



Enforcing the Last Line of Conformity Assessment

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Safety. Science. Transformation.™

Executive Summary



01

Value Chain

02

Compliance Lifecycle

03

Field Services Overview

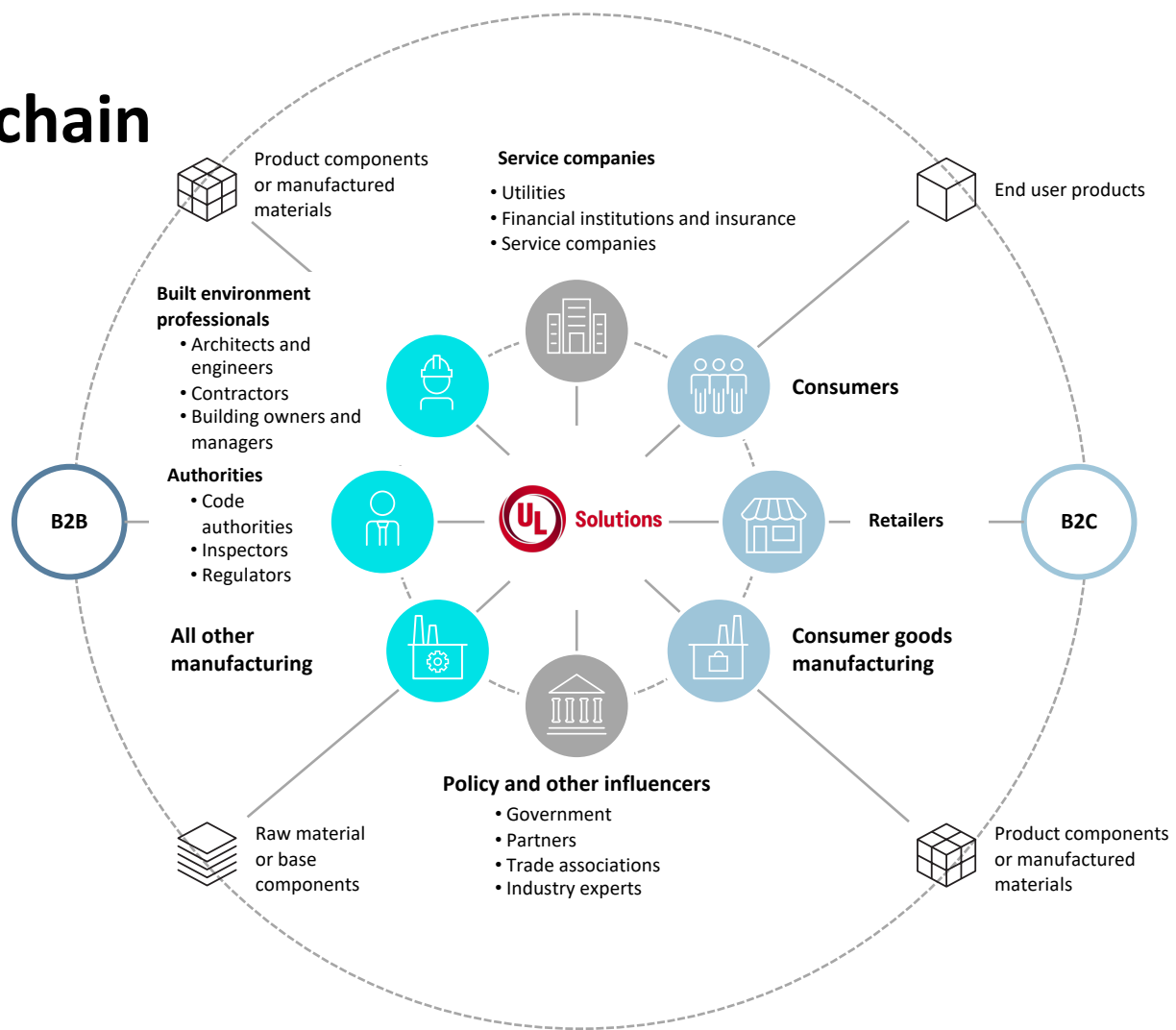
04

Market Surveillance

05

Brand Protection

1. Value chain



Challenge: TRUST is eroding

54%



OF COMPANIES
REPORT

no supply chain
VISIBILITY

and are unable to track
RISKS, SUSTAINABILITY
practices or problem areas

ONLY 3%
OF CONSUMERS

find advertised brand claims
BELIEVABLE

10%



OF MEDICINES
and **HIGH-TECH**
PRODUCTS

SOLD WORLDWIDE ARE
COUNTERFEIT.

