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# UL Solutions and Walmart Suppliers: Strategies for Compliance and Sustainable Success



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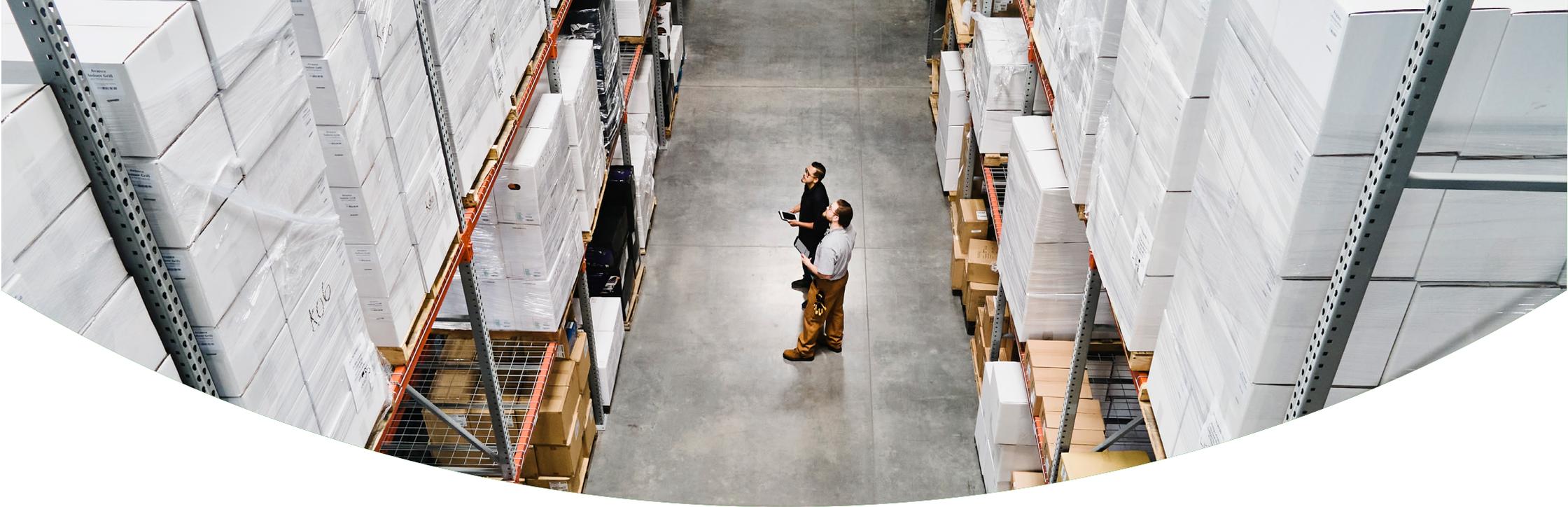
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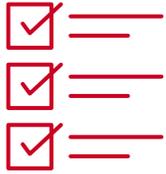
## Introduction: evolving retail supply chains

Manufacturers of retail and consumer products have confronted an unprecedented number of overlapping challenges in recent years. Before the pandemic disrupted global supply chains in 2020, major retailers such as Walmart and their suppliers were already facing stiffer quality control and sustainability demands from consumers. The rapid expansion of e-commerce means Walmart must resolve a unique issue brought on by its own success — maintaining its sterling reputation among consumers despite increased pressure from both sides of its operation.

To navigate this changing landscape, suppliers of retail and consumer products need more than a testing body — they need a trusted partner.

As Walmart seeks to strengthen its in-house brands and build consumer confidence, suppliers must be ready to adapt to evolving safety, quality, performance, and energy efficiency requirements. Staying informed and positioning your company to meet the demands of potentially valuable retail markets requires a strategic partner with specific expertise and a track record of solid success.

This guide explores strategies that suppliers can use to solve these challenges and take advantage of the opportunities inherent in building and maintaining strong relationships with key retailers like Walmart.



## Leveraging retail and consumer products expertise

### Bring products to market quickly

Ensuring your products are [compliant with regulatory requirements](#) for your destination markets can be challenging. UL Solutions has a global team of technical and regulatory experts with deep knowledge of retail markets. They serve on international technical committees and working groups to develop and update product standards.

