



TRUST

DEMONSTRATING SAFETY, STRENGTHENING SECURITY, ENHANCING SUSTAINABILITY, MANAGING TRANSPARENCY

2016 ANNUAL REPORT

A LETTER FROM KEITH WILLIAMS: **TRUST IS THE SOLUTION**



Navigating today's global market is riskier and more complex than ever before. But when complexity is the problem, trust is the solution. Trust overcomes the distances of the global marketplace and the anonymity of the digital era. Trust turns the skeptical buyer into a confident user. And trust transforms the fearful stakeholder into a hopeful partner.

To achieve sustained success in any marketplace, companies must win the trust of buyers. And in today's increasingly global and digital business environment, buyers perceive purchasing risks to be greater than ever.

Business leaders around the globe are aware of the challenges that they face. According to PwC's 20th CEO Survey, more than two-thirds of CEOs think that it's harder than ever

for businesses to gain and retain people's trust today. Meanwhile, buyers respond well to brands that they do trust. In the Reader's Digest 2016 Trusted Brands Survey, 78 percent of respondents stated that they would choose a trustworthy brand over another of equal price and quality. This tells us that improvements in building trust are an opportunity for businesses to win and retain customers.

Since UL's inception, our business has been rooted in trust. At UL, trust is not just a word; it is who we are and who we have been for more than 120 years.

UL is more than a trusted scientific expert and partner to our stakeholders around the globe. We turn trust into a powerful ingredient to enable smarter choices and better lives. We instill trust to help protect our clients' brands in the marketplace. We instill trust to give buyers assurance and peace of mind in the products, services and systems they purchase. We instill trust to give companies confidence in their processes and suppliers. We are able to empower trust in these ways because we work tirelessly to serve a greater mission – to build a safer, more secure and more sustainable today and tomorrow.

How did we continue to help foster trust over the past year?

The introduction of hoverboards illustrates just one of our many contributions. Despite being one of the hit buys of the 2015 holiday shopping season, hoverboards raised concerns among consumers after media reports of fires involving the product. Because of the fire risk, many airlines, universities and public transportation systems banned them.

Consumers lost trust in hoverboards until we developed a new Standard and safety certification program to enable hoverboard manufacturers, importers and retailers to regain entry to the U.S. marketplace and re-establish trust with consumers worldwide. Later, we expanded the Standard to cover other products in the burgeoning e-mobility market.



OF RESPONDENTS
**WOULD CHOOSE A TRUSTWORTHY
BRAND OVER ANOTHER**
OF EQUAL PRICE AND QUALITY

To complicate matters, the use of counterfeit UL Marks on products and packaging misled buyers into believing that certain hoverboards were certified by UL. By working in close partnership with law enforcement, we contributed to the seizure of more than 52,600 hoverboards with counterfeit UL Marks.

The accelerated growth of the Internet of Things has also ushered in an era of increasing vulnerability, putting trust in transactions, communications and operations at risk. In April 2016, we launched the UL Cybersecurity Assurance Program (UL CAP), enabling manufacturers to demonstrate product and system security and helping purchasers concerned about supply chain vulnerabilities in the products and systems they buy. With UL CAP, we are making it easier for our clients to not only better understand their security risks but also to manage and mitigate those risks to empower consumer trust.

Many businesses make marketing claims, but consumers are often confused about which ones to trust. Our new marketing claim Verification service aims to cut through the noise in the marketplace by drawing on our scientific acumen to determine the accuracy of product, facility, process and system marketing claims. To indicate that we have verified

UL CURRENTLY HAS DIGITAL APPLICATIONS THAT SUPPORT:

**2.6 MILLION
USERS**



a specific marketing claim, the UL Verified Mark appears on products and in advertising, packaging and promotions.

Our home is one place that we all want to trust is safe. However, long-term exposure to volatile organic compounds (VOCs) in indoor air can contribute to chronic health problems. That's why we have expanded the UL GREENGUARD Certification to residences. The CASART home from PanaHome Corporation was the first to earn the UL GREENGUARD Certification for homes.

Transparency is also an essential ingredient to building trust. Today's stakeholders want to know more about the companies they work with. To that end, we can now provide clients with the intuitive and flexible PURE™ Platform, the industry's first integrated environment, health, safety (EHS) and sustainability software solution. By giving clients real-time access to an integrated, 360-degree view of EHS, sustainability and supply chain information across their organizations, this suite of

17,000
MANUFACTURERS



125 RETAILERS
ACROSS 10
INDUSTRIES



solutions transforms traditional data collection into meaningful and actionable insights. Sharing information about their operations with regulators, investors, consumers and other stakeholders helps brands build, sustain and grow trust.

Finally, we recognize that for UL to inspire trust, we must demonstrate our continued relevance and credibility in the digital age. As our clients are increasingly operating their businesses in digital environments, we have accelerated our commitment to software-as-a-service and digital commerce. The numbers tell an impressive story. UL currently has more than 700 digital solution developers on staff; applications that support more than 2.6 million users, 17,000 manufacturers and 125 retailers across 10 industries; and consumer-facing applications that receive more than half-a-million views each month. Safety has come to the digital age, and UL is leading the way.

I hope that you enjoy reading more in our annual report about how we are helping our clients establish and benefit from greater trust in today's challenging marketplace.



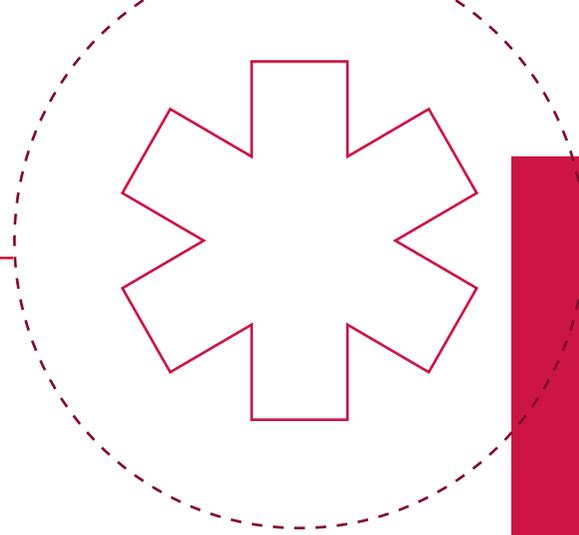
Keith Williams

President and Chief Executive Officer and Trustee

DEMONSTRATE SAFETY

**UL SAFETY EXPERTISE
BUILDS TRUST INTO
PRODUCTS, PROCESSES
AND WORKPLACE
ENVIRONMENTS**





TRUST IN A BRAND CAN BE LOST VERY QUICKLY IN TODAY'S CONNECTED WORLD.