Counterfeiting is an issue
across all market segments

58%

OF CONSUMERS
BELIEVE
manufacturers
value sales

OVER
PRODUCT SAFETY

88%

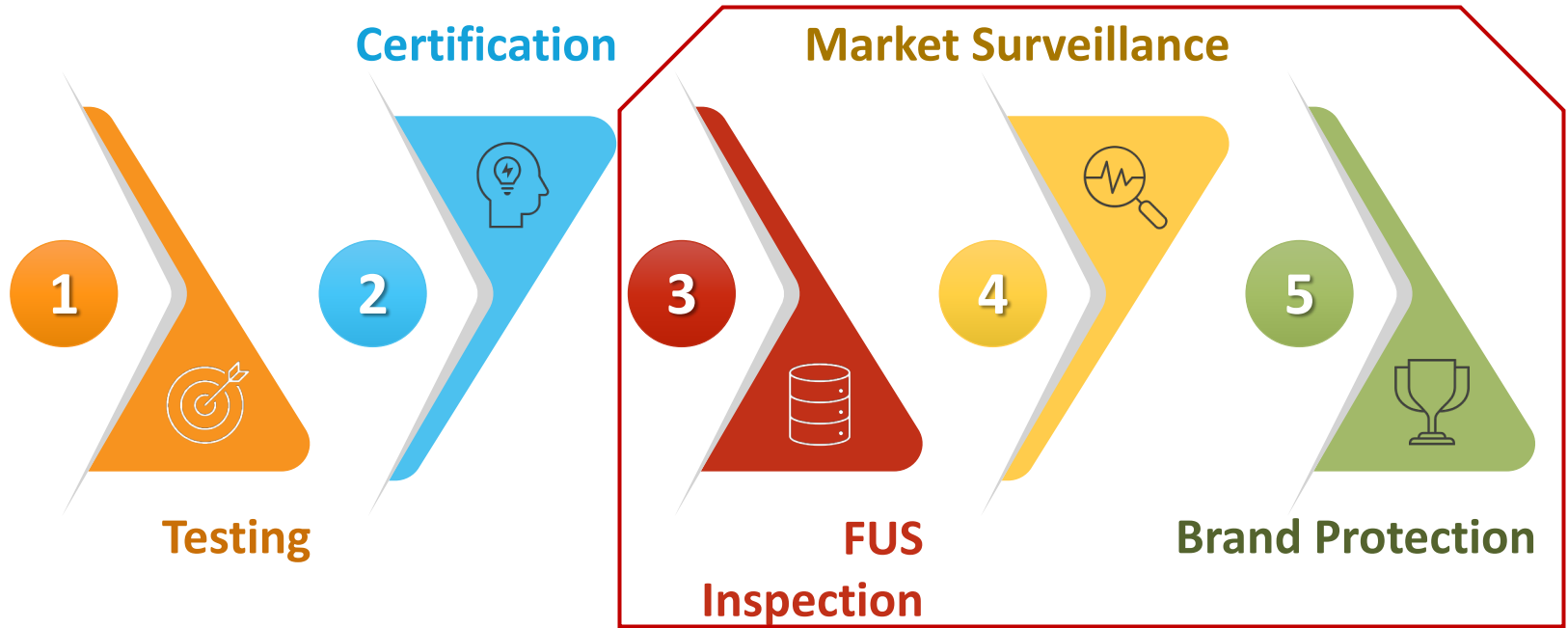


OF CONSUMERS WOULD

STOP
BUYING

A COMPANY'S PRODUCTS
if they discovered
IRRESPONSIBLE
business practices

2. Compliance Lifecycle



3. Field Service Overview

Verify that the manufacturer continues to produce UL Certified products in compliances with UL requirements.

Services take place through inspections of locations where UL Certified products are manufactured, assembled, fabricated, processed, finished or where products are stored or labeled.

Inspections are conducted by UL field engineers at a frequency appropriate for the UL Certified product or system

Normally, inspections are unannounced.

During each factory visit, a UL field engineer is looking for products with a UL Mark.

