

# Intertek Sustainability Policy

Our end-to-end Sustainability Excellence approach

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# Introduction from our CEO

## A purpose-led company

Sustainability is the movement of our time and central to everything we do at Intertek, anchored in our purpose, our vision, our values and our strategy. For us, sustainability excellence means much more than achieving net zero.

Our Sustainability Policy defines our standards, principles and policies, as well as our operating practices and relationships with our main stakeholders. The policy is applicable to every Intertek company in every country where it operates.



At Intertek, we view sustainability as an ongoing journey of excellence. We strive to lead by example, integrating sustainability into our operations, decision-making processes, and business strategy. Through our Science Based ATIC solutions, we also provide our customers around the world with proven independent, systemic and end-to-end assurance on all aspects of their sustainability strategies, activities and operations, enabling them to effectively respond to stakeholder demands for faster progress and greater transparency in sustainability reporting.

We focus on measurable impact, continuous improvement, and the collaboration necessary to address global challenges such as climate change, human rights, and supply chain transparency.

This policy is structured around the 10 Total Sustainability Assurance (TSA) Standards, which serve as our comprehensive framework for ensuring sustainability is embedded in every part of our business and across all our services. These standards guide our actions and provide a consistent, transparent structure for evaluating sustainability performance, both within Intertek and across our network of stakeholders.

Organising our policy in alignment with these standards ensures that we address sustainability in a systematic and rigorous manner, adhering to best practices and driving positive change around sustainability both within our own business and among the diverse industries in which we operate.

This document outlines our commitment to sustainability, the standards we uphold, and how we aim to achieve excellence in creating a sustainable future for all.



**André Lacroix**  
Chief Executive Officer



# Sustainability Policy: Purpose and Scope

As a global leader in Assurance, Testing, Inspection, and Certification, we recognise that we have an essential role to play in driving progress on sustainability, both within our own operations and in helping our clients, partners, and stakeholders to take action on climate change, supporting the transition to a low carbon economy and social sustainability.

Our industry-leading Science Based expertise means we are well positioned to support customers as they continuously upgrade and reinvent how they manage their sustainability agendas. When it comes to sustainability, the demands from all stakeholders are intensifying. We are committed to playing our part in addressing the biggest challenges of our time, whilst enabling our clients to power ahead, safely and sustainably.



## PURPOSE

As a large business in our own right, we have important responsibilities to act on sustainability and set an example which our stakeholders can follow. Our Sustainability Policy consequently establishes a reference framework which can be used by any Intertek Group company or business unit to develop and strengthen socially and environmentally responsible behaviour.

It acts as a guide to all Intertek colleagues on our Intertek Sustainability Excellence approach, what our expectations are of ourselves and what we are committed to achieve as an amazing force for good in the world. It also means we can offer customers solutions that are tailored to their operational needs, thereby making the world a better, safer and more sustainable place.

## SCOPE

This Sustainability Policy reflects our dedication to embedding sustainable practices across every aspect of our business, ensuring we continue to provide industry-leading Science-Based sustainability solutions and contribute to an ever-better future for all.



# Intertek Sustainability Approach, Commitments and Endorsements

## OUR APPROACH

Internally our focus is on what we call “Sustainability Excellence” in every operation. Sustainability Excellence is our end-to-end, systemic approach. We hold ourselves to the same standards to which we certify our customers. Our 10 Total Sustainability Assurance standards – quality and safety through to communications and disclosures – define a truly sustainable business.

Our stakeholders include our People, Customers, Investors, Communities, Governments and Regulators, and Suppliers. We have different aims for each stakeholder group, focused on the issues that are material to them, and underpinned by non-financial targets and KPIs.

We’re targeting net zero emissions by 2050, with some nearer term targets to 2030. And importantly we also have actions that go beyond net zero to focus on customer satisfaction, diversity and inclusion, health and safety, compliance, and engagement.



## COMMITMENTS AND ENDORSEMENTS

Intertek has made several sustainability commitments and gained endorsements to reinforce its dedication to sustainability principles:

- Science Based Targets initiative (SBTi): Intertek has committed to setting science-based greenhouse gas (GHG) emission reduction targets in line with the SBTi, aiming to limit global warming to 1.5°C above pre-industrial levels.
- UN Race to Zero Campaign: The company has joined the UN’s Race to Zero campaign, pledging to achieve net-zero carbon emissions by 2050.
- MSCI ESG Rating: Intertek has achieved the highest possible ‘AAA’ ESG rating from MSCI, reflecting its strong performance in areas such as human capital development, carbon emissions, privacy and data security, and governance.
- Sustainability rating: The company received a rating of 15.9, categorising it as ‘low risk’. This rating reflects the effective management of ESG risks relative to its industry peers.
- ISS ESG: Recognised as ‘Prime’, the company meets or exceeds the sustainability performance requirements for its industry sector.
- FTSE4Good Index Inclusion: Intertek has been included in the FTSE4Good Index, which measures the performance of companies demonstrating strong ESG practices.