We can help you anticipate your compliance needs with a broad portfolio of advisory and testing services, as well as our global network of laboratories and dedicated retail and consumer products teams.

### Cut costs and save time

Market demand creates pressure to [accelerate the launch of new products](#), but retailer requirements and guidelines constantly evolve, which can make it difficult to keep up. UL Solutions can help suppliers throughout the entire lifecycle of their products. We can consider safety, quality and sustainability upstream from the initial phases of product development, helping customers avoid production delays and costly recalls.

Our strategic position and understanding of the world's largest retailers' requirements provide knowledge that can benefit our customers' investments and processes.



## Leveraging retail and consumer products expertise

### Differentiate your products

Competition is intense, and you are always looking for [credible ways to differentiate your products](#) in a crowded marketplace. UL Solutions offers services to help you go beyond compliance and achieve this goal. Our programs can be tailored to each supplier's unique requirements.

In our exclusive [color-matching laboratory](#), you can monitor the color consistency of textiles, leather, hard goods and packaging. For a clearer idea of consumer perspectives on your products, check out the [Product Experience Lab](#).

### Understand retailer priorities

We provide testing services to Walmart suppliers to evaluate the products to retailer and consumer safety goals efficiently and cost-effectively, through our digitally-connected global network of laboratories featuring state-of-the-art facilities and comprehensive testing capabilities. Our retail consumer products testing laboratory is located close to Walmart's Bentonville, Arkansas corporate headquarters.

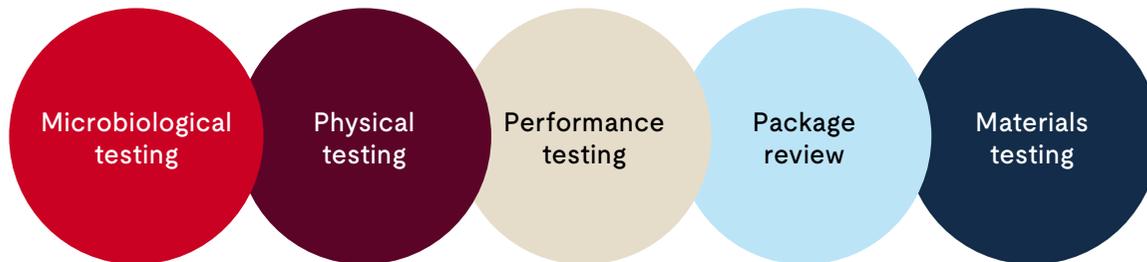
Our strategic relationships with the world's largest retailers, such as Walmart, means we know their requirements and can help suppliers anticipate their needs.