Occasionally, UL may select samples from the factory, the open market or elsewhere for further determination of compliance.



Responsibilities of Field Engineer

A UL Field Engineer is responsible for performing each element of the inspection to verify manufacturer's compliance with UL requirements.

At the end of the inspection, a UL Field Engineer will issue an inspection report to document the inspection the inspection and identify the models inspected.

If necessary, a Variation Notice will be issued to document and communicate any non-conformances identified during the inspection.



4. Market Surveillance

Function

Provide impartial investigation of complaints and product incidents for all Business Units

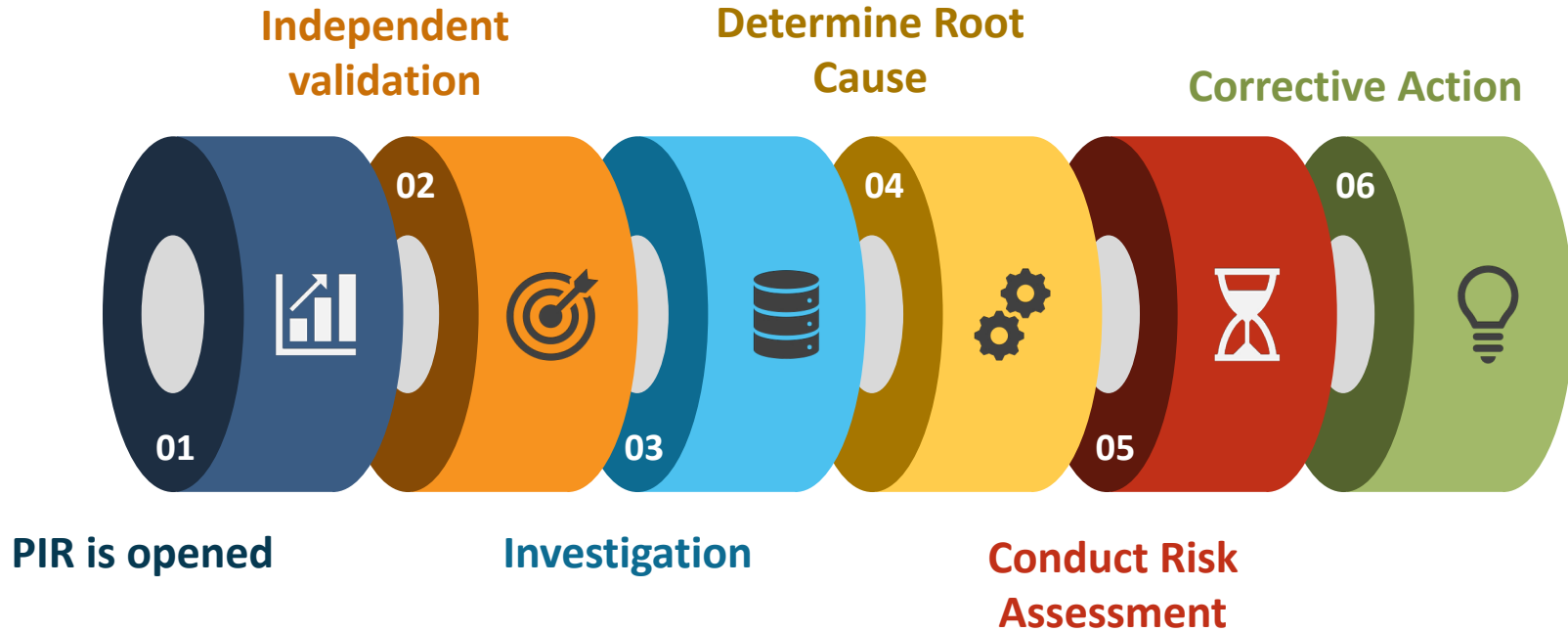
Provide ISO 17065 compliance

Product Incident Reports

Our goal is to ensure that only products that have earned the UL Mark benefit from its integrity and widespread acceptance



Investigation Process



Report Form

Market Surveillance Report Form

If you would like to report a concern with a product bearing a UL Mark, UL Certificate, UL Service, or advertising concern, please complete and submit the form below. Not all fields may apply to your concern. Please provide as much detail as possible.

For more information about UL's [market surveillance activities](#) click here.