These commitments and endorsements underscore Intertek’s proactive approach to sustainability and its alignment with international standards and initiatives.



# General Guiding Principles

Intertek has adopted the following guiding principles, which are applicable to the whole organisation and form the basis for building global commitment to the sustainability and sustainable development of the Group.

## Compliance with current legislation and prevention of corruption

Intertek is committed to upholding the highest standards of integrity and professional ethics. The company has established mechanisms to prevent, monitor, report, and address any illegal or fraudulent activities across all regions of operation. This commitment is detailed in Intertek's Code of Ethics, which guides employees in maintaining ethical conduct.

## Good governance

Intertek's corporate governance framework is built on ethics, transparency, and diversity. The company adheres to free market and competition regulations, rejecting any practices that contravene corporate governance standards or internal policies. Internal mechanisms are in place to prevent, monitor, report, and address such practices, ensuring adherence to the company's Code of Ethics.

## Communication and dialogue with all stakeholders

Intertek values open dialogue as foundations for building trust with stakeholders. The company has established guidelines for employee interactions with clients, shareholders, partners, suppliers, competitors, governments, and authorities. Specific communication channels facilitate understanding of stakeholder needs and expectations. Additionally, Intertek conducts materiality assessments to identify issues relevant to its business activities and stakeholders.

## Environmental, Social, and Governance (ESG) Risk Management

To effectively manage risks, Intertek has developed comprehensive ESG risk management policies. These policies define responsibilities, outline guiding principles, and establish a structured action framework for managing various risk types, ensuring consistent application across Group companies.

## Commitment to transparency

Intertek values transparency as a foundation for building trust and credibility with stakeholders. The company is dedicated to:

- Providing relevant and accurate information on the Group's performance and activities, adhering to legal requirements for public disclosure.
- Publishing both financial and non-financial information, utilising internationally recognised standards for the latter and subjecting all disclosures to rigorous internal and external verification processes. This approach enhances data reliability and drives continuous improvement.

## Commitment to human rights

Intertek upholds human rights as a core principle and actively works to prevent any behaviours that might infringe on these rights. The company is committed to fostering a culture that rigorously respects human rights, encouraging and promoting respectful behaviour within its organisation.

## Diversity

Intertek recognises that diversity enhances corporate competitiveness and contributes to societal progress. The company promotes a culture of respect, inclusivity, and openness to diversity, ensuring equal opportunities and fair treatment across all interactions. These values are reinforced by initiatives that support diversity at all organisational levels.

## Conservation and promotion of the environment

Intertek is committed to advancing sustainability through environmental stewardship. This commitment involves integrating environmental considerations into business strategies, promoting environmental responsibility, preserving biodiversity, preventing pollution, managing resources efficiently, and actively working to mitigate climate change impacts.

## Promotion of social responsibility

Intertek is committed to promoting social responsibility by actively participating in leading national and international forums and bodies that champion responsible practices. The company ensures proper communication and awareness of these commitments, fostering alignment with the social responsibility principles outlined in its policies.

## Tax responsibility

Intertek understands the critical role of tax contributions in supporting economic and social development in the regions where it operates. The company is dedicated to fulfilling its tax obligations transparently and in compliance with local tax laws, with taxes paid in each territory reflective of the profits generated there.

## Commitment to responsible investment

Intertek reinforces its sustainability commitment by incorporating ESG criteria into both business and investment decisions. This integration aligns with the company's broader strategy to drive responsible and sustainable growth.



# Guiding Principles by Stakeholder

Intertek's commitment to stakeholders is articulated through its Sustainability Excellence strategy, which emphasises creating positive impacts across various areas.