Social media has empowered consumers and workers to report on their experiences instantaneously. A chorus of complaints, especially regarding consumer safety or workplace environments, can quickly erode trust in a brand.

While various tools can help protect a company's brand during a crisis, taking proactive steps to build and maintain trust is important to securing a brand's reputation against an array of threats.



This is where UL comes in. Using our scientific and technical expertise, we help businesses responsibly launch their products into the marketplace, especially when rapid technological innovation can introduce new and unforeseen risks. Given the ever-increasing complexity of these changes, we have invested heavily in addressing the unique challenges of the digital era.

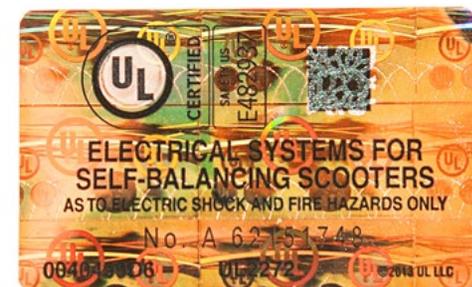
THE FOLLOWING ARE A FEW EXAMPLES OF OUR WORK FROM THE PAST YEAR, HELPING CLIENTS BUILD, SUSTAIN AND GROW TRUST IN THEIR BRANDS.



**SELF-BALANCING
SCOOTER**

ELECTRICAL SYSTEM

In 2016, we helped the hoverboard industry regain entry into the U.S. marketplace and re-establish trust among consumers worldwide. The hoverboard industry faced a major safety challenge as online videos and news reports about hoverboard fires raised concerns among consumers and regulators. In response, the U.S. Consumer Product Safety Commission required all hoverboard manufacturers, importers and retailers to comply with UL 2272, *Standard for Safety of Electrical Systems for Personal E-Mobility Devices*. After completing a construction evaluation, undergoing safety testing and complying with UL 2272's marking, labeling and user instruction requirements, hoverboard model N3M320, manufactured by Ninebot, parent company of Segway, became the first hoverboard to receive UL safety certification.



UL's market-leading anti-counterfeiting and brand-protection initiatives have also helped maintain brand trust. Working in close partnership with law enforcement, we investigated and contributed to the seizure of hoverboards bearing counterfeit UL Marks.

As a result of our efforts, the Los Angeles County Sheriff's Department seized 4,000 hoverboards bearing counterfeit UL Marks from a business in City of Industry, Calif., while the U.S. Customs and Border Protection seized 16,000 hoverboards with counterfeit UL Marks in Chicago and 445 in Norfolk, Va. In all, more than 52,600 hoverboards with counterfeit UL Marks were seized at 31 ports in 22 states.



MORE THAN
52,600
HOVERBOARDS WITH
COUNTERFEIT UL MARKS

WERE SEIZED AT

31 **IN** **22**
PORTS **STATES**





RAIDS IN LOS ANGELES AND MEXICO
RESULTED IN THE SEIZURE OF MORE THAN

100,000 
COUNTERFEIT UL MARKED
IPHONE ADAPTERS

We also put our scientific acumen to work investigating dangerous counterfeit Apple iPhone adapters linked to several highly publicized electrocution deaths. In our evaluation of 400 adapters, we discovered that all but three failed our basic safety tests. Twelve of the adapters were so poorly designed and constructed that they posed a risk of electrocution to users. Further, UL and Apple worked together to shut down the factories making these counterfeit adapters. Raids on sellers in Los Angeles and Mexico resulted in the seizure of more than 100,000 counterfeit UL Marked adapters.

IN LATIN AMERICA, MORE THAN

 10,000

INDUSTRIAL FANS WITH
COUNTERFEIT UL MARKS
WERE SEIZED

In addition, we made significant resource investments this year in combating counterfeiting in Latin America. These investments paid off in 2016 when we conducted an investigation of a company that distributed industrial fans containing counterfeit UL Marks in Panama. The majority of the fans were purchased by secondary distributors and retail outlets throughout South America. Our investigators worked with local law enforcement to seize more than 10,000 industrial fans with counterfeit UL Marks on the packaging and the products. Because consumers count on the UL Mark, working with law enforcement and taking legal actions to combat the counterfeiting of it helps maintain consumer confidence and trust.



Technological innovations introduce many unknowns. UL's history of establishing Standards can ease apprehensions that result from such uncertainty, helping to establish marketplace trust. Unmanned aerial vehicles (UAVs), or drones, are among the most exciting new technologies on the market; however, their arrival has raised multiple safety concerns, even as many businesses explore commercial applications. In 2016, we published UL 3030, *Outline of Investigation for Unmanned Aerial Vehicles*, to support safer UAV electrical systems used in commercial applications. This new outline addresses requirements for UAV electrical systems for applications in agriculture, research, government, law enforcement, search and rescue, film, broadcast, and construction.

Because parents' concern for their children's safety is universal, we committed to key initiatives to help our clients build consumer trust in their products. In 2016, we introduced the UL Toy Safety Enhanced Certification Mark based on conformity assessments to the ASTM F963-16 Standard Consumer Safety Specification for Toy Safety. For products that receive this UL Mark, we conduct detailed factory quality system audits, product inspections and testing at numerous points throughout the supply chain. Moreover, with this UL Mark, retailers, suppliers, wholesalers and manufacturers can demonstrate to consumers that they have made toy safety and quality a priority.



Many parents and other consumers are unaware that most children's furniture is not required to conform to safety standards and can pose risks of tipping over onto children. To increase public knowledge about this issue, we teamed with the nonprofit organization Kids In Danger to conduct a study funded by a grant from the U.S. Centers for Disease Control and Prevention. We tested a cross section of children's furniture, such as dressers and chests, for tip-over stability based on the ASTM F2057 Standard Safety Specification for Clothing Storage Units, as well as additional test protocols. At a press conference at our headquarters on Aug. 9, 2016, the study's results were released, along with a recommendation to improve children's furniture stability through mandatory standards and furniture-design changes.



Finally, we released the UL Safety Index™, a new tool to quantify the relative state of safety across nearly 190 countries. UL developed the index to bring awareness to safety issues across the world and to provide data to support decision making that can improve safety in a country. Intended as a public service, the index is available at ULSafetyIndex.org. Future versions of the index will incorporate security, sustainability, well-being and localized data.

