



# Communications & Disclosures

Engagement with our shareholders and wider stakeholder groups plays a key role throughout our global business, including at Board level. It helps us to understand the impact of our decisions on stakeholders, and provides insight into their needs and concerns. It underpins good governance, which is embedded throughout our business.



## Material topics

- Working with customers
- Societal impact
- Governance

We are committed to providing stakeholders with accurate and timely updates on our sustainability activities and performance and make every effort to produce a report that is balanced and transparent and meets their needs.

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 Certification standards as well as GRI and SASB as a basis of preparation for the majority 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. We are working hard to improve our CDP Disclosures, having maintained our C Score in 2020. Completing external assessments demonstrates our commitment to continuous improvement and helps us to prioritise focus areas for the next year.

### External assurance

In 2018 we appointed Ernst & Young to provide independent assurance of our environmental performance. Their Assurance Statement for 2020 describes the work undertaken and their conclusion for the reporting period (see page 43).

## Our TSA standards *Continued*

### *Communications & Disclosures*

Details of how we have engaged with, and taken into consideration, the interests of those stakeholders who are material to the long-term success of our business can be found on page 13 as part of our Business model and in the section 172 statement on pages 64 to 70 in the 2020 Annual Report.

#### **Communication guidance and policies**

Our Corporate Communications & Public Relations team look after the Group's communications to the Group's corporate stakeholders. This includes communications to the Group's investors, the London Stock Exchange, financial media and the financial analysts that track and analyse the Group's financial performance. Internally, the team helps to support local country marketing teams with corporate data and advice where corporate communications to local stakeholders, such as financial media or government partners, are needed.

The media plays an important role in defining the way Intertek is perceived by its stakeholders. Our media policy sets out policies with respect to the public release of information by employees to the media, and how these requests are managed.

#### **Internal communications**

As part of the HR network's efforts to continually improve our development and retention of the best people, our focus is to share the mission, values and success of the Group with our people and develop a supportive and inspiring workplace culture worldwide. An important part of this is regular and consistent engagement with our people through employee communications. The Intertek Group intranet is an internal communication hub. It enables colleagues to stay connected and to share knowledge across the Group in more than 100 countries.



#### **Case study**

### A virtual conference uniting global time zones

Intertek's Global Softlines and Hardlines business lines recorded another milestone late in a year of firsts, when it held its inaugural Annual Conference in a virtual environment.

This three-day event, attended by more than 150 participants from 15 countries across five continents, reflected the passion of our people to carry on communicating live in the face of the pandemic's impact on the ability to travel.

Thanks to the energy of our people and their desire to continue meeting colleagues from across the world, the event started each day at 5:00 US Eastern time and ended at 22:00 Hong Kong time, enabling everybody to actively participate, no matter where they were based.



#### **Case study**

### Regular communications and recognition

During a time of crisis, clear communication and leadership from the top is vital to maintain energy levels, positivity and engagement. Recognising this, during the pandemic, Intertek CEO André Lacroix further stepped up the regularity of his communications with Intertek teams across the world.

Unable to travel, he has remained closely connected through virtual communications, including townhalls featuring news from across the Group, progress reports and recognition for

colleagues who have delivered an exceptional performance. During the first half of the year, he also issued a weekly personal bulletin on our approach to the pandemic, providing encouragement, policy updates, news from all regions and continuous recognition for Intertek's heroes.

These were exceptionally well received, providing everybody with a constant reminder of just what it takes to make the world an ever-better, safer and more sustainable place for all.

## Our TSA standards *Continued*



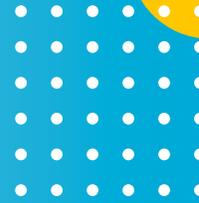
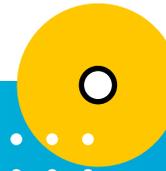
### Case study Precious prizes reward creativity

Courseware, created by Intertek Alchemy, has won Platinum and Gold MarCom Awards, in one of the world's largest and most prestigious creative competitions in the world.

Recognising outstanding creativity while communicating important information, the award reflects the immense quality of Intertek Alchemy's Courseware content.

This content is used across the world to ensure manufacturing workforces everywhere have the right knowledge and confidence not only to perform their jobs correctly and efficiently but also to build a strong culture of safety and quality.

Today, in fact, more than 1.5 million workers at over 15,000 locations use Intertek Alchemy's integrated programmes to reduce workplace injuries and improve operational efficiency.



### Case study Intertek India 'InWakens' to unleash the full power of its IndiaNess

Innovation and unstoppable energy. Winning through adversity, entrepreneurship and sales excellence. Diversity and inclusion, agility, pace, technology expertise, and a pioneering spirit. Pride and humility. And, above all, limitless ambition. These are just some of the incredible qualities that have seen India rise from its roots in ancient civilisations to become an emerging global superpower with the potential to become the world's largest economy.

And they are the same Intertek 'properties' that have given our business in India the energy required to grow from just 25 employees in 1993, when the Indian economy was undergoing a paradigm shift, to the operation we have today. More than 2,200 employees work from 21 laboratories and 20 offices across the immensity of the entire country, driving us forward to be market leader in many of our business lines.

So it was exciting in January 2020 for 170 Indian colleagues to attend the first inspirational 'InWaken' event, held in New Delhi, to awaken more than ever their 'IndiaNess' and unleash their full potential. The event's overriding message was that Intertek's success in the country has only just begun and there is plenty of fuel in the tank for further growth.