## Our People

Intertek fosters a workplace grounded in trust and mutual commitment by:

- **Cultivating a Culture of Respect and Diversity:** Intertek is dedicated to promoting diversity and inclusion, ensuring that all employees feel valued and respected. The company emphasises the importance of diverse perspectives in driving innovation and success.
- **Ensuring Equal Opportunities:** Intertek is committed to providing equal opportunities for all employees, facilitating personal and professional development without exception. The company upholds fair treatment in all aspects of employment, including recruitment, promotions, and training.
- **Preventing Workplace Discrimination:** Intertek actively works to prevent discrimination in all forms, ensuring equitable access to employment, promotions, professional classification, training, remuneration, work-life balance, and other working conditions.
- **Maintaining a Harassment-Free Workplace:** Intertek is committed to providing a work environment free from harassment and offensive behaviour. The company has established procedures to address and resolve any such issues promptly.
- **Ensuring Workplace Safety and Well-being:** Intertek prioritises the health and safety of its employees, striving to create a work environment that supports both physical and mental well-being. The company implements comprehensive health and safety programs to achieve this goal.
- **Recognising Employee Contributions:** Intertek promotes fair compensation practices that acknowledge the efforts and contributions of employees to the company's success. The company ensures that remuneration is competitive and reflective of individual performance.
- **Encouraging Community Engagement:** Intertek supports employees in engaging with their communities through various initiatives, aligning with the company's commitment to social responsibility and community development.

To uphold these commitments, Intertek has established corporate policies, internal regulations, and protocols accessible to all employees.

## Customers

Clients are central to Intertek's business, and the company is committed to:

- **Providing Honest and Comprehensive Information:** Intertek ensures that clients receive accurate and complete information about its products and services, enabling informed decision-making.
- **Delivering Accessible and Quality Service:** Intertek is dedicated to delivering high-quality services within agreed timelines. The company actively monitors client satisfaction through surveys and other feedback mechanisms to continuously improve its offerings.
- **Efficiently Managing Client Claims:** Intertek handles client claims promptly and maintains strict confidentiality in processing their data, ensuring a trustworthy and reliable service experience.
- **Maintaining Effective Communication Channels:** Intertek uses appropriate communication channels to facilitate efficient and effective interactions with clients, ensuring their needs and concerns are addressed promptly.
- **Innovating to Add Value:** Intertek continuously innovates to provide services and products that offer added value, striving to make its offerings accessible to a broad range of clients.
- **Adhering to Ethical Marketing Practices:** Intertek respects and complies with standards governing communications and marketing activities, adopting voluntary codes that promote transparency and truthfulness in its initiatives.

Intertek has established corporate policies and standards to support these commitments.



# Guiding Principles by Stakeholder

Intertek's commitment to stakeholders is articulated through its Sustainability Excellence strategy, which emphasises creating positive impacts across various areas.

## Investors

Intertek values its relationship with shareholders and investors, aiming to create sustainable value through:

- **Promoting Informed Participation:** Intertek encourages shareholders to actively participate in annual general meetings, ensuring they are well-informed and treated equitably.
- **Establishing Communication Channels:** Intertek provides appropriate communication channels to facilitate the exercise of shareholder rights and to keep investors informed about company developments.
- **Engaging with the Investment Community:** Intertek organises meetings with investors to discuss business performance and address questions, fostering transparency and trust.

## Governments and Regulators

Intertek conducts its business in full compliance with applicable regulations and standards across all operating countries by:

- **Engaging in Constructive Dialogue:** Intertek maintains collaborative relationships with regulatory and supervisory bodies to develop its business model sustainably, respecting the work environment, natural environment, and social interests.
- **Participating in Industry Associations:** Intertek collaborates with business and industry organisations to gain a comprehensive understanding of the operating environment, impacts, risks, and opportunities, while adhering to competition laws.
- Intertek's interactions with regulators and the institutional environment are guided by principles of ethical, transparent, and socially committed action, promoting adherence to best practices and good corporate governance.

## Communities

Intertek is committed to the economic and social development of the communities where it operates.

Our businesses and people are part of the communities in which we work and are dedicated to supporting organisations and initiatives that improve the environment, and the lives of local people.

Our businesses regularly engage with and contribute to our communities, and many colleagues support local and charitable causes that reflect the diversity of our communities and people.

## Suppliers

Intertek's supplier management model ensures ethical and socially responsible interactions throughout the value chain.

The company ensures supplier compliance through requiring suppliers to adhere to the principles outlined in the company's internal policies and standards, promoting responsible sourcing and procurement practices.



# Key Performance Indicators

We measure our success by tracking both non-financial and financial key performance indicators that reflect our strategic priorities. We continue to review the sustainability areas that are most material and relevant to our stakeholders and have set ourselves targets in those areas that are aligned to our corporate strategy.