A. Your Contact Information

Name	<input type="text" value="First"/>	<input type="text" value="Last"/>
Title or position (if applicable)	<input type="text"/>	
Company / Jurisdiction / Organization (if applicable)	<input type="text"/>	
Address	<input type="text" value="Street Address"/>	
	<input type="text" value="Address Line 2"/>	
	<input type="text" value="City"/>	<input type="text" value="State / Province / Region"/>
	<input type="text" value="ZIP / Postal Code"/>	<input type="text" value="Afghanistan"/>
Phone	<input type="text"/>	
Email *	<input type="text"/>	
May we give your contact information to the manufacturer in reference to the problem with this	<input type="radio"/> Yes <input type="radio"/> No	

Public Notice

UL Solutions Industries Services Software Insights **News** Events About Us Resources

Public Notices

Read the latest public notices about products in the marketplace.

Contact our media team

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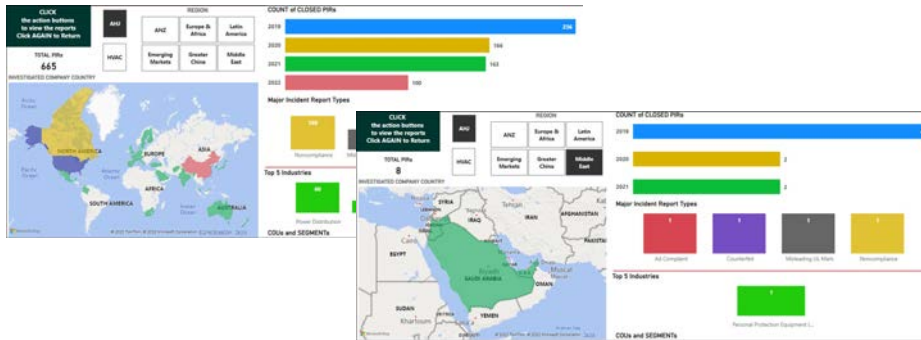
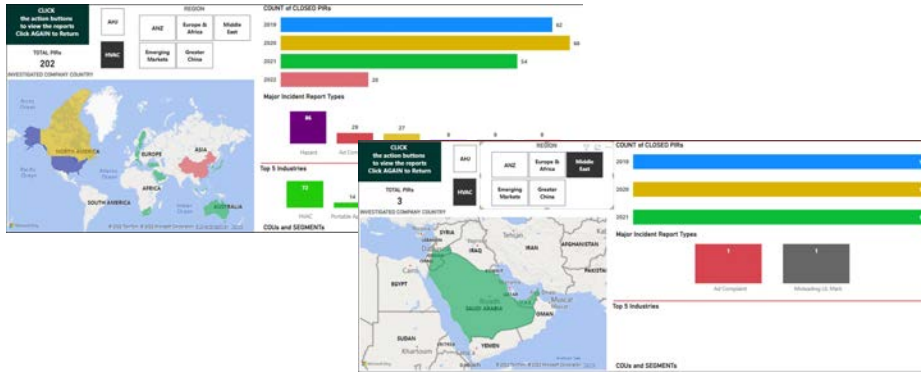
Public Notice Jul 26, 2022
UL Solutions Warns of Unauthorized UL Marks on Electrical Metallic Tubing

Public Notice Jul 26, 2022
UL Solutions Warns of Unauthorized UL Marks on Pipe Hangers for Fire Protection Service

Public Notice May 31, 2022
UL Warns of Unauthorized UL Marks on LED Tube Luminaires

