



# Demonstrating Due Diligence

## Rely on UL for EU Market Compliance

Manufacturers and distributors must navigate a complex regulatory landscape to ensure products placed on the market comply with all relevant legislation.

RAPEX, the European market surveillance system, helps facilitate the rapid exchange of information between EU Member States and the Commission regarding dangerous non-food products and the measures taken to prevent or withdraw items from the market. Having your products appear on this list can damage your brand reputation and consumer loyalty.

In addition to the negative effects on brand equity, the financial implications are increasing; the physical value of the product concerned, disposing and replacing of stock, testing and investigation work plus advertising to notify consumers can be a huge expense.

Utilising a wealth of manufacturing and supply chain experience to highlight areas of concern, UL offers a complete portfolio of bespoke services to help to ensure regulatory compliance and demonstrate the appropriate due diligence:

- **Range Reviews and Advisory services** – help flag potential quality and safety issues relating to seasonal product ranges
- **Quality and Capability Audits** – assess through early detection the effectiveness and capability of manufacturing processes and quality systems in order to provide assurance that the factory is capable of producing acceptable product
- **Product Safety Assessments** – help identify and resolve potential quality, compliance and safety issues
- **Testing and Assessment Programmes** – design and implementation to ensure supply chain alignment with brand specifications and legal requirements such as REACH for raw materials, components and finished products
- **Specification Development** – identify relevant legal requirements and applicable test protocols for product quality and safety
- **Pre-Shipment & Loading Inspections** – help verify product quality and ensure items are fit for their intended purpose before the goods leave the factory
- **Market Surveillance Programmes** – help to ensure the final product complies with your quality standards and brand specifications via random sampling from end retailers



For more information on all the ways you can rely on UL to help, contact [QAenquiries@ul.com](mailto:QAenquiries@ul.com) or visit [ul.com/consumer-products](http://ul.com/consumer-products)



- **Quality Manual and System Reviews** – help ensure effective controls and procedures are in place to mitigate risk
- **Staff and Supplier Training** – help develop a better understanding and familiarise supply chain partners with regards to legal requirements, safety standards, industry initiatives and best practice

Employing a collaborative approach, UL works closely with clients to create a customised programme of due diligence services to help meet individual needs. UL actively engages with supply chain members to help mitigate risk and maximise return on investment through robust quality systems:

- Eliminate redundant testing
- Increase efficiencies in the production process through early detection of non-compliances or defects
- Identify high-risk materials
- Reduce hazardous chemicals in products and processes throughout the supply chain
- Identify and drive improvements towards best practice and sustainability
- Gain greater visibility and transparency through the supply chain

Contact UL today to find out more about how our experts can help you to demonstrate product compliance and mitigate risk.

## MARKET SURVEILLANCE

UL can help to ensure that 'off the shelf' products are compliant with your quality standards and brand specifications. We can randomly source 'off the shelf' products from end retailers and distributors and perform:

- Product Assessments
- Labelling/Packaging Reviews
- Testing to local regulatory requirements
- Performance and physical testing to meet brand specifications and required quality standards

UL provides a full report on findings and results, identifying what products were sourced including the licensee, date and location.



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