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Introduction from the Chief Executive Officer

By focusing on quality in everything we do, we help our clients to meet end users' expectations across increasingly diverse quality, health, environmental, safety and social accountability aspects in virtually any market around the world. In fact the work that we do for our clients has a major positive impact on the planet, people and business that far outweighs our own use of resources.

As a world leader in sustainability services, Intertek is committed to operating in a socially responsible manner and believes it is essential that our own standards are as high as those we provide to our customers. During 2011 we reviewed our approach to sustainability and corporate social responsibility to ensure that we focus on the environmental and social challenges which matter most to our key stakeholders. We implemented a common framework which enables us to record and monitor our performance in areas such as health and safety, energy consumption and emissions more effectively and consistently throughout the Intertek Group.

This report describes some of the work we are doing for our clients and the performance of our own operations in these areas during the year.

Through the integrity and dedicated work of our 30,000 people around the world, Intertek ensures the quality and safety of the goods and services we all use – providing us with a better quality of life today and a more socially responsible and environmentally friendly world tomorrow.

Wolfhart Hauser

Chief Executive Officer



...providing a better quality of life today and a more socially responsible and environmentally friendly world tomorrow.

Our business

In a world that is becoming increasingly complex, Intertek is well placed to help our clients adapt to the changes in global trade patterns. Our customers are constantly innovating in their industries, from creating safer and more environmentally friendly products, to groundbreaking technological advancements. As the environment in which they operate evolves, we help our clients to adapt their strategies, business models and supply chains to meet the challenges of increased diversity of consumer expectations and products. Intertek is changing with them, as we continue to execute our customer-focused Intertek as One strategy.

Consumers, governments and communities alike are rightly concerned with how services and the manufacturing, use and disposal of products impact the lives of workers, their communities and the environment. They expect goods to not only meet quality and safety requirements, but to be sourced and manufactured using sustainable practices. As a result, non-compliance within supply chains represents a huge reputational risk and concern for brand integrity. As retailers and brands work to demonstrate good corporate governance across their supply chains, their suppliers are concurrently being asked to continuously showcase their capabilities, capacity and performance in these areas.

Intertek's Industry Community Programmes offer a full range of services for companies and facilities seeking to improve compliance in accordance with widely accepted industry standards and best practices. These standards have been extensively researched and developed in collaboration with the world's largest consumer brands and retailers. Our services include Supplier Identity & Profile ('iSupplier Intelligence'), Social Compliance ('Workplace Conditions Assessment'), Environmental Sustainability ('Think Green Initiative'), Quality Assurance ('Supplier Qualification Program'), Security Compliance ('Global Security Verification'), Fabric Quality ('Mill Qualification Program') and a range of other environmental impact assessment solutions covering products, packaging and supply chains. For example, we undertook a 'life cycle analysis' of carrier bags for one of the world's largest retailers, resulting in a shift in policy to offering bags with a higher recyclable content.

In 2011, Intertek hosted the 10th annual Ethical Sourcing Forum in North America. The forum brings together manufacturers and retailers to explore how they can work together to achieve measurable ethical sourcing and sustainable business practices that are currently transforming global supply chains. We are also establishing fair trade relations in Brazilian cotton exporters' supply chains through providing guidance on compliance to local labour legislation.

In 2011, Intertek acquired Recherche, Developpement & Consulting – Bruxelles SA ('RDC'). Based in Belgium and France, RDC helps companies to improve their product packaging, organisation and the overall environmental impact of their supply chain. Services include lifecycle analysis, carbon foot printing, eco-labelling, greenhouse gas analysis and energy auditing, as well as a unique software tool to enable clients to calculate product environmental impacts instantly.

Intertek has introduced many training programmes to elevate and reinforce product safety in the consumer goods industry. In 2011, Intertek Consumer Goods was certified as the first training provider for international personnel and training certification body RABQSA Inc's new Safe Design Professional ('Saf-D-Pro') Certification Scheme. Saf-D-Pro certifies qualified individuals in the discipline of design appraisal of consumer products based upon state-of-the-art design hazard analysis and risk assessment techniques and practices.