# Meeting increased testing demands

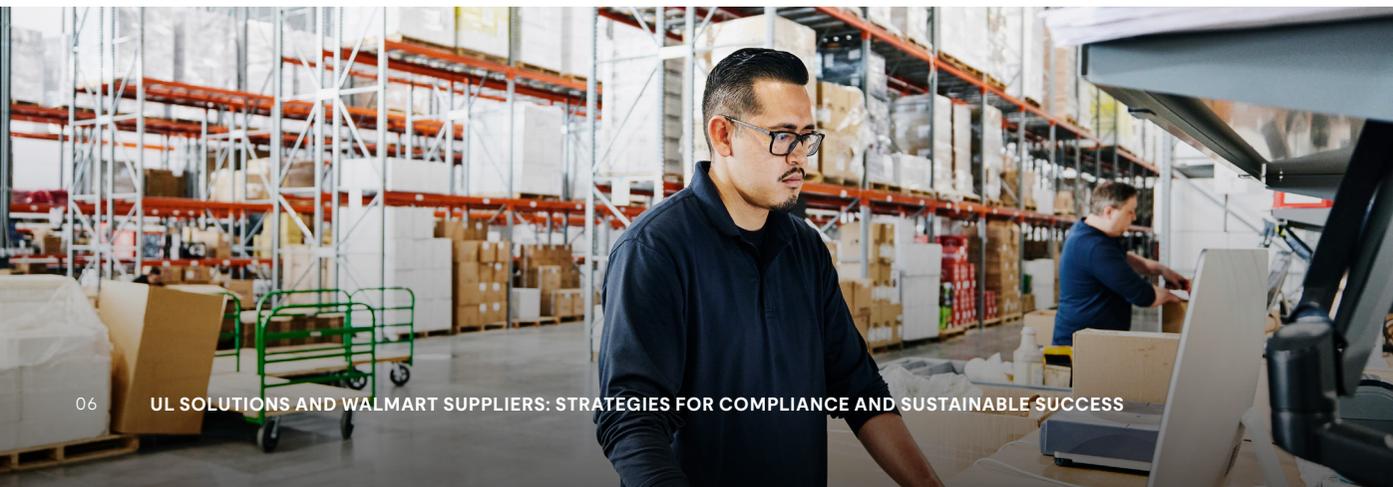
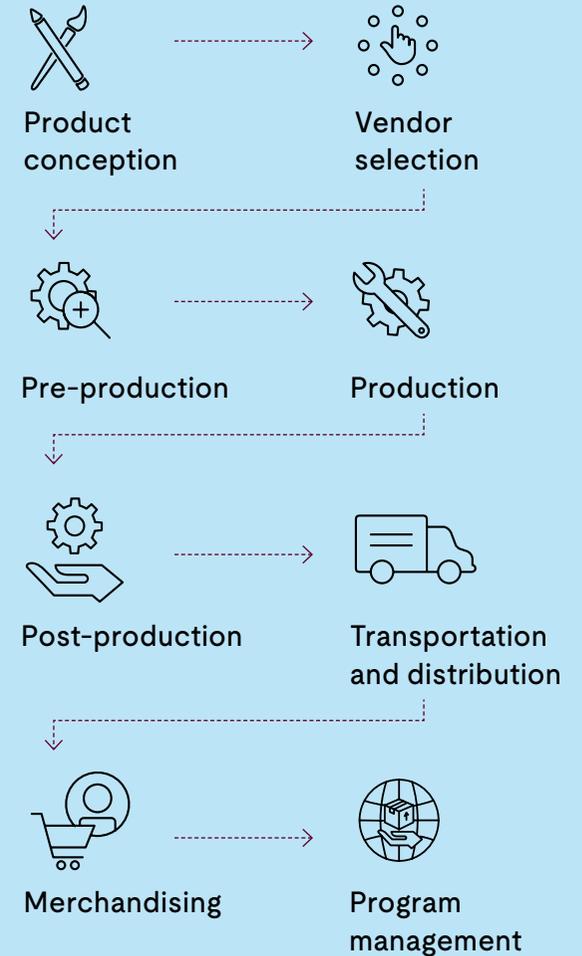
The significant market shift toward e-commerce, for Walmart and for retailers in general, presents a range of new testing demands. With a network of more than 200 Walmart U.S. distribution centers, the need for uniform testing standards is more challenging and more important than ever.

Packaging changes for single shipments require alternative ISTA testing, and higher numbers of units may require more inspections. Streamlining your testing can help you avoid backlogs and other potentially costly supply chain delays.

Walmart suppliers need a testing partner with the capacity to provide comprehensive services in line with current retailer and market standards. Manufacturers trust UL Solutions for our state-of-the-art [consumer product testing services](#), including:



UL Solutions is unique in offering integrated support to manufacturers throughout the product lifecycle, from early design through program management.



## Resources for retail hardlines suppliers

We offer testing and certification services for all categories of retail consumer hardlines products. These include consumer electronics, appliances, furniture, housewares, eyewear, jewelry and watches, toys and juvenile products and pet-related items.

### For retail hardlines, our service scope includes:

- Consumer electronics safety testing and certification
- Labeling evaluation
- Design evaluation and safety assessment
- Toxicological risk assessments
- Functional and performance testing
- Transit test
- Stability test
- Food contact materials and cookware testing
- Jewelry testing
- Water resistance testing
- Packaging solutions

### For toys and juvenile products, our service scope includes:

- Age-grading evaluations
- Design evaluations and safety assessments
- Human factors evaluations
- Reasonable testing program development
- Chemical safety assessments
- Toxicological risk assessments
- Restricted substance evaluations
- Label evaluations and customized protocols
- Technical file management
- Global Market Access
- EC type examinations for European market
- Gulf-mark (G Mark) Certification for products sold in the Gulf Cooperation Council (GCC) countries
- Saudi Standards, Metrology and Quality Organization (SASO), product certificate of conformity (COC) and shipment COC
- Labeling of Hazardous Art Materials Act (LHAMA) evaluations

## Unique solutions for retail hardlines products

Personal protective equipment (PPE) and safety gear are a rapidly increasing priority for manufacturers, major retailers and consumers. UL Solutions offers testing and certification services for several categories within this important market sector.

