

Compliance Solutions Update

Nov 2008

- ➔ **UL ACQUISITION OF WAKEFIELD LABORATORIES LIMITED FINALISED**
- ➔ **COMMITMENT TO CUSTOMER FOCUS AND QUALITY OF SERVICE**
- ➔ **WHAT WILL CHANGE FOR UL CUSTOMERS IN NEW ZEALAND AND AUSTRALIA**

UL acquisition of Wakefield Laboratories Limited finalised

Underwriters Laboratories Inc. (UL) announced on November 03 that it would acquire the assets of Wakefield Laboratories Ltd; and this transaction was finalised on November 26, 2008.

All staff have accepted ongoing employment and will remain with the new Auckland operations of UL International New Zealand.

This marks an exciting time for both the existing Christchurch and new Auckland employees of UL, with increased access to local and international knowledge and information.

Existing employees continue to work in similar roles and in the same location, and established customer contact points will be retained.

The senior management from Christchurch and Auckland will work together as a coordinated leadership team under the direction of Doug Johnson, Vice President and General Manager of UL International New Zealand, with support from a newly appointed Regional Sales Manager based in Sydney, Australia.



UL International NZ Management team members (from left); Paul Deverall, Manuel Shimasaki, Ken Wilson, Doug Johnson

Commitment to customer focus and quality of service

With the acquisition of Wakefield Laboratories, the Australasian operations of UL have not only expanded their test facilities but have also increased their overall management and customer service capacity.

For more than a decade, the industry reputations associated with Parkside Laboratories in Christchurch and Wakefield Laboratories in Auckland have been one of technical excellence combined with a high level of customer service and flexibility.

UL New Zealand is very conscious that the integration of

Parkside into the UL family may have resulted in a perceived reduction in customer service levels as staff and management struggled to find the right balance between ongoing business performance, customer relations and an intensive training regime.

Integration is an important part of UL expansion into Australasia, as this will fully unlock the potential to provide customer access to regional and global markets in a manner that is not only globally coordinated but also supported by a framework

of technical excellence and management tools.

In response to feedback from our customers, the UL Australasian leadership team is committed to re-establishing the cornerstones of customer focus and quality of service and these will underpin all further activities, including those arising from the acquisition of Wakefield Laboratories.

Our expectation is that the global presence of UL; combined with input from our local staff should provide the highest level of service. You, as our customer should expect the same.



What will change for UL customers in New Zealand and Australia

Some change is inevitable as UL continues to integrate local operations in Auckland and Christchurch. Our leadership team will be working to minimize the impact of these changes on our customers, and some key issues are discussed below.

Will the same scope of laboratory accreditation be maintained?

Yes, all existing laboratory accreditations will be maintained and plans are also in place for an extension of accredited capability in both Christchurch and Auckland facilities.

As a Wakefield customer, will my technical contacts remain the same?

Yes, all existing Wakefield staff have accepted ongoing employment with UL and continuity of customer contact will be assured.

How do I contact UL NZ?

Contact can be made directly via either the Christchurch or Auckland offices; telephone and mobile contact numbers remain the same. New email addresses have been established for staff in Auckland however messages sent to the Wakefield addresses will continue to be received for the foreseeable future.

Whom do I contact with any specific concerns?

Customer feedback is valued and important to us; and contact can be made with the leadership team member of your choice. Specific responsibility for issues related to quality of service will be the responsibility of Ken Wilson, based in Auckland.

As a Wakefield customer, will my credit terms remain the same?

Yes, our administration team is working hard to ensure that key customers with existing credit terms continue to have this facility available.

Will my test report look the same as my Wakefield report?

No, all test reports will be in the name of UL International NZ, and reports from both facilities will be standardized in the future. All issued test reports will continue to have the same level of IANZ endorsement and regulatory recognition.

Will the Auckland laboratory continue to offer CB reports?

Yes, the Auckland laboratory will continue as a CB laboratory in a similar manner to Wakefield. CB Certificates will be issued by UL Demko A/S and for those customers seeking access to the North American market we will also facilitate improved access to UL Certification.

Will my invoice look the same?

No, all invoices will initially be issued from UL Singapore. Services provided in Australasia are on behalf of UL International Services BV in the Netherlands; and the invoice will reflect this. Payments are to be made into a New Zealand bank account.

As a Wakefield customer, can I make payment into the same bank account?

No, payment must be made into the appropriate UL bank account and not the Wakefield account, which will be discontinued in the near future. Bank accounts (both NZD and AUD currencies) are currently located in New Zealand however an Australian bank account will be established in the near future. Specific instructions will be sent with UL invoices.

Will UL be offering an AS/NZS approval certification service?

Yes, progress is being made to transfer JAS-ANZ accreditation from Wakefield to UL, together with formal recognition by the NSW Office of Fair Trading. It is expected that a certification service for the AS/NZS market will be available in early 2009.

Will there be changes to the pricing of services?

Whilst some fine tuning will be implemented to give consistency of pricing between the Auckland and Christchurch facilities; it is not anticipated that this will result in significant increases across the board.

For further information on the New Zealand operations of UL, please visit our new website

www.nz.ul.com