Through our network of global safety experts, Intertek also conducts safety awareness seminars for those working in the chemical manufacturing industry, such as pharmaceutical, specialty chemicals, and agrochemicals. Our experts analyse a wide range of chemical processes and have recognised expertise in characterising fire and explosion properties of powders and dusts.

We are supporting the move to hybrid domestic and commercial transportation through the testing of batteries and charging systems for electric vehicles. Furthermore, in 2011 we contributed to the first ever commercial flight using sustainable jet bio fuel. As well as testing and certifying the fuel, Intertek provided consultancy services on the testing and certification process to customers in the aviation industry.

In the Food and Agri sector, Intertek is an internationally recognised certification body for food safety programmes, including Global Food Safety Initiative ('GFSI') endorsed schemes, such as the Food Safety System Certification ('FS22000'), British Retail Consortium Food Standard ('BRC'), International Food Standard ('IFS'), and Safe Quality Food ('SQF').

With the global population estimated to reach nine billion by 2050, the world will need to produce more safe, nutritious and affordable food which can be supplied and distributed to meet the needs of consumers in different economic, social and cultural contexts, while maintaining the ecosystem on which food production depends. Our comprehensive evaluations of food production, quality management systems, testing programs, factory environment, product and process controls, positions us to certify the entire supply chain.

In 2011 we extended our Food and Agri testing capabilities by acquiring Food Analytical Laboratories, a leading chemical and microbiological food testing laboratory in the UK, and Labs & Testing S.A. based in Santiago, Chile, which provides a wide range of chemical and microbiology services for the fishing industry and the large supermarket chains. We also opened our second food testing lab in Turkey which has been authorised by the Turkish Ministry of Food, Agriculture and Breeding to operate as an official control laboratory and as a private laboratory for imported/exported food and feed control services in Turkey.

Intertek is playing a key role in helping the Global Alliance for Improved Nutrition ('GAIN') with their Premix Facility programme. As GAIN's primary certification agent, Intertek tests and certifies the premix, which is a commercially prepared blend of essential micronutrients used in food fortification. More than 100 million people in developing countries are benefiting from improved nutrition as a result.

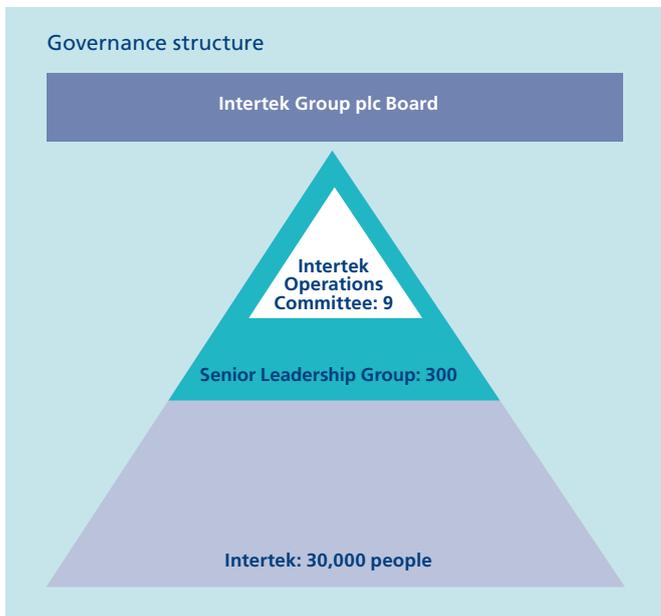
Stewardship and Governance

Intertek’s strategic direction and performance is overseen by the Board (see pages 36 and 37). With a mix of Executive and Non-Executive directors on the Board, Intertek has a wide range of experience and skills, bringing independent judgement to bear on issues of strategy, performance, resources and standards of conduct. The Board has overall responsibility for the establishment and oversight of Intertek’s risk management framework, details of which can be found on pages 43 to 44.

Intertek’s global operations are managed by the Group’s executive management team – the Intertek Operations Committee, as shown on pages 12 and 13, which includes the Divisional Executive Vice Presidents (‘EVPs’).

Part of Intertek’s global strategy is to align our organisation with the many industries in which our customers trade, so that we can provide them with the support and expertise specific to their needs. We do this from five global divisions operating across more than 100 countries: Commodities, Industry & Assurance, Consumer Goods, Commercial & Electrical and Chemicals & Pharmaceuticals. Intertek’s EVPs also have formal responsibility for regional business development.