For PPE, our service scope includes:

- Chainsaw protection
- Fall protection equipment
- Helmets
- Eye and face protective devices
- Hazardous material protective equipment
- Turnout gear

We also provide exclusive support and services for hardlines manufacturers to help evaluate their products' compliance with safety, quality and performance requirements and build retailer and consumer trust.

- Color management program
- Benchmarking services
- Product Experience Laboratory
- Market surveillance services





UNIQUE SOLUTIONS FOR RETAIL  
HARDLINES PRODUCTS

## The Product Experience Laboratory

Our Product Experience Laboratory, located in Bentonville, Arkansas, provides a secure location for actual consumers to assess and review your products prior to production. Through their experience with your product, you can understand how your product works in the real world, helping you meet the expectations of your buyers, retailers, and consumers.

### The Product Experience Laboratory offers:



Product assembly review



Instruction manual review



Video surveillance of active assembly projects



Consumer feedback surveys



Findings reports



# Resources for retail softlines suppliers

UL Solutions provides technical expertise and specialized knowledge of retail softlines products to help suppliers meet quality, safety and sustainability requirements.

We offer comprehensive services for suppliers, including physical, mechanical, and colorfastness testing for textiles, and physical and mechanical testing for footwear and leather goods.

For **textiles and apparel**, we offer the following testing services:

- Colorfastness
- Dimensional stability
- Down and feather
- Fiber analysis and labeling
- Flammability
- Moisture management
- Pilling and abrasion resistance
- Strength and performance

For **footwear and leather goods**, we offer these physical and mechanical testing services:

- Whole shoe flex
- Heel impact and attachment
- Bally Upper Flex (Bally Flex)
- Colorfastness for leather/synthetic leather

- Performance testing for finished shoes
- Performance testing for shoe components
- Seam/attachment strength
- Sole bonding strength
- Sole flex (Ross Flex)
- Sole wear resistance

For **children's clothing and footwear**, we offer safety testing of apparel, footwear and accessories, including for parts ingestion and strangulation hazards, as well as:

- Buttons, snaps and all trims, attachment resistance
- Chemical analysis for hazardous substances
- Flammability
- Overall safety assessment of garments
- Safety and dimension evaluation of cords and drawstrings
- Slide fasteners testing (zips)



# Chemical analysis for retail softlines products

UL Solutions offers retail consumer products manufacturers a range of chemical analysis services for apparel, home textiles, footwear, leather goods and accessories.

## Chemical analysis for **apparel and textiles:**

- Formaldehyde
- Organostannic compounds
- Registration, Evaluation, Authorization and Restriction of Chemicals (REACH) regulation and Substances of Very High Concern (SVHC)
- Azo dyes
- Heavy metals detection
- Nickel release
- Allergenic and carcinogenic colorants
- Phthalates
- Phenols
- Chlorinated benzene and toluene

## Chemical analysis for **footwear and leather goods:**

- Chromium VI
- Aromatic amines

- Dyes considered carcinogenic and allergenic
- Blue colorant
- Organotin compounds
- Cadmium
- Lead
- Extractable heavy metals
- Chlorophenols
- Flame retardants
- Toluene
- Nickel
- Dimethyl fumarate
- Nonylphenol and nonylphenol ethoxylate
- Perfluorooctane sulfonic acid (PFOS)
- Phthalates
- Volatile substances
- Nitrosamines
- Polycyclic aromatic hydrocarbons (PAHs)
- pH

We also offer specialized testing services for mattresses, mattress pads, pillows and chair pads. We can help retail softlines suppliers achieve greater efficiency by grouping like items for testing. Grouping like items can help streamline the testing process and reduce costs for testing charges and total samples submitted.



## Reducing costs by minimizing returns

Walmart's user-friendly return policy is another component that drives consumer ratings and trust in the company. But the company and its suppliers ultimately bear the costs of those returns.

