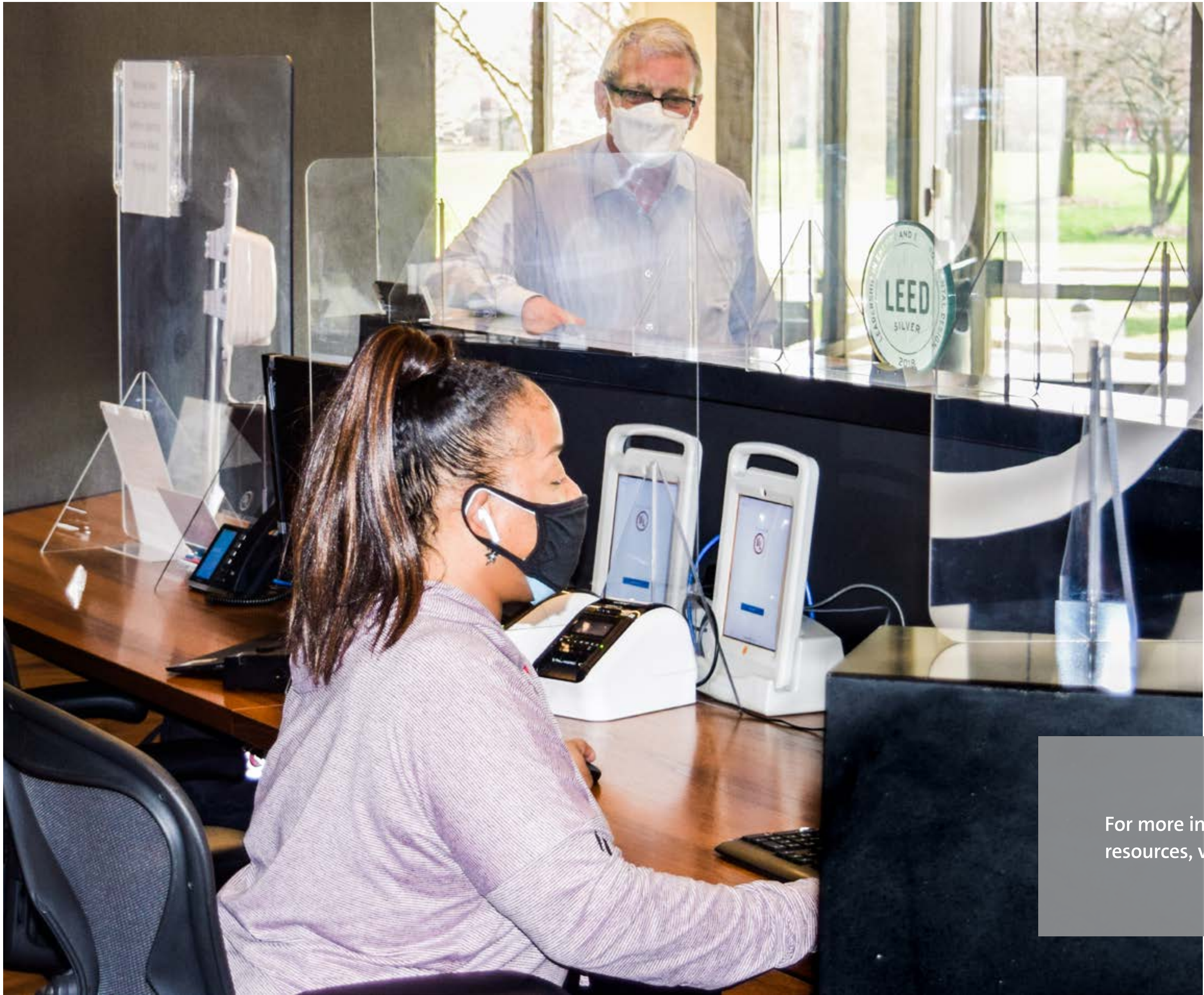


UL sustainability experts spoke with leaders in carbon measurement, minimization, and mitigation.



### SDG Readiness Assessment Tool

This year, we developed and shared our SDG Readiness Assessment tool, helping businesses measure their sustainability progress and identify the next steps in improving their impact.



## On a shared mission

Our services and offerings help us and our customers progress the SDGs, working together for a safer, more secure and sustainable world. As we target our own sustainability initiatives, we also advance our customers' contributions to sustainable progress through the unique offerings and solutions we bring to the market, underpinned by our founding mission, proliferated by our continued progress and developed by the passion of our science-based expertise.

We remain committed to a sustainable future for our people, our planet and prosperity. We remain committed to increasing our impact as we further embed sustainability strategies across our business. And, we remain committed to sharing our journey and our mission with our customers and stakeholders through continuous reporting and the integrity of the work we undertake every day.

For more information and resources, visit our website.

[UL.com/sustainability-report](https://www.ul.com/sustainability-report)



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[UL.com/sustainability-report](https://www.ul.com/sustainability-report)