Public Notice May 13, 2022
UL Warns of Unauthorized UL Marks on CO/Smoke Alarms

Middle East & Africa – Product Incident Reports



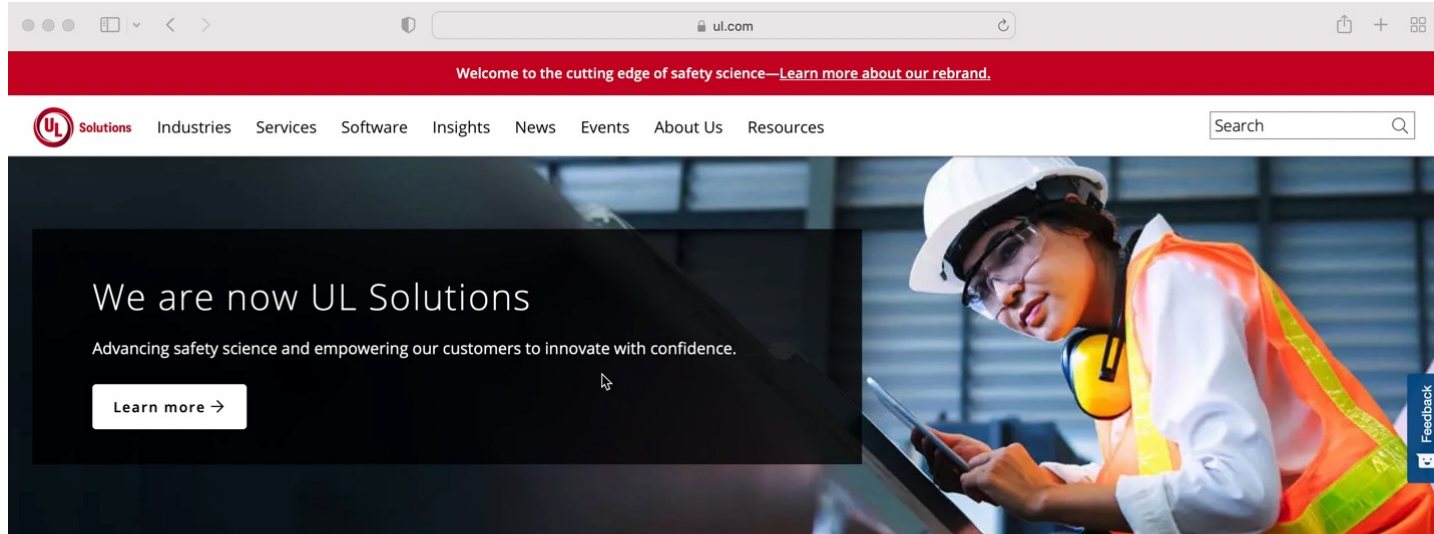
- UL Market Surveillance PIRs:** Completed 2,500+ Product Incident Report, (PIR), investigations every year; the investigation included the allegations of ***noncompliance, counterfeiting, misleading advertising*** and ***misuse of UL Marks***.
- Authority Having Jurisdictions, (AHJ):** 7% PIRs were reported by local AHJs.
- HVAC:** 2% investigations involved the HVAC industries.

Listing Related Questions

- How do I find Listing information?
- What listing mark should be on the product?
- What application is a product listed for?
- How can I find UL certified fire resistive designs and assemblies?
- Who can I contact at UL with questions?



Product iQ



We bring safety science to life

A global leader in applied safety science, UL Solutions transforms safety, security, and sustainability challenges into opportunities for customers in more than 100 countries. UL Solutions delivers testing, inspection and certification services, together with software products and advisory offerings, that support our customers' product innovation and business growth.

What do you want to do today?

Proprietary Information



- UL respects our client's proprietary manufacturing and marketing information.
- Details on product construction, product manuals, test results, and ongoing investigation status cannot be divulged to outside parties.
- Listing information published in the UL Certifications Directory can be disclosed.

5. Brand Protection

- To help ensure that counterfeit products are stopped at the borders or promptly removed from the marketplace, we work actively with:
 - Interpol
 - Canadian Border Services Agency
 - Canadian Anti-Counterfeiting Network
 - Royal Canadian Mounted Police
 - Code authorities
 - Consumers
 - Retailers
 - Manufacturers



- Long standing partnership with US Customs
- 1,600+ US Customs officers trained
- 1,800 seizures, 50 million items, \$250 million
- Public notices warn of counterfeit goods

Educating Global Law Enforcement



INTERPOL and Underwriters Laboratories continue their partnership by delivering key learning modules through the International Intellectual Property Crime Investigators College (IIPCIC). The IIPCIC educates global law enforcement and stakeholder groups to effectively combat transnational intellectual property crime.