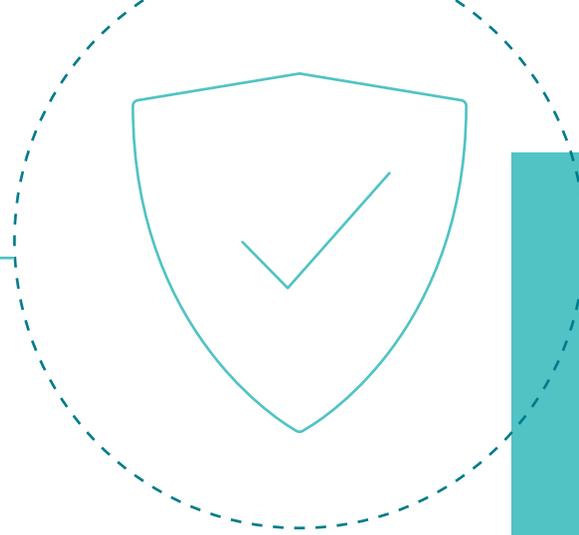
IN THE COMING YEAR,

we look forward to continuing to help our clients build greater trust through the application of our safety expertise.

STRENGTHEN SECURITY

**UL HELPS
INNOVATORS
STRENGTHEN
SECURITY AND
CONSUMER TRUST**





The increasing integration of products and systems such as medical devices, cars, trucks, light fixtures, appliances, alarms, electric meters and more is generating not only cost savings but also a proliferation of new services. However, these new connected technologies expose users to risks as well.

Consumers want to realize the benefits of the Internet of Things without risking their personal safety and security or the performance of the products, systems and services they use every day. The brands that strengthen security will, over time, build the strongest levels of consumer trust and peace of mind. To help companies achieve this goal for their products, software and infrastructures, UL made major strides this year in establishing testable cybersecurity requirements.



As the risk and complexity of the cybersecurity landscape rapidly evolves, UL is making substantial investments to help our clients meet their changing needs in areas from confirming secure interoperability to evaluating and enhancing protection of financial, medical and identity data.

THE FOLLOWING ARE A FEW EXAMPLES OF HOW WE ADDRESSED OUR CLIENTS' SECURITY NEEDS IN 2016.



Cyberattacks have become more sophisticated, making them harder and costlier to defend against. Therefore, security precautions are more critical than ever for consumers and businesses alike. In April 2016, we launched the UL Cybersecurity Assurance Program (UL CAP), which enables manufacturers to demonstrate product and system security. UL CAP also helps purchasers of products who want to mitigate risks by sourcing products validated by a trusted third party. Now, we can test network-connectable products and systems against our UL 2900 series of Standards to determine software vulnerabilities and weaknesses, address known malware, review security controls, and increase security awareness. With UL CAP, we are helping our clients to better understand, manage and mitigate their security risks to empower consumer trust.

NETWORK-CONNECTABLE PRODUCTS & SYSTEMS

- Industrial Control Systems
- Medical Devices
- Automotive
- HVAC
- Lighting
- Smart Home
- Appliances
- Alarm Systems
- Fire Systems
- Building Automation
- Smart Meters
- Other