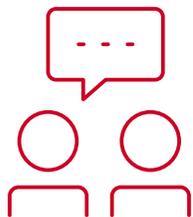
As more transactions move online and require additional third parties to deliver the product from warehouses to customers' front doors, it's increasingly important to find ways to minimize potential product damage that can lead to returns.

From better package testing to detailed documentation for resolving carrier claim disputes, Walmart and its suppliers don't need to leave this to chance.

## Benefits of ISTA packaging testing

- Safeguard products.
- Reduce costly returns and repackaging.
- Provide documentation to resolve carrier claim disputes.
- Boost brand loyalty in the e-commerce space.





## Forging a strategic partnership with UL Solutions

UL Solutions is an independent, globally trusted third-party product testing and certification service provider. We offer extensive knowledge of retail and consumer products, as well as the specific challenges facing this fast-developing market sector.

Our expertise in retail markets and network of testing facilities means we are uniquely positioned to support suppliers of key retailers such as Walmart, the world's largest company by revenue, with over 10,000 locations worldwide.

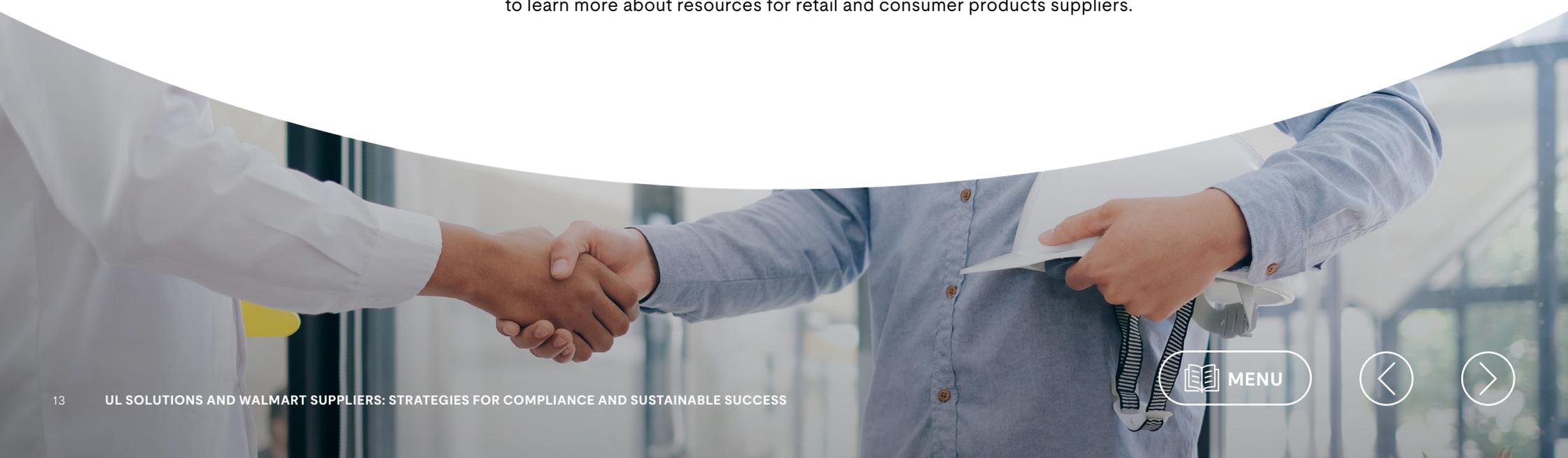
We help suppliers achieve retailer and consumer safety goals efficiently and cost-effectively through our digitally-connected global network of laboratories featuring state-of-the-art facilities and comprehensive testing capabilities. Our consumer products testing laboratory, the largest in North America, is located close to Walmart's corporate headquarters in Bentonville, Arkansas.

### Stay current to remain competitive

Working with quality engineers and compliance managers from product design through prototype to production, UL Solutions can help manufacturers anticipate and satisfy the specific requirements of key retailers. We can meet your compliance needs, bundling services to help you save money and valuable time.

We offer deep industry expertise and knowledge of product categories so suppliers can bring their products successfully to market quickly and meet quality, safety, performance, and sustainability targets for major retailers and markets.

Interested in targeted solutions for your specific needs? [Contact us today](#) to learn more about resources for retail and consumer products suppliers.



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