**Health & Safety**

**Total Lost Time Incident Frequency Rate**

Cases where one of our colleagues is away from work for one or more shifts as a result of a work-related injury or illness.

TRIR of less than 0.5 per 200,000 hours worked.



**Customer satisfaction**

**Customer focus**

Average number of NPS interviews carried out each month.

Conduct at least 6,000 NPS interviews per month.



**Environment**

**Operational emissions reductions**

Absolute GHG emissions covering our Scopes 1, 2 and 3 (Business travel, Employee Commuting).

50% emission reductions by 2030 vs 2019 base year and net zero by 2050.



**Employees**

**Voluntary permanent employee turnover; employee engagement and diversity & inclusion**

Ensuring employees are engaged is essential to talent retention. Promoting diversity in all its forms including gender.

Turnover rate <15%  
Group Engagement Index = 90%  
Women in senior leadership roles = 30% by 2025.



**Compliance**

**Compliance training**

Completion of annual compliance training by eligible employees (online or face to face, when available) during the training window.

100% completion of annual compliance training.



# Total Sustainability Assurance (TSA) Standards

TSA is based on ten corporate sustainability standards that we believe define a truly sustainable organisation today.

We believe that these TSA standards are the most comprehensive sustainability standards currently available, forming the foundation of our approach, challenging us to view our processes and procedures through this end-to-end lens.

Our ten TSA Corporate Sustainability standards demonstrate actionable, comparable, consistent and reliable disclosures and provide assurance beyond ESG disclosures.

They recognise that truly sustainable solutions must address the important operational aspects of every company, to cover environment, products, processes, facilities, assets, systems, corporate policies and stakeholder engagement.

The following pages provide a helpful guide to TSA as it relates to Intertek, with an overview of each standard, why it's important to Intertek, as well as the related policies, training and Core Mandatory Controls (CMCs).





# TSA Standard 1 - Quality & Safety

The principles of quality and safety, part of Intertek’s purpose and operations, are cornerstones of sustainability and sit at the heart of the support Intertek has provided to clients for over 100 years.

**1. Why the standard is important and what it means for us at Intertek/how fits into strategy:**

The standard provides assurance through management systems certification, risk assessment, internal audits and continual improvement of processes. We understand the importance of incorporating sustainability principles into our quality and safety management policies and systems: how we capture data to drive operational excellence; consistently improving our services to our customers and ensuring the health and safety of our people.



**2. List existing policies covered in the standard:**

5x5 metrics, General Safe Working Guidelines, Code of Ethics

**3. Metrics/targets/KPIs:**

5x5 metrics, NPS, H&S Metrics including TRIR

**4. Actions:**

Continual improvement is part of ISO 9001, ISO 17025 and other quality-related certifications, accreditations and approvals held by most of our operations. Compliance training, H&S awareness including Ihazard programme., Customer initiatives and training



**Key areas covered:**

- Health and Safety
- Customer Focus
- Capturing the right data/5x5 metrics

**Awareness/Training:**

- Compliance training
- H&S training site by site
- Ihazard H&S campaign



# TSA Standard 2 - People & Culture

Intertek’s first corporate goal is to have fully engaged employees working in a safe environment. We truly value our people. We embrace diversity, inclusion and equality, and our success is based on a culture of trust among colleagues globally.

## 1. Why the standard is important and what it means for us at Intertek/how fits into strategy:

The standard verifies that the systems and processes are in place to attract, train and retain the right employees by demonstrating a supportive, transparent and fair culture. Our people strategy is all about energising our colleagues to take our company to new heights. Employee engagement, human rights and worker health and wellbeing are core to the long-term success of our business. We strive for a sustainable workforce that is stable, engaged and committed to the organisation, our goals and objectives. We respect and protect the rights of our people across operations and throughout our business relationships.



## 2. List existing policies covered in the standard:

Labour and Human Rights Policy; Modern Slavery Policy, Code of Ethics, Code of Conduct, HR Framework

## 3. Metrics/targets/KPIs:

Voluntary permanent employee turnover; employee engagement; gender balance, diversity metrics, talent metrics, training hours

## 4. Actions:

Meaningful purpose, AAA Strategy, MOSAIC, Champions Engagement, Kindness, iHazard, LUCIE, ESG bonus component , 10X Energies, 10X suite of learning and development



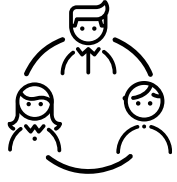
## Key areas covered:

- Employee safety and wellbeing
- Talent attraction
- Learning and Development
- Human rights
- DE&I

## Awareness/Training:

- Mosaic
- LUCIE Training/learning
- 10X leadership and coaching
- 10X Journey
- 10X Onboarding
- Champions engagement programme
- WhatsIn intranet





# TSA Standard 3 - Communities



Our global business spans more than 100 countries and, as such, we understand the huge opportunity and responsibility we have to make a positive and lasting impact on our local communities where we work.