UL 2900 SERIES OF STANDARDS

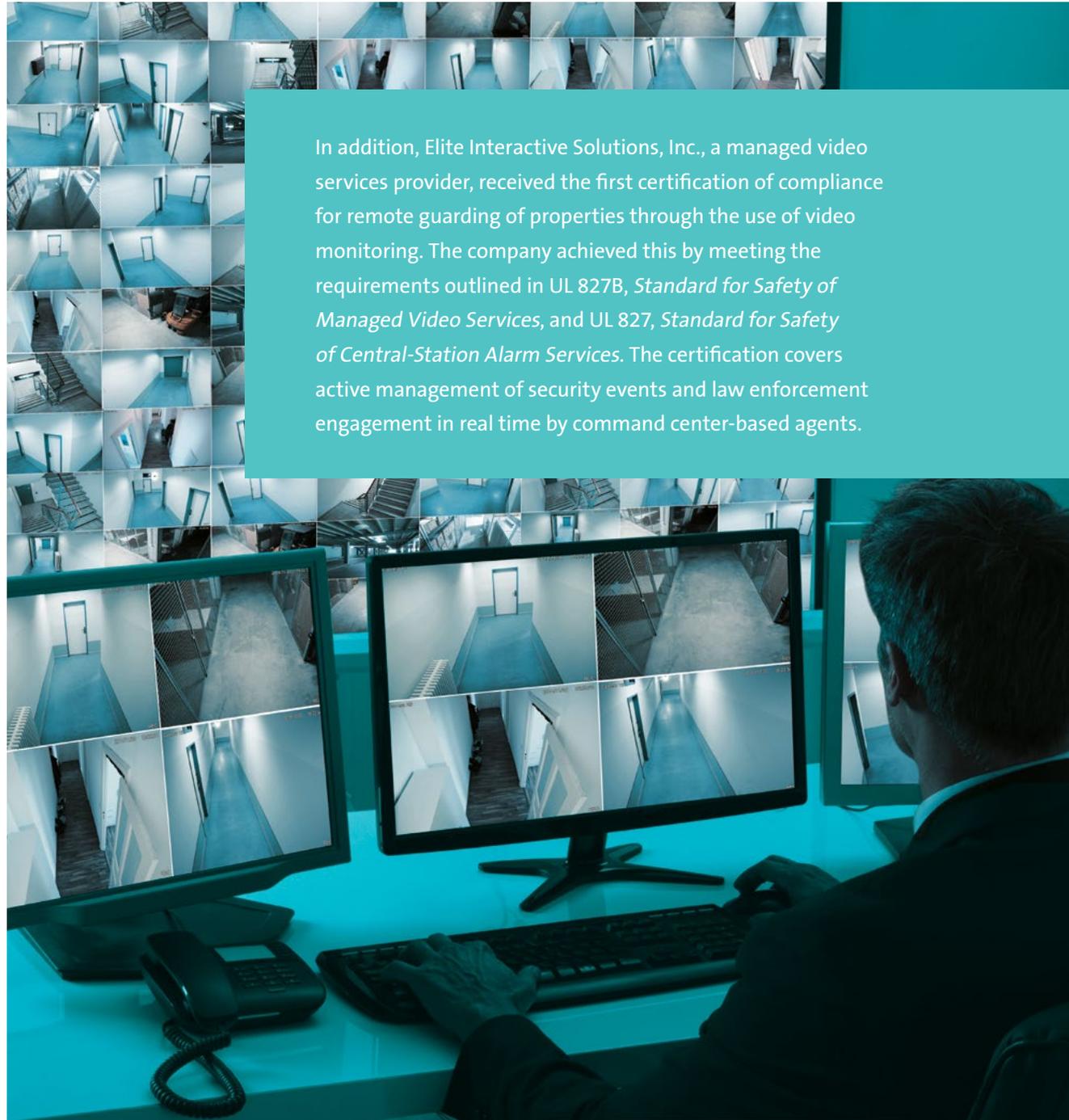
PRODUCT TESTING
UL 2900-1

INDUSTRY PRODUCT TESTING
UL 2900-2X

ORGANIZATION & PROCESS TESTING
UL 2900-3



UL also signed a collaboration agreement with the U.S. Department of Veteran Affairs to improve patient safety and security by utilizing UL cybersecurity certifications and refining existing and emerging standards and practices related to network-connectable medical devices, medical device data systems and health information technologies. This work addresses the existing marketplace gap in cybersecurity standards and practical certification approaches for connected medical devices.



In addition, Elite Interactive Solutions, Inc., a managed video services provider, received the first certification of compliance for remote guarding of properties through the use of video monitoring. The company achieved this by meeting the requirements outlined in UL 827B, *Standard for Safety of Managed Video Services*, and UL 827, *Standard for Safety of Central-Station Alarm Services*. The certification covers active management of security events and law enforcement engagement in real time by command center-based agents.



Finally, to help support innovative solutions that make smart cities safer, UL sponsored a hackathon at the 2017 Consumer Electronics Show (CES). In partnership with ReadWrite, UL challenged developers to use data from the UL Safety Index to leverage the capabilities of smart cities by addressing one or more hazards found in urban environments. While at CES, UL cybersecurity expert Ken Modeste participated in a panel on the challenges cities face in encouraging collaboration between the public and private sectors on smart city solutions. He also discussed the existing solutions contributing to smart city growth today.

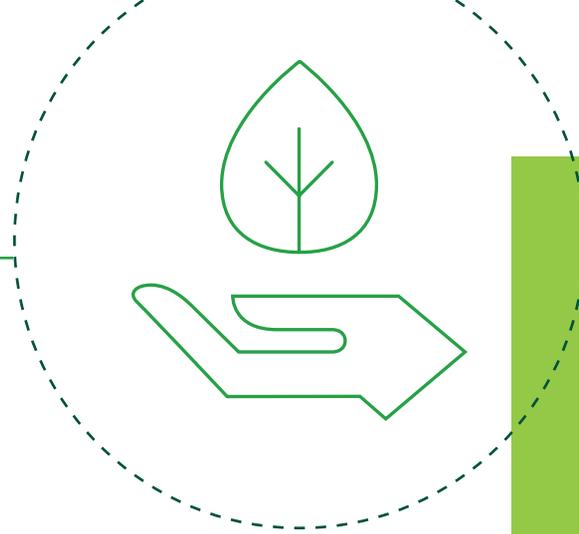
IN THE COMING YEAR,

we look forward to continuing to help innovators deliver trusted connected technologies.

ENHANCE SUSTAINABILITY

UL BOOSTS TRUST IN CLIENTS' SUSTAINABILITY COMMITMENTS





In Nielsen's 2014 Doing Well By Doing Good survey, 52 percent of respondents globally report that they check a brand's social and environmental commitment before buying products. Increasingly, consumers worldwide are purchasing products from companies they trust to uphold high environmental standards that protect the health of people and ecosystems.

Given the important connection between brand trust and a commitment to building a sustainable economy, many businesses are reducing waste, increasing their use of renewable energy and lowering the level of their harmful emissions. To support these efforts, more than 400 sustainability reporting tools are in use today across 64 countries.

**52% OF RESPONDENTS
GLOBALLY**

SAY THEY CHECK A BRAND'S

**SOCIAL & ENVIRONMENTAL
COMMITMENT BEFORE
BUYING PRODUCTS**

In 2016, UL helped companies measure, demonstrate and communicate their sustainability initiatives designed to mitigate risks and differentiate offerings in the marketplace.

**THE FOLLOWING ARE A FEW EXAMPLES
OF HOW WE HELPED OUR CLIENTS
ENHANCE THEIR SUSTAINABILITY
AND DEEPEN CONSUMER TRUST.**



Photo courtesy of PanaHome Corporation.

Air pollutants can be two to five times higher indoors than they are outdoors, according to the U.S. Environmental Protection Agency and the National Institutes of Health. The UL GREENGUARD Certification for low-emitting products is well known for helping to reduce harmful volatile organic compounds (VOCs), resulting in healthier indoor environments in commercial buildings. This service is now available for residential homes that meet stringent Standards for airborne VOCs. In 2016, the CASART home from PanaHome Corporation, a Japanese housing company owned by the Panasonic Group, earned the first UL GREENGUARD Certification for homes.