Each of our major operating countries has a Country Manager, who is responsible for the cross-divisional development of Intertek’s overall operations and business in that country, including local sustainability actions.



In 2011, 82% of Intertek’s Senior Leadership were male and 18% female, compared with 83% and 17% respectively in 2010.

Intertek people

Intertek is a diverse company of more than 30,000 employees, operating in over 100 countries. It is this diversity in all we do and embrace as a company – our industries, services, geographies, people and cultures – that ensures our status as an economically sustainable business.

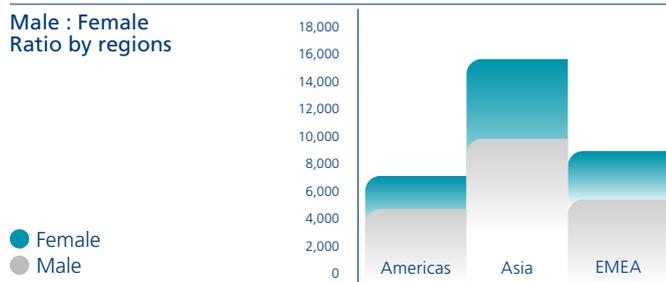
The Group is supportive of all the communities in which we are active and is committed to giving local, talented people the opportunity of employment and further development. It is Intertek’s policy that everyone should have an equal opportunity for employment, fair pay and career advancement on the basis of ability, necessary qualifications and attitude to work.

Intertek has framework policies in place which cover all issues of fair recruitment, performance management, remuneration and training and development. These policies enable respect and fair treatment of employees across the Group, while still giving local managers the authority and flexibility to adopt what is right for their local area.

We provide continuous learning opportunities and training for personal growth so that we remain up to date and highly expert in the services we deliver for our customers. Our management development initiatives focus on leadership workshops to develop our existing teams as well as identify and grow talent for the future.

- The American Society for Quality (‘ASQ’) created its first social responsibility award, The Spencer Hutchens Jr. Social Responsibility Medal, in honour of Intertek’s former Senior Vice President for Risk Assessment and Management. In receiving the Award, Spencer Hutchens said: “I am proud and humbled to have this medal named in my honour. My hopes are that the development of this medal will provide continued inspiration for individuals and organisations to build their work on values of social responsibility – principles I’ve supported throughout my life and career at Intertek.” Sadly, ten months later, Spencer Hutchens passed away, but his legacy continues.
- In December 2011, Intertek Consumer Goods North America President, Gene Rider was awarded the prestigious Chairman’s Commendation Circle Award by the U.S. Consumer Product Safety Commission. The Award recognises people and groups who have contributed in an important way to the benefit of consumers by directly and significantly reducing deaths, preventing injuries, and improving consumer product safety.

Although we operate across many different industries, one of our key values is to act as one united company through promoting a co-operative working culture under our Intertek as One programme. By working together and integrating our knowledge and resources across our business lines, we are able to provide a complete package of services seamlessly to our customers under a single brand ethos of 'Valued Quality. Delivered.'

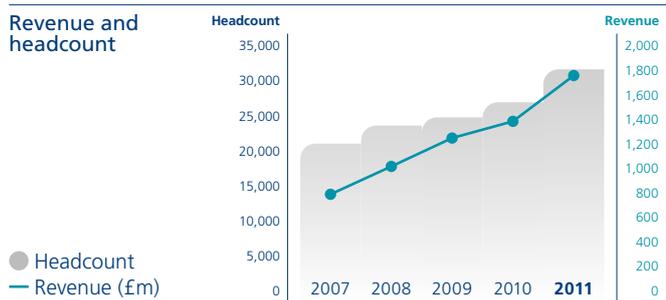


At 31 December 2011 we employed 31,712 people, an increase of 17% over the prior year. The largest contributor to this growth in headcount over the past 12 months was our acquisition of Moody International, which increased our headcount by approximately 2,500.

Total workforce



Intertek's gender diversity is reflective of the general industries and qualification profiles of employment in our operating countries and business lines.



The increase in total number of Intertek employees over the last five years.