## 1. Why the standard is important and what it means for us at Intertek/how fits into strategy:

The standard monitors commitment to making a positive impact on local communities as well as global activities. As a business we contribute to our communities in many ways. We provide employment opportunities, volunteer, fund education programmes and support charities to benefit local communities and neighbourhoods.



## 2. List existing policies covered in the standard:

No written policy. Each of our countries and business lines define their own community agendas, directly related to local operations and communities

## 3. Metrics/targets/KPIs:

# of community projects employees participated in over the year, # of hours volunteered to support community projects

## 4. Actions:

Community involvement and volunteering at local level.



## Key areas covered:

- Community support
- Volunteerism

## Awareness:

- Promotion of community initiatives and activities on WhatsIn





# TSA Standard 4 - Governance



As a sustainable organisation, Intertek embeds responsibility across the entire organisation to build an accountable and diverse governance structure, in addition to transparent stakeholder engagement.

## 1. Why the standard is important and what it means for us at Intertek/how fits into strategy:

The standard challenges Intertek to ensure that business practices are strategically aligned, adhere to policy requirements across all functions, ensure diversity in the workforce, align activities with sustainability objectives and engage in open and transparent communication with all stakeholders

Our Board of Directors has the ultimate and collective responsibility to promote the long-term sustainable success of the Company, ensuring that value is created for shareholders and contributes to wider society through its effective, entrepreneurial and innovative leadership.



Sustainability governance and oversight of the impact of Intertek's operations on the community and environment is delivered by two workstreams: the Net Zero Steering Committee and the Beyond Net Zero Steering Committee.

## 2. List existing policies covered in the standard:

Code of Ethics  
Core Mandatory Controls  
Inclusion and Diversity Policy

## 3. Metrics/targets/KPIs:

Gender diversity



## Key areas covered:

- Annual Reporting
- Sustainability Governance/Committee
- Brand protection
- Stakeholder engagement

## Awareness/Training:

- Compliance training
- Director inductions/training





# TSA Standard 5 - Risk Management

Managing risk is key to our organisation being sustainable. Being able to identify and prioritise both opportunities and threats impacting our business, we can achieve our objectives over the long term to sustain success.

**1. Why the standard is important and what it means for us at Intertek/how fits into strategy:**

The standard brings together sustainability principles with a culture of risk-based business management in a way that challenges the organisation to ensure that it incorporates a strong risk management culture guided by sustainability objectives. This includes a risk strategy, risk process, controls and reporting, business continuity and disaster recovery and also understanding and managing supply chain partner risks.



**2. List existing policies covered in the standard:**

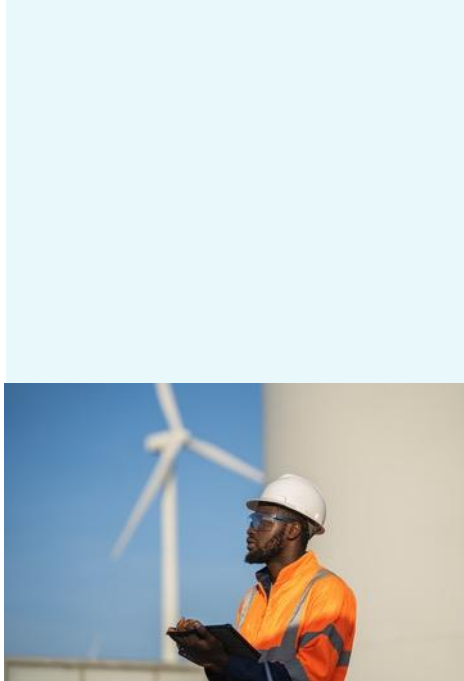
Anti-Bribery Laws, Anti-Bribery Policy, Global List of Restricted Products and Services, Modern Slavery Policy, OFAC – Sanctioned countries’ policy, Sample Retention Policy, Sustainable Procurement Policy, UK Bribery Act, Surprise External Audit Policy, Gifts, Hospitality & Entertaining, BCP Guidelines.

**3. Metrics/targets/KPIs:**

No of Claims, No of Complaints, NPS scores, Customer Retention and Customer Activation, PCD, TAT, Rework and IT and finance metrics captured in 5x5 and elsewhere.