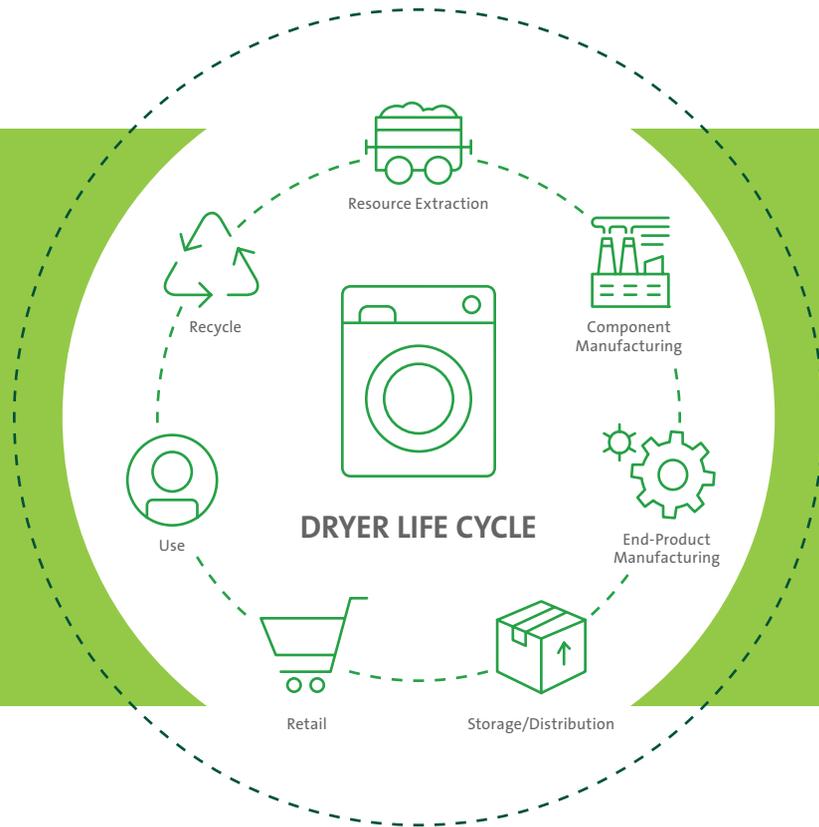




UL also signed a Memorandum of Understanding with International WELL Building Institute™ (IWBI) to enhance public awareness of the need to reduce exposure to harmful chemicals and promote strategies for improving the indoor air quality of buildings, as well as the health and well-being of its occupants. Of note, IWBI's WELL Building Standard™ recognizes the UL GREENGUARD Gold Certification for low-emitting products as an equivalent label for meeting the VOC reduction requirements of IWBI's green building certification program.



Energy storage has emerged as a key element in the electric supply systems for homes, buildings and grids. In response to increased demand for energy storage systems, we developed UL 9540, *Standard for Safety of Energy Storage Systems and Equipment*, to certify the safety of these systems. In 2016, Enphase Energy's AC Battery Storage System was the first recipient of this certification, facilitating the introduction of its storage technology to the North American market.



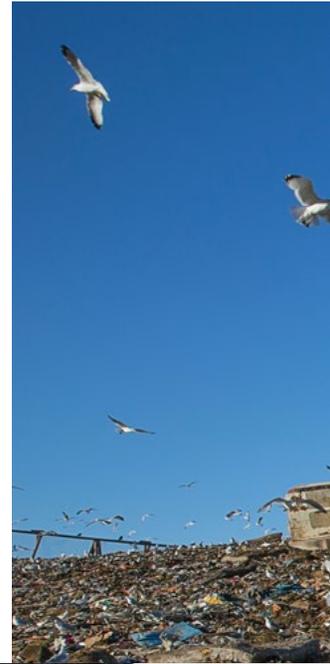
Working with the Association of Home Appliance Manufacturers (AHAM) and the CSA Group, we jointly developed and released the first sustainability Standard for household clothes drying appliances. With this objective and measurable Standard, clothes dryer manufacturers can evaluate the environmental sustainability of their products through the entire life cycles of these appliances.

By establishing a clear, consistent method of evaluating the environmental impact claims of all products in an industry, Product Category Rules (PCRs) help minimize confusion among various types of environmental reporting. As a global program operator for PCRs, we partnered with a consortium of manufacturers in the hand dryer industry in 2016 to develop the first ever global PCR for hand dryer environmental performance.



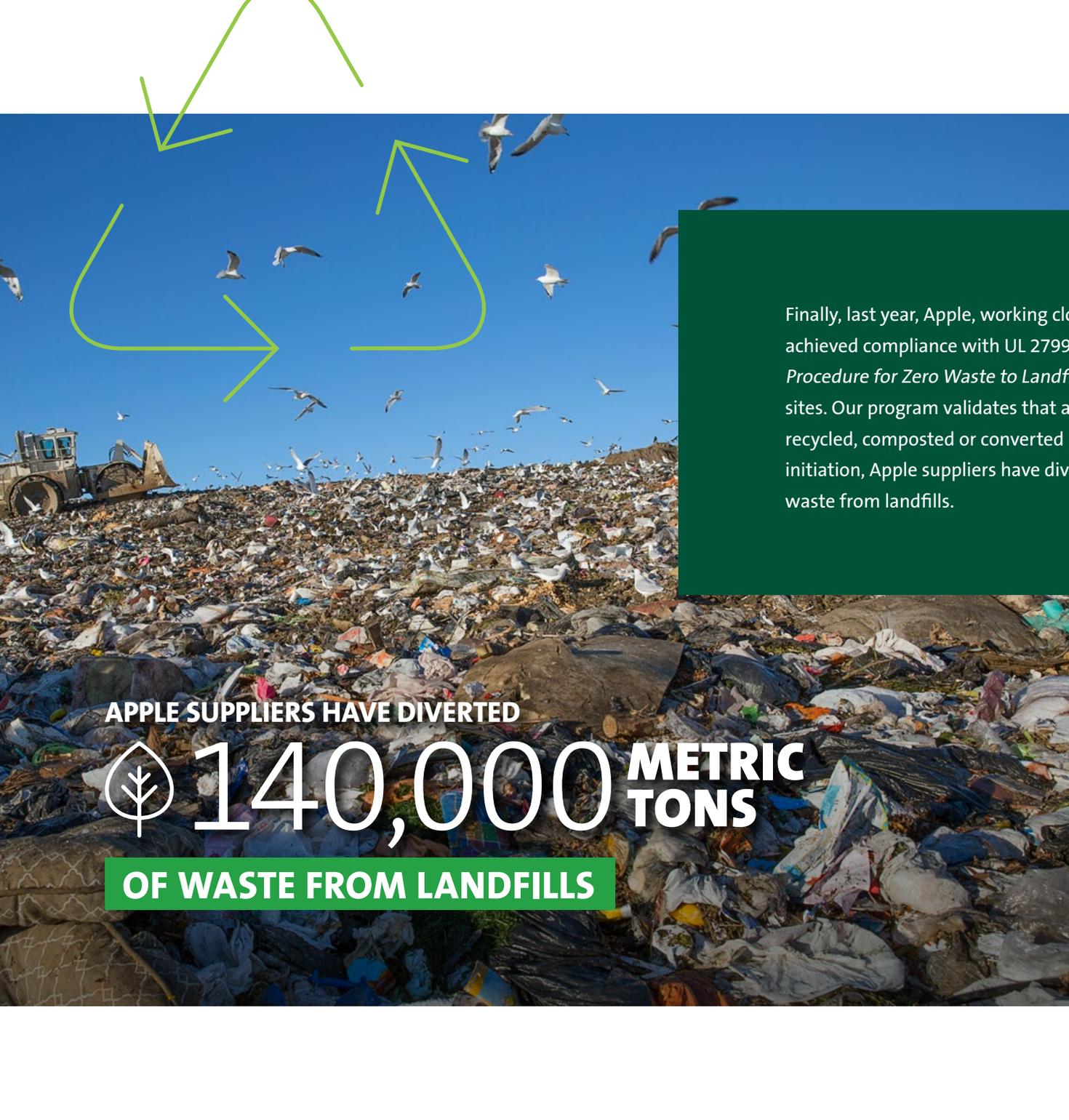


To encourage cooperation and deepen mutual trust between China and the U.S., we signed a cooperation agreement with the Certification and Accreditation Administration of the People's Republic of China (CNCA) to jointly promote the adoption and mutual recognition of green product testing and certification results between the two countries. Our CEO Keith Williams and UL Ventures President Weifang Zhou participated in the signing ceremony.



