



Dhaka, Bangladesh
April 28, 2020

Dear Valued Customer,

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

UL remains open for business and committed to serving your needs in this unusual time. We have experienced limited operational impacts as a result of “stay home” orders issued by local government officials in certain jurisdictions in which we operate and are adjusting our operating procedures to help ensure the health and safety of our employees.

We have made some adjustments to our normal operating procedures to comply with these orders and to help protect the health and safety of our employees. Please know, however, that business continuity is a top priority for our team, and we are focused on continuing to provide the services you need.

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

As of April 27, 2020, the Bangladesh Government has extended the country lockdown timeline to Tuesday, May 5, 2020 from the previous date of April 25, 2020. Despite the extension, UL has received the necessary approvals from the Bangladesh Government to immediately resume the operations of laboratory services with limited capacity in Dhaka, Bangladesh. We expect to reopen our laboratories with complete services on Wednesday, May 6, 2020. This reopening date may change based on the direction of local authorities and/or UL Leadership.

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

- Our Bangladesh team members are available to provide advisory and technical support. Contact your representative directly or call +88.017.3008.7200/1 and/or email to CustomerService.bd@ul.com between 9:00 a.m. to 4:00 p.m., Sunday to Friday.

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

UL VS Bangladesh Ltd.

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

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Stay healthy. Stay safe.

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