**4. Actions:**

CMC revisions, CMC Self-Assessment, Annual Risk Footprint, Risk Assurance Dashboards, Risk Committee Refresh, non-financial CMC audits



**Key areas covered:**

- Risk management framework
- Identifying and mitigating risks
- Risk assurance
- Risk gov and oversight
- Business continuity and disaster recovery

**Awareness/Training:**

Examples include contract training delivered to the business on NDAs, use of Intertek T&Cs and other areas of legal risk both in person and online, employee onboarding training and IT training, CMC training delivered by central functions and geographical leadership and Business Lines.



# TSA Standard 6 – Communications & Disclosures

We are committed to providing stakeholders with accurate and timely communications. In our sustainability reporting, updates we make every effort to produce a report that is balanced and transparent and meets our stakeholders' needs.

## 1. Why the standard is important and what it means for us at Intertek/how fits into strategy:

The standard defines metrics, internal and external communications procedures for maintaining external transparency. Reporting on our sustainability performance indicators in a consistent and accurate manner is essential for transparent reporting. We follow our own framework of the ten Total Sustainability Assurance Corporate standards as well as GRI and SASB as a basis of preparation for most of our sustainability performance indicators. We recognise that corporate disclosure and transparency are key catalysts for driving change. We are committed to reporting against voluntary external indices to increase transparency, motivate stakeholders and drive change within our business and the value chain.



## 2. List existing policies covered in the standard:

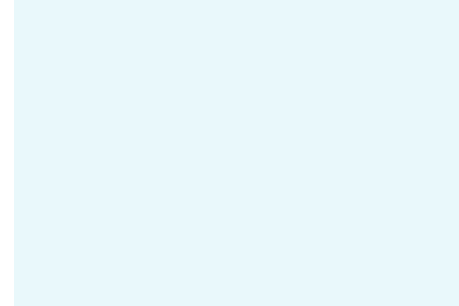
External comms policy, External comms forms and process documents and policies, Crisis Comms policy, Social Media Policy, Social Media etiquette approach

## 3. Metrics/targets/KPIs:

Ongoing review of stakeholder materiality, comms channel performance, and external assurance of key reported metrics (detailed in Annual Report & Accounts)

## 4. Actions:

Reporting, materiality, events, rating agencies, endorsements



## Key areas covered:

- Communication guidance and policies
- Internal communications
- External assurance (EY)
- Materiality

## Awareness/Training:

- Training on external communications and social media policy and forms regularly with Marketing and Comms colleagues
- Re-launch of Whatsin MarComms section with new and improved guidance for all colleagues
- Annual Report and communications
- YBA brand campaign



# TSA Standard 7 - Responsible Business

We continue to develop as a Responsible Business through our best practice compliance programme ensuring Intertek operates with the highest standards of compliance and ethical business practices, including through our supply chain partners.

## 1. Why the standard is important and what it means for us at Intertek/how fits into strategy:

The standard brings together compliance requirements and long-term sustainability objectives, driving the organisation to evaluate its business practices, to support the long-term health of the organisation through the sustainability lens. This is achieved through Ethic & Integrity, Regulation Monitoring, Contract Management and Verification, including in the practice of our supply chain partners to ensure the organisation is Doing Business the Right Way.



## 2. List existing policies covered in the standard:

Code of Ethics, Code of Conduct, Anti-Bribery Policy, hotline policy, Gifts, Entertainment and Hospitality Policy, Charitable donations policy, Lobbying and Political Donations Policy, Sustainable Procurement Policy

## 3. Metrics/targets/KPIs:

100% for, eligible employees code of conduct training, Hotline Reports, Number of Substantiated Investigations, Categories of investigations, geographical locations for hotline reports

## 4. Actions:

Digitisation of Accreditation Management project, Legal AI project, Contract Management Project, DBTRW Events, Privacy Initiative, Sanctions Project



## Key areas covered:

- DBTRW
- Public Policy
- Ethics, integrity, conduct
- Whistleblowing
- Suppliers and sourcing

## Awareness/Training:

- DBTRW Training is part of employee onboarding
- Code of Conduct Training is annual
- Other Compliance training initiatives delivered to targeted groups on subjects such as privacy, sanctions and modern slavery
- DBTRW events local/Global for all Intertek Colleagues





# TSA Standard 8 - Financial

At Intertek we have a holistic approach to financial planning and execution, supported by rigorous internal policies and procedures which are reviewed and updated regularly.