In addition, we signed an alliance agreement with Vietnam's QUATEST3 (Quality Assurance and Testing Center 3) to develop a furniture and chemical emissions testing laboratory, enabling Vietnamese furniture manufacturers both to demonstrate furniture durability and performance, and to expand their businesses into global markets. The lab will feature environmental chambers to test hazardous chemical emissions from furniture, building materials, electronics and formulated products. The lab also contains equipment to test the durability and quality of furniture.



A large landfill of waste with birds flying overhead and a green recycling symbol overlaid.

Finally, last year, Apple, working closely with its suppliers in China, achieved compliance with UL 2799, *Environmental Claim Validation Procedure for Zero Waste to Landfill*, at all 14 of its final assembly sites. Our program validates that all manufacturing waste is reused, recycled, composted or converted into energy. Since the program's initiation, Apple suppliers have diverted 140,000 metric tons of waste from landfills.

APPLE SUPPLIERS HAVE DIVERTED

 **140,000** METRIC TONS

OF WASTE FROM LANDFILLS

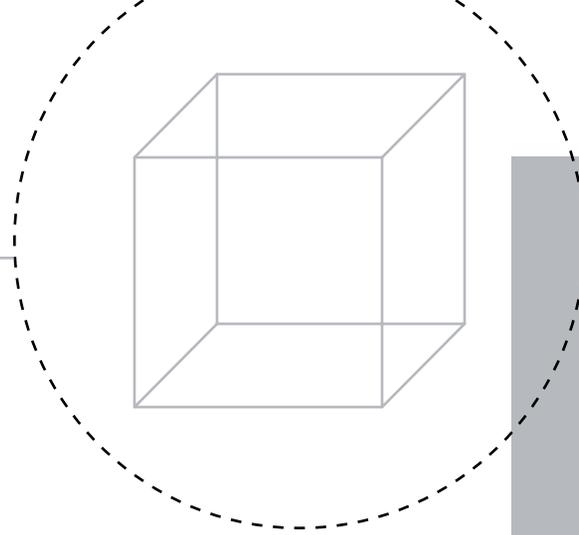
IN THE COMING YEAR,

we look forward to continuing to enhance our clients' sustainability initiatives through the application of our knowledge and expertise.

MANAGE TRANSPARENCY

**UL FACILITATES
INCREASED
SUPPLY CHAIN
TRANSPARENCY
TO SUPPORT
SMARTER CHOICES**





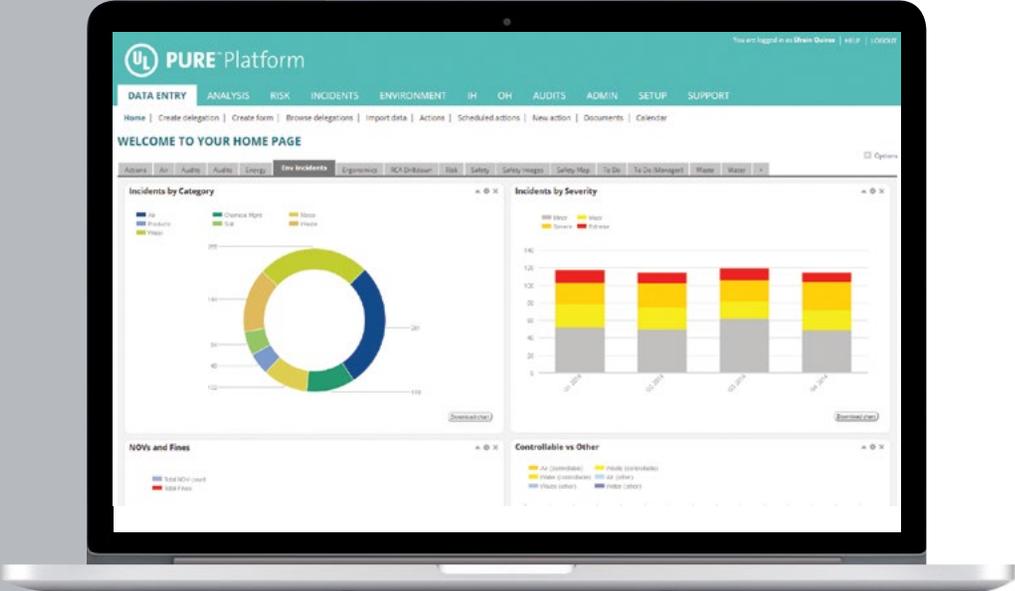
In today's global marketplace, third-party suppliers and manufacturers located throughout the world provide businesses with a wide range of raw materials and produced goods. As awareness of environmental, health, safety and sustainability factors in global supply chains has grown, many consumers are demanding to know how products are made and what ingredients go into them.

For brands to inspire trust, they must be transparent in the way they share supply chain information with regulators, investors, consumers and other stakeholders. The diversity and complexity of today's global supply chains can make it challenging for even the most well-intentioned companies to report with full transparency.



To achieve global supply chain visibility, businesses rely on technology tools for real-time data collection, analysis and insights. In the past year, UL has invested in new tools and services to help our clients achieve their transparency goals and build stronger bonds of trust with their stakeholders. Our services address transparency in ethical sourcing practices, product lifecycle impacts, chemical ingredient disclosures and overall corporate social responsibility.

THE FOLLOWING ARE A FEW EXAMPLES OF OUR WORK IN THIS AREA.



In 2016, we acquired cr360, a provider of environmental, health, safety management (EHS) and sustainability management software, and added its EHS and sustainability software to our portfolio of offerings. By combining cr360 with our existing software and services, we can now provide clients with the PURE™ Platform, a unifying framework for consistently tracking, measuring and managing environmental, health and safety, supply chain, and corporate social responsibility metrics globally. Our PURE Platform gives our clients clarity, visibility and insights into operational performance and risk, as well as profitability.