Professional conduct

Our integrity is at the heart of our business. One of Intertek's primary business objectives is to ensure compliance with local, national and international laws and the accuracy and validity of reports and certificates that it provides to customers. All Intertek employees receive training on the Intertek Compliance Code as part of their induction. Compliance training is available on our Group intranet in multiple languages. The objective of this code is to demonstrate how we approach compliance within our organisation to assure ethical behaviour and the integrity of our services. We also have a summary Code of Ethics, which employees are asked to sign as part of their terms of employment with the Company, confirming acceptance of the high standards expected of them in all business dealings.

The Code of Ethics is supported by regular in-service training, advice on ethical issues and an internally publicised telephone hotline, allowing protected reporting of concerns regarding non-compliance. Intertek has a strict policy of Zero Tolerance regarding breaches of compliance policy.

During 2011 we received 24 reports of non-compliance which proved to be substantiated claims requiring remedial action. We continue to monitor these figures each year. Our Audit and Risk Committee regularly reviews the outcomes from hotlines and compliance reports on behalf of the Board.

Compliance hotline incidents 2011

Number of incidents reported	Number of incidents further investigated	Number of substantiated incidents
118	118	24

Health & Safety

Intertek considers the health, safety and welfare of its employees, clients and third parties connected with its business to be of paramount importance. We aim to provide a safe working environment and ensure that our employees have the information and resources to perform their duties safely. We are committed to maintaining high standards and complying with relevant local legislation and guidelines in any area in which we operate. We continually seek to minimise risk to our employees, clients and others who may be affected by our operations and our procedures are regularly monitored by our compliance team to ensure that they are being properly applied in practice.

We are very saddened to report however that during 2011 three employee fatalities occurred; two whilst travelling to work and one during business travel. While these incidents were not directly attributable to our operations we are taking steps to increase our safety awareness programmes for employees when travelling to their workplace.

From January 2012 our Health & Safety reporting will also include accidents requiring medical treatment and injuries resulting in lost working time.

The health and safety of our people and activities is the responsibility of line management and employees themselves. All incidents are recorded and reported to the designated Country Health and Safety Representative who in turn reports through to the respective Country Line Management and Intertek Group.

We are committed to the continuous review and improvement of our health and safety performance and our aim is to achieve zero lost time accidents.

Our environment

We believe that, through the services we provide for our clients, the positive influences that we have on the world are far greater than any negative effect from our operations. However, we continually work to reduce energy consumption and other effects that our operations may have on the environment. For example, we have introduced electronic payslips for employees and e-certificates for many of our customers, both to improve operations and reduce our consumption of resources.

Our corporate Environmental Policy is implemented at a national level by Country Managers in compliance with local regulations and guidelines. The policy serves to ensure that employees at all levels in the organisation are aware of the environmental impact of their activities. It also outlines our objectives as a company to minimise any adverse environmental influences.

For 2011 we have calculated our carbon emissions and energy consumption levels for the 20 largest Intertek countries by headcount, which together represent approximately 80% of Intertek’s total population.

Electricity and gas consumption levels throughout the year were measured in order to monitor our energy consumption. Electricity consumption was reported to be 174,200 MWh (6.85 MWh per employee) and gas consumption was reported to be 47,051 MWh (1.85 MWh per employee).

The levels of greenhouse gas emissions were calculated using the guidelines of the GHG protocol. The calculated emissions include:

- Scope 1 emissions – Direct emissions which are a result of our testing and inspection services for clients as well as our business operations that occur at sources owned or controlled by Intertek;
- Scope 2 emissions – Indirect emissions which are a result of our testing and inspection services for clients as well as our business operations that occur at sources not owned or controlled by Intertek.

Using 2011 as our base year, we will continue to monitor and record our emissions and energy consumption levels in our subsequent external reporting.

In order to reduce our travel emissions, we have continued where possible, to minimise business mileage by increasing the use of video and web technology for meetings.

In our Automotive Research business, we use regenerative engine dynamometers when testing our client’s engines. Through these test programmes we offset our consumption by producing enough electricity to power 750 homes. Moreover, the emissions work we perform for major engine manufacturers means that the next generation truck engines will produce 90% less particulate emissions than engines currently in use on public highways.