## 1. Why the standard is important and what it means for us at Intertek/how fits into strategy:

The standard ensures Intertek creates long-term plans, forecasts and strategic management of finances while still managing monthly reporting and budgetary control. Our global process documents are applicable to all Finance functions across the Group.



## 2. List existing policies covered in the standard:

Group Accounting Policies 1 to 18. Additional regional specific policies for UK credit policy and Australasia Revenue and Receivables policy.

## 3. Metrics/targets/KPIs:

Internal audit compliance metrics, finance metrics captured in 5x5 and across monthly reporting at a Group level and split by region and business line across key financial, pricing and productivity metrics.

## 4. Actions:

Finance CMC revisions, CMC Self-Assessment, Annual finance CMC testing for finance community, Financial Risk Assurance Dashboards, Internal audit of financial CMCs, Annual group external audit, Statutory external audits



## Key areas covered:

- Annual Report
- Core Mandatory Controls Framework
- Financial Compliance and legislation

## Awareness/Training:

- Annual Finance CMC training to be completed by all finance teams across the Group



# TSA Standard 9 - Environment

All of us have a responsibility to protect the future of the planet. At Intertek, we look to understand our organisation’s impacts on the environment and mitigate them regarding climate change, use of resources, ecosystems, and waste management and reduction.

## 1. Why the standard is important and what it means for us at Intertek/how fits into strategy:

The standard guides and contributes towards efforts against climate change, management of resources, proactive protection and restoration of ecosystems, waste reduction and compliance with current environmental regulations. Our stakeholders are increasingly concerned about the consequences of the climate crisis and are looking to us for more sustainable solutions. Intertek plays an important role in raising awareness of climate change and national resource constraints among our employees, suppliers and customers. As such, our aim is to improve operational and natural resource efficiency in a consistent manner across all our sites.



## 2. List existing policies covered in the standard:

Existing Governance Framework, Environmental and Climate Change Policy, Basis of Reporting Environmental Data, GHG emissions Scope 1, 2 and 3, Energy consumption, Waste management (limited), Water consumption

## 3. Metrics/targets/KPIs:

SBTi targets, Group and top 24 countries emissions targets, energy and water consumption

## 4. Actions:

Net Zero performance calls led by ALX to review actions: solar projects, fleet electrification, CO2 innovations, commuting survey



## Key areas covered:

- Governance
- TCFD
- GHG Emissions Targets
- Energy Management
- Waste Management

## Awareness/Training:

- Data Champions: Ad-hoc training sessions have been carried out over the years, focused on carbon accounting and reporting.
- All employees: historically, we have not provided training on environmental issues and climate change awareness. This is a work in progress.





# TSA Standard 10 - Enterprise Security

On our good-to-great journey we have developed our IT vision and strategy to systematically focus on security and reducing security risks.

## 1. Why the standard is important and what it means for us at Intertek/how fits into strategy:

Our policy is industry standard aligned and designed to safeguard intellectual property, mitigate cyber risks, and protect data, privacy, and physical assets. Recognising the increasing sophistication of cyber threats, we invest strategically in advanced protection capabilities. Our robust detection and response mechanisms ensure rapid incident notification and minimise business disruption.

This comprehensive approach underpins operational resilience and customer trust, enabling scalable, flexible IT solutions that drive growth and transformation. By streamlining operations, optimising processes, and enhancing productivity, we deliver cost-efficient IT infrastructure and application management to support our long-term objectives.



## 2. List existing policies covered in the standard:

Information Security Policy Framework, Data protection and retention policies, Compliance hotline

## 3. Metrics/targets/KPIs:

Number of complaints received from outside parties and substantiated by the organization (# of complaints reported through our centralised system), Substantiated complaints concerning breaches of data customer policy (# of complaints reported through our centralised system), Completion rate of data protection, privacy and cybersecurity e-learning.

## 4. Actions:

Cybersecurity Awareness Training, IT CMC revisions, Business Continuity Management System (BCMS), ISO27001 certification programme.



## Key areas covered:

- Risk-based information security framework
- Cybersecurity Awareness Training
- Data Protection & Retention
- Physical Assets

## Awareness/Training:

- Cyber risk training
- IT CMC training





# Sustainability Disclosures Index

The Index is complementary to our published reports and sets out how our latest disclosures map to our own Total Sustainability Assurance Standards, the Global Reporting Initiative (GRI) and applicable Sustainability Accounting Standards Board (SASB) requirements.