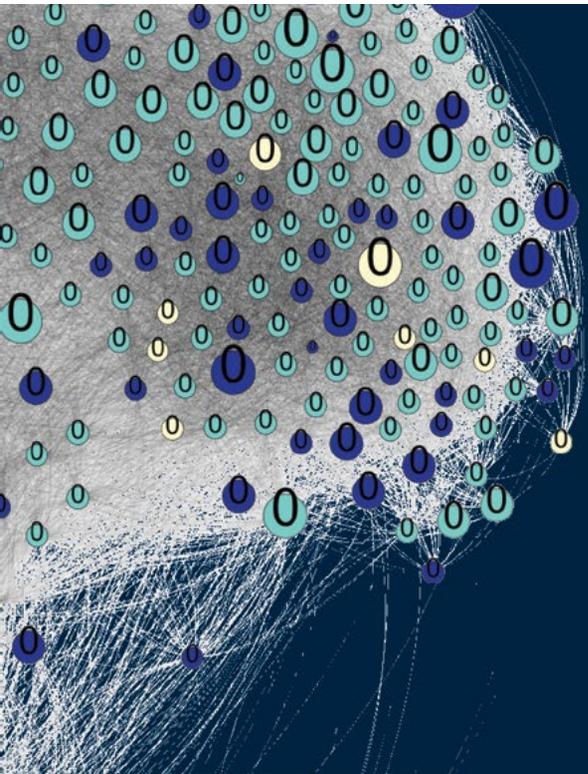
Many businesses make marketing claims. But how do consumers know which ones to trust? Our new marketing claim Verification service, built and launched in 2016, draws on our scientific acumen to determine the accuracy of product, facility, process and system marketing claims. Our clients can now differentiate themselves from those competitors who rely on unverified self-declared claims. This service enables our clients to give consumers confidence and peace of mind. The UL Verified Mark can appear on products and in advertising, packaging and promotions to communicate that we have verified a specific marketing claim. Additionally, consumers can instantly confirm the status of a UL Verification by entering the address included with each UL Verified Mark into the mobile-enabled UL Verify database.





Because of the potential for chemicals used in products to impact human health and the environment, regulators and consumers demand greater transparency from businesses. To aid our clients, in 2016 we developed the Product Lens program that provides a new chemical disclosure tool. Developed especially for architects and designers to help meet LEED® green building requirements, the Product Lens program enables product manufacturers to report on chemical use and present any hazards in the context of a product’s overall value chain. The program is a result of collaboration between UL Environment, MBDC and the Cradle to Cradle Products Innovation Institute.

-  Low or no hazard identified and/or potential exposure.
-  Moderate hazard identified and/or potential exposure.
-  Problematic concern found. The combination of the hazard and potential exposure leads to some caution for some uses and/or applications.
-  Cannot be fully assessed due to either lack of complete formulation, or lack of toxicological information for one or more ingredients.
-  Highly problematic material containing one or more chemicals classified as CMR and having a plausible route of exposure.



In addition to assisting our clients with regulatory compliance, we entered into an agreement with world-renowned scientist Thomas Hartung, M.D., Ph.D., the Doerenkamp-Zbinden Professor and Chair for Evidence-based Toxicology at the Johns Hopkins University Bloomberg School of Public Health, and Thomas Luechtefeld, a Ph.D. student, to develop a new tool to predict the chemical toxicity of substances. At present, we are mapping the world’s chemical landscape by cataloging several thousand chemicals for which there are available safety data. Once completed, we will be able to predict the toxicity of more than 90,000 substances in products.

IN THE COMING YEAR,

we look forward to continuing to help our clients manage the transparency of their supply chains to support smarter business decisions.

GROWTH + EXPANSION

UL EXPANDS OUR NETWORK OF TRUST



The global business environment changed rapidly over the past year, and so did UL. The swift pace of digital technology development, the industrialization of more corners of the world, and the increased global awareness of safety, health and environmental issues demand our continued innovation.

To serve our clients in this dynamic world, we diversified our business through multiple acquisitions, expanded our geographical presence with new office and laboratory openings, and advanced our digital offerings through the launch of new information tools.

In 2016, we completed five acquisitions to help our clients meet their business challenges.

- 1 Cambridge, U.K.-based cr360, developers of environmental, health and safety management, and sustainability software products, joined us on Jan. 29, 2016. By combining cr360's solutions with our existing software and services, we are able to provide clients around the world with a comprehensive platform for consistently tracking, measuring and managing environmental, health and safety, supply chain, and corporate social responsibility metrics globally.
- 2 We also welcomed LearnShare, a Maumee, Ohio-based company with a talent management suite of software products, on June 21, 2016. As companies increasingly look to link employee qualification, competency and performance factors, we can now offer a more complete set of tools for managing distributed global workforces.
- 3 Safeware Quasar, a privately held company based in Nottingham, U.K., joined the UL family on Aug. 31, 2016. We purchased Safeware Quasar to combine its chemical compliance software with our existing supply chain data management and global regulatory compliance tools and expertise. The combined offering helps clients manage an increasingly complex regulatory environment and provides confidence to all stakeholders in the chemical value chain.





- 4 On Sept. 26, 2016, we acquired AWS Truepower, an Albany, N.Y. - based energy engineering services and advisory firm. Many of AWS Truepower's services are crucial in the early phases of power generation project development because they help demonstrate the financial viability of projects to investors. By adding these services to our existing renewable energy offering focused on testing, inspection, certification and performance verification, we now offer full life cycle solutions for the wind and solar power sectors.
- 5 And finally, Consumer Testing Laboratories Inc., provider of quality assurance testing services for the retail industry, joined our organization on Oct. 4, 2016. With its facilities in five countries, the Bentonville, Ark.-based company expands our global capabilities and strengthens our retail service portfolio.

As part of our global facility expansion plans, in 2016 we opened 18 new laboratories and offices across many geographic regions, including:

In Asia, an Internet of Things lab in Dongguan, China; a furniture testing lab in Guangzhou, China; a refrigerator performance lab in Suzhou, China; a lighting lab in Xiamen, China; a door hardware testing lab in Taipei, Taiwan; a consumer products testing facility in Ho Chi Minh City, Vietnam; and a consumer products testing lab and a fire lab Center of Excellence in Bangalore, India

In Europe, a door and building hardware testing lab in Warrington, U.K.; and a security lab in Marseille, France

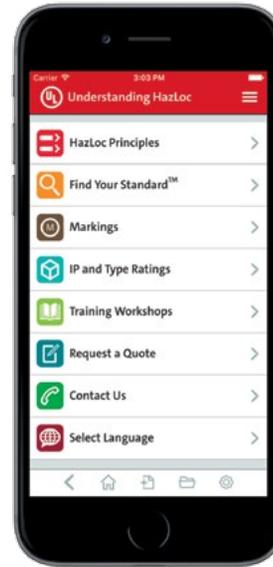
In the Middle East and North Africa, a newly renovated consumer products testing lab in Istanbul; a new consumer products facility in Casablanca, Morocco; and an electrical lab in Abu Dhabi

In Latin America, a new office in Bogota, Colombia

In North America, a new lighting performance and energy efficiency lab in Brea, Calif.; new auto and audio labs in Fremont, Calif.; and a smart inverter testing lab in Northbrook, Ill.