2021 IP Crime College Overview



35,000
learners enrolled



Courses in
6 languages



180
countries
representing



4,921
new learners
in 2021



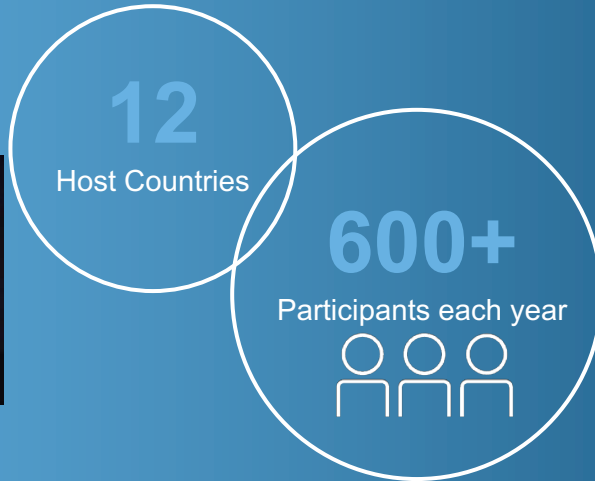
975
law enforcement
agencies

4,898
certificates awarded
in 2021



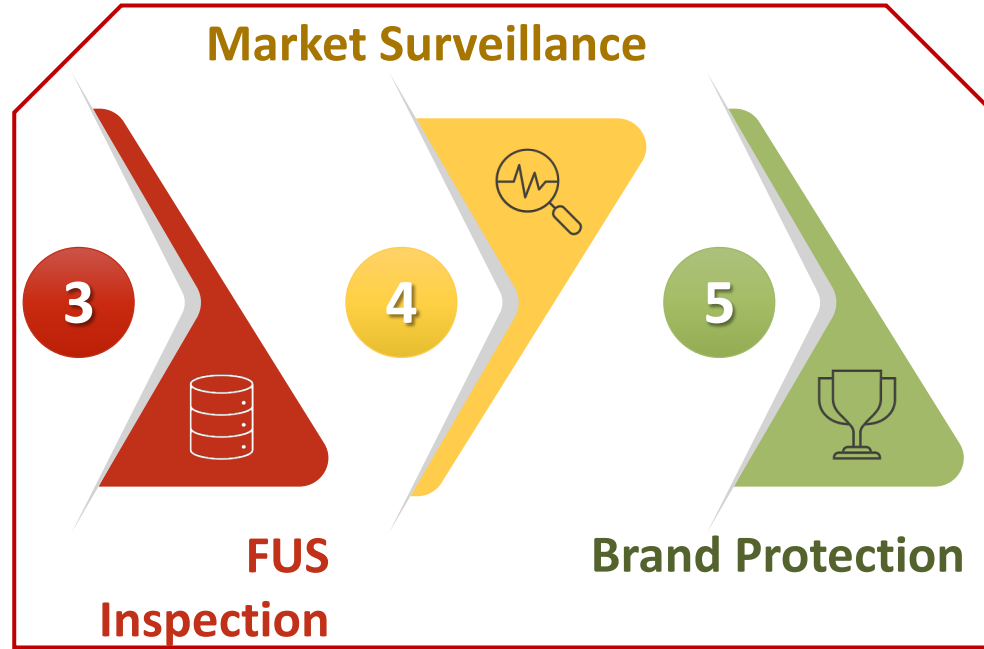
IP Crime Conference

Since 2007, INTERPOL and UL have partnered to deliver a global conference that brings together public and private sector IP experts.



2022 IP Crime Conference,
Seoul, Korea


Summary



An aerial photograph of a city at sunset. A multi-lane bridge spans across a wide river, with traffic lights visible. To the right, a prominent, tall, modern skyscraper with a green facade stands out against the sky. The city is densely packed with buildings, and the sky is filled with soft, golden light from the setting sun. A dark blue semi-transparent box is overlaid on the left side of the image, containing the text "The world runs on trust".

The world runs
on trust



An aerial view of a city at sunset, featuring a prominent elevated highway with traffic. The scene is overlaid with a complex digital network of white lines and glowing blue nodes, suggesting a smart city or data infrastructure. A large, semi-transparent globe is visible in the upper right corner. The sky is a mix of orange, yellow, and blue.

... and we help
make it happen.



We are now UL Solutions

Advancing safety science and empowering our customers to innovate with confidence.

[Learn more →](#)



 Feedback

We bring safety science to life

A global leader in applied safety science, UL Solutions transforms safety, security, and sustainability challenges into opportunities for customers in more than 100 countries. UL Solutions delivers testing, inspection and certification services, together with software products and advisory offerings, that support our customers' product innovation and business growth.

What do you want to do today?



Safety. Science. Transformation.™



Thank you

[UL.com/Solutions](https://www.ul.com/Solutions)

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