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In line with our own standard on Communications & Disclosures, we deeply believe that total transparency with robust disclosures and relevant targets aligned to corporate strategy is integral for corporations to demonstrate sustainability accountability to their stakeholders.

The Intertek Sustainability Disclosure Index is complementary to our published reports and sets out how our latest sustainability disclosures map to our own Total Sustainability Assurance standards, the Global Reporting Initiative ('GRI') Standards and applicable Sustainability Accounting Standards Board ('SASB') requirements.

We are committed to providing our stakeholders with accurate and timely updates on our sustainability activities and performance and make every effort to produce reporting that is balanced and transparent and meets their needs. We do this through our Annual report, Sustainability report, our website and by reporting against voluntary external indices.

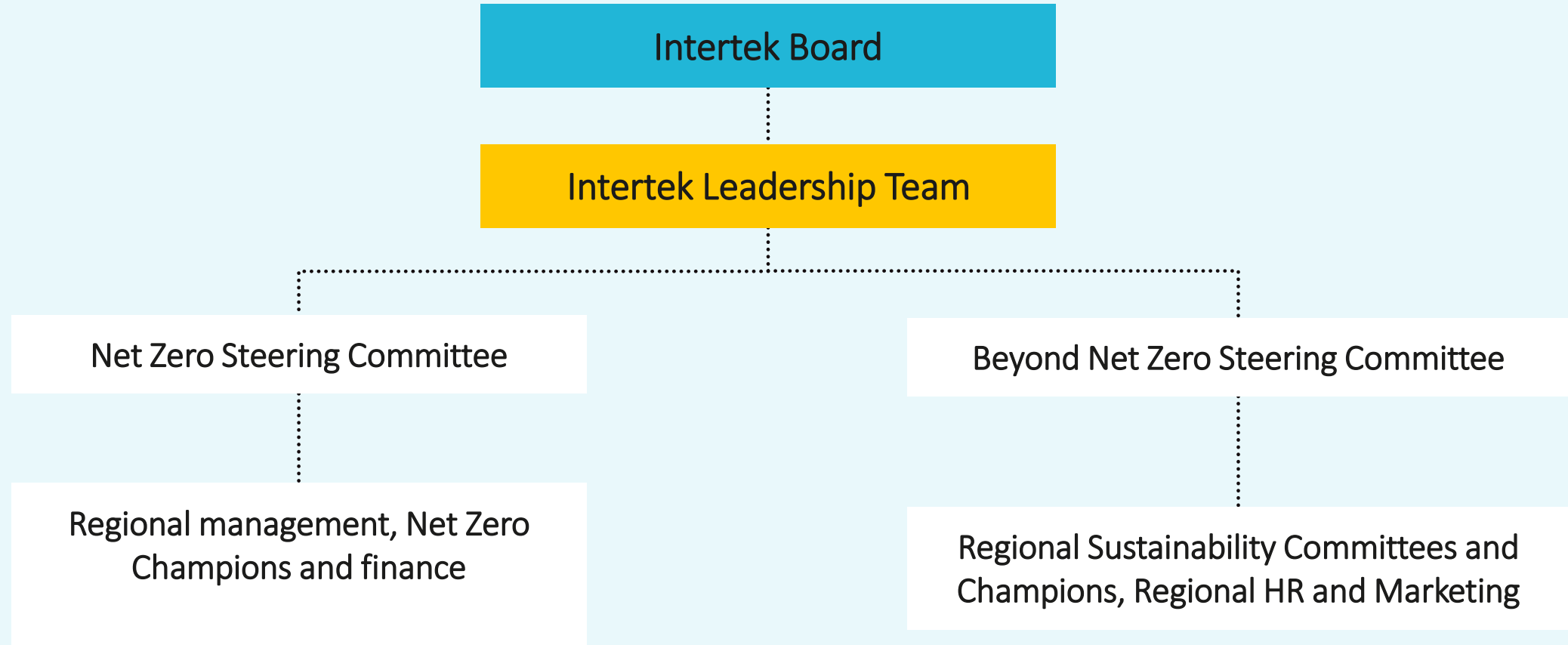


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# SUSTAINABILITY GOVERNANCE

Underpinning the delivery of our sustainability strategy is a strong governance structure, which is broken into two workstreams; our net zero roadmap focussing on our goal to protect the environment and decarbonise our business and our beyond net zero plans which focus on topics material to our people, customers and communities. Within the wider governance structures our sustainability governance sits alongside our risk governance.



**intertek**

**Total Quality. Assured.**

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