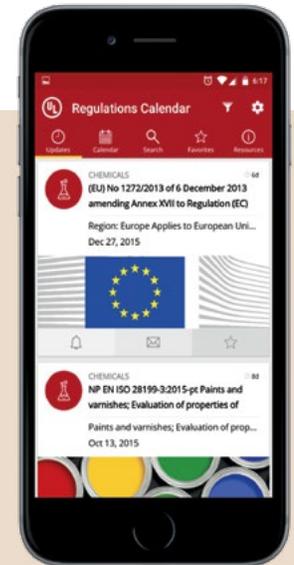
In recent years, the mobile computing platform has emerged as a preferred choice for executing business operations. To meet our clients where they are doing business, we have invested in mobile app development this past year to make it easier than ever for clients to access our expertise.



For example, in 2016 we released a HazLoc mobile app that provides design, certification, production, installation, inspection and regulatory compliance information for global hazardous locations. Easy access to our technical expertise benefits a variety of users, including designers, certifiers, manufacturers, distributors, end users, inspectors and regulatory authorities across the oil and gas, chemical, agricultural, pharmaceutical, offshore, and mining industries.



In addition, to assist brands, retailers, manufacturers and suppliers in achieving compliance with new standards and changing regulations for consumer products, we launched the RegAlert app. With information on many frequently revised and newly issued regulations at the international, federal and regional levels, this app provides our clients with what they need to comply and still get their products to market successfully.





Similarly, we introduced ChildAware™, a new mobile app that delivers children's apparel news and regulatory updates to industry retailers, manufacturers, importers and brands.

We also delivered a new mobile app for dry chemical fire extinguisher manufacturers. This app provides an understanding of dry chemical fire extinguisher construction, testing and certification requirements.



Finally, in 2016 we brought to market a web-based and mobile app-based product sustainability information tool called SPOT™. Using this database, architects, designers and specifiers benefit from the ability to quickly identify more than 45,000 building products by their sustainability attributes. The searchable product listings include safety data, furniture and performance certifications, and claim verifications.

IN THE COMING YEAR,

we will continue to build new digital capabilities, expand our presence in global markets, and acquire additional software and services companies, incorporating them into our trusted network.

KEY EVENTS

UL FORGES BONDS OF TRUST AT GLOBAL EVENTS





As part of our public mission, UL uses global forums to share our knowledge, hands-on understanding of business and manufacturing, and insights into creating public-private partnerships. In 2016, we hosted and contributed to many summits, conferences and trade conventions, each providing a unique opportunity for us to forge bonds of trust with global leaders.



Hundreds of senior Chinese officials, global business executives, leaders of international organizations, and renowned scholars and researchers gathered in Beijing from March 19-21, 2016, for the China Development Forum, an annual platform for discussions about China's economic development. UL CEO Keith Williams spoke about simplifying regulatory frameworks to encourage the continued development of a modern services industry in China.



From April 25-29, 2016, the Hannover Messe, a trade convention featuring industrial and manufacturing technologies, hosted more than 200,000 attendees from more than 70 countries. As part of the largest ever U.S. delegation to the event, we demonstrated our ability to support Industry 4.0, a German government initiative to promote the digitalization of manufacturing. Keith Williams and Gitte Schjøtz, our president of UL International, participated in the event.



From June 1-3, 2016, the Chicago Forum on Global Cities hosted a range of experts to discuss how global cities can solve pressing worldwide challenges. Keith Williams joined four other executives in a moderated discussion about the safety and security considerations needed to support rapidly evolving global smart cities. In his remarks, he emphasized that the promise of connected technologies can only be realized if the public and private sectors address infrastructure security.



Thought leaders from government and industry converged from June 27-28, 2016, in New Delhi for India's first Energy Storage Technology Summit. We hosted a dialogue on the current state of battery safety. This event included a review of technological developments, failure analysis, opportunities and risks, and local capabilities. Discussions focused on research, education and the development of battery safety standards.

Ottawa, Canada, provided the backdrop for our fourth Battery Safety Summit, an exchange among 75 experts from the U.S. and Canada. From Sept. 8-9, 2016, the summit attendees explored new and emerging safety concerns regarding lithium-ion battery technology and identified areas of focus for scientific research, analysis and collaboration. Co-organized with the National Research Council Canada, summit discussion topics ranged from the challenges of transporting and storing batteries to the regulatory and technical efforts underway to address battery safety challenges. The event aimed to develop a unified perspective on lithium-ion battery safety standards and programs.





Law enforcement officials from around the world arrived in London for the 10th annual International Law Enforcement Intellectual Property Crime Conference from Sept. 19-20, 2016. Hosted by our team, along with INTERPOL and the City of London Police, the conference featured a series of sessions highlighting operational best practices, casestudies and methodologies to combat transnational organized intellectual property (IP) crime. During the event's opening ceremony, Keith Williams delivered a speech about the pace of innovation and the importance of safety considerations.

To create an exchange of knowledge in the fields of sustainability and supply chain management, we hosted our first European Responsible Sourcing Summit in Barcelona, Spain, from Oct. 13-14, 2016. The event featured interactive and engaging discussions on a range of topics, including raw material traceability, unauthorized subcontracting, human trafficking and migrant labor, social auditing, and counterfeiting.



Gitte Schjøtz, president of UL International, joined more than 1,200 business leaders and policymakers at the APEC CEO Summit in Lima, Peru, to share her insights on sustainable supply chains. This international forum, which facilitates cooperation, economic growth, and trade and investment in the Asia-Pacific region, was held Nov. 17-19, 2016. With three other representatives from the public and private sectors, she participated in a panel discussion on the challenges and pathways to sustainable development.

At each of these events, we contributed to discussions seeking to improve trust in the global marketplace. We look forward to contributing further at similar forums in 2017.

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