Environmental initiatives continue throughout Intertek offices to reduce energy consumption, which include minimising electricity usage by switching off lights and other electrical appliances when not in use. Our businesses continue with their efforts to reduce paper usage and recycle all waste materials where possible.

In 2011 Intertek’s Exploration & Production Services businesses relocated to a new state-of-the-art ‘green’ building in the Aberdeen Innovation Park in Bridge of Don, Scotland, where heating and hot water is provided from a biomass boiler and wind turbine. Intertek’s Centre of Excellence will support the energy sector, including renewable energy initiatives and will provide local employment to engineers, chemists and technical experts.

All Intertek employees are made aware of our environmental ‘green’ initiatives and guidelines, as well as their responsibilities towards the environment as an employee for Intertek. Environment related activities are continuously increasing, with our employees actively participating, alongside their communities, in causes to help the environment. For example, in Mumbai, India, a team of Intertek volunteers spent their leisure time planting tree saplings in their local community to counter deforestation from building development. On China’s Arbor Day in March, Intertek adopted 25 trees for a tree planting event at Baiyun Shan Park in Ghangzhou, which saw the participation of over 70 employees, and in October more than 60 Intertek employees took part in an organised clean up of Rose Coast Beach in Shenzhen.

CO₂ emissions for top 20 Intertek countries by headcount

Emission (tonnes CO ₂ e)	2011
Scope 1	9,399
Scope 2	108,169
Total	117,568
Per employee	4.62

(CO₂e – Carbon Dioxide Equivalent)

Our communities

While the very nature of the work that Intertek people do every day helps to minimise the health, social and environmental impact of thousands of products and processes around the world, many also give their personal time and energy to voluntary programmes in their local communities.

Our employees' cultural values and relationships within the communities in which they live and work is important to them, as well as to our business and our clients. At Intertek we encourage our employees' involvement in charitable and community activities. Volunteering not only helps them develop new skills and experiences but strengthens their relationships with colleagues through the teamwork involved.

These are just some of the good causes our people took part in during 2011:

- Intertek employees in Cortland, New York, US took part in projects for Habitat for Humanity, a charity which strives to energise neighbourhoods and communities by repairing and building environmentally 'green' homes for those in need.
- In the UK, staff from Intertek took part in a fundraising event for WaterAid, an international non-governmental organisation that aims to transform lives by improving access to safe water, hygiene and sanitation in the world's poorest communities.
- In celebration of Singapore's 46th year of independence, Intertek employees paid tribute to the elderly who have contributed selflessly to the early years of building their nation. Four care homes for the elderly were asked for a 'wish list' of items needed by their residents. In just 10 days, over 900 different items of daily necessities were collected from 500 Intertek employees.
- In India, Intertek employees celebrated Diwali ('Festival of Lights') with children at the Institution for the Blind in Dehli, giving sweets to the children and providing 200 blankets and sheets for the Institution.

As an organisation, Intertek also helps the communities in which we operate.

- Following the devastating earthquake in Eastern Turkey in October 2011, Intertek in Istanbul sent much needed clothing to people in the affected areas and Intertek employees also contributed by personally donating articles of clothing and blankets.
- In China, Intertek donated over 1,000 dictionaries and stationery to children in Guangdong. Our employees travelled for six hours to reach the schools in the Liannan mountain area.
- In Thailand, with the agreement of our customers, we organise the charitable distribution of rice samples that are no longer required following quality testing, so nothing goes to waste.
- In 2011, Intertek in Australia, supported 'Bicycles for Humanity', to help establish a Bicycle Empowerment Centre in a village near Walvis Bay, Namibia.
- In the UK, we have established a community training scheme to help local graduates understand the role of an approvals engineer, not just in Intertek but also in the global marketplace. The programme covers all areas within the Commercial & Electrical industry, including hazardous locations testing, life safety, fire and security systems and medical equipment. Graduates are continually assessed and provided with professional support throughout the programme.

Intertek's Sustainability and CSR report was developed according to the Global Reporting Initiative (GRI) G3.1 guidelines, which provide a recommended framework and indicators for reporting. A table outlining the GRI standard disclosures is provided at the end of this document. All data used for performance indicators is representative of the Group, unless stated otherwise.