

Our TSA standards *Continued*



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.



Material topics

- Governance
- Compliance and legislation

Our Board of Directors is responsible for the overall stewardship of the Group and delivery against strategy, through our Group Leadership Team. This includes setting our values and standards, and overseeing sustainability and corporate responsibility. They have regular discussions about the risks and opportunities sustainability presents for the Group and they conduct a formal review at least once a year.

Our Annual Report sets out our full Corporate Governance Report and statement. In embedding responsibility throughout Intertek, we focus on the areas where we are deeply committed to supporting our customers and having a positive impact on our people and communities, minimising our environmental impacts, operating with integrity by 'Doing Business the Right Way', and pursuing our socially responsible activities through living our strong values every day, everywhere. These areas are linked to and support our 5x5 strategy for growth.



Our Annual Report and Accounts 2020 is available to download at [intertek.com/investors/year-in-review-2020](https://www.intertek.com/investors/year-in-review-2020)

Our TSA standards *Continued*

Governance

Regular oversight of sustainability is led by the Sustainability Operating Committee, whose purpose is to advance our initiatives, both internally and in our external sustainability services for our clients. The Committee meets monthly to review our progress against our sustainability strategy and is chaired by the CEO, who has accountability for sustainability performance at executive level.

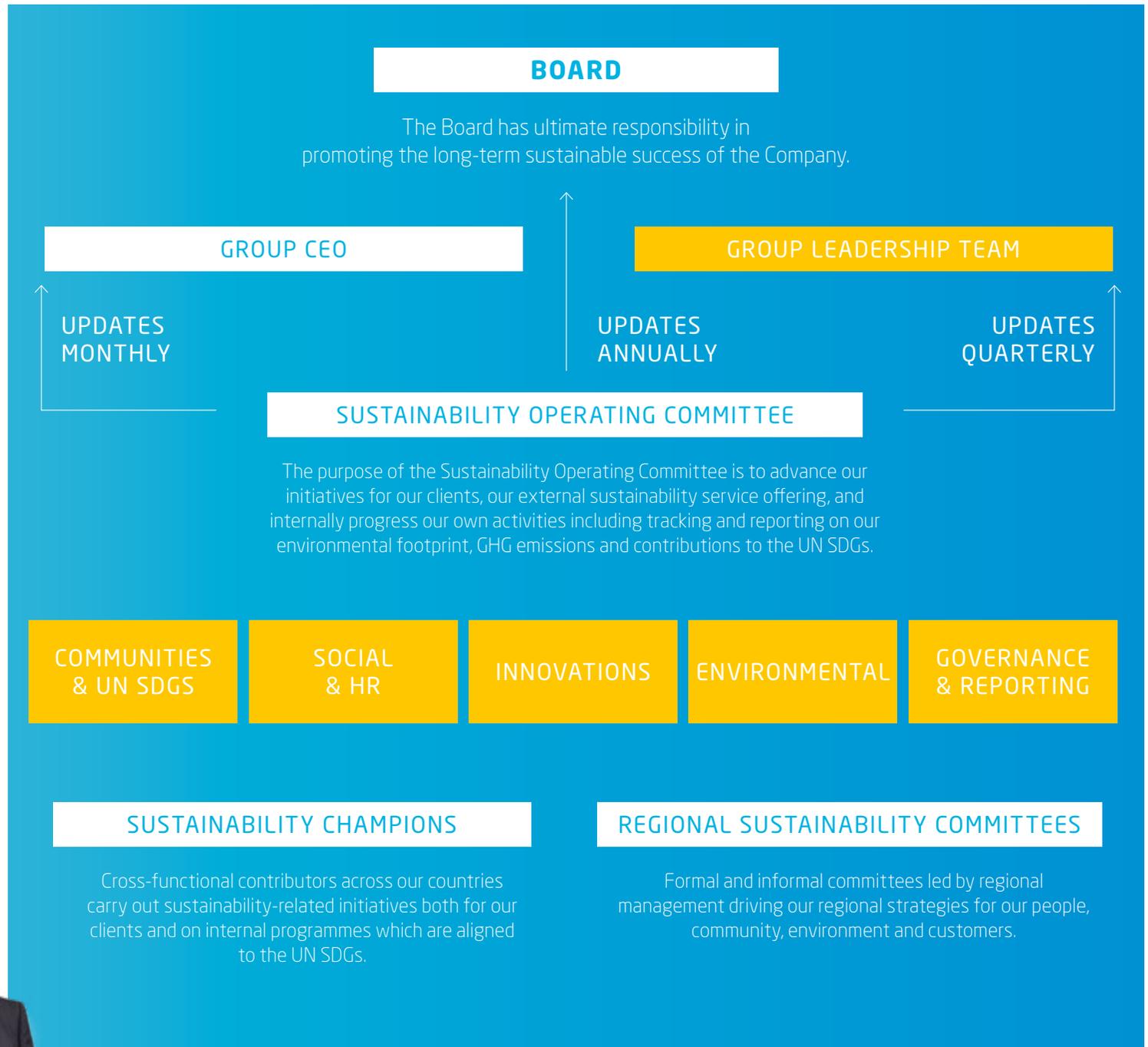
Our governance practices demonstrate our values and our progress against policies and sustainability objectives to both internal and external stakeholders.

Case study

Celebrating excellence in the UAE

Former Intertek Chairman Sir David Reid visited our Centre of Excellence in Sharjah, UAE in early 2020 to recognise and celebrate the great achievements of its highly energised and customer-centric team.

Following a tour of the 38,000 sq ft facility, including the Fuel, Oil Conditioning Monitoring, Scanning Electron Microscopy, Food & Water and P&IA Analysis labs, Sir David commented on how good it was to see such innovation, professionalism and expertise in action. He went on to hold a townhall meeting to award top-performers and long-term employees as well as discussing multiple activities that are of particular interest to the workforce.



Our TSA standards *Continued*

Governance

Importance key



Increased



Same



Decreased

Material topics

Stakeholder engagement

We recognise the importance of determining and prioritising the key sustainability topics relevant to the business and our stakeholders. In 2019 we conducted an independent materiality assessment to ensure that current views and emerging trends are being addressed by Intertek.

This year, we considered the material topics identified against the external trends shaping our operating environment and concluded that there were no significant changes from the previous reporting period in the list of material topics and topic boundaries, although some matters have been given more prominence to reflect their increasing importance to stakeholders.

The materiality assessment specifically considered topics that are consistent with areas typically under the umbrella of sustainability, corporate responsibility and ESG, and the assessment analysed data and information from a variety of internal and external sources to ensure that all potential topics were considered and captured. The methodology was aligned to AccountAbility's AA1000 Principles, the GRI Standards, IIRC, CDP, UN SDGs, DJSI and SASB guidelines. The process ensured that all relevant topics have been considered appropriately within the scope of the study.

Our materiality assessment was carried out in steps:

1. We analysed insights and information from a range of external and internal sources to identify the issues relevant to our business.
2. This research formed the basis of a long list of material topics.
3. A group of internal stakeholders, representing a broad range of business areas, were asked to label the list of issues either as higher or lower importance.
4. In 2020, material issues were reviewed to see which had increased, decreased or stayed the same in level of importance over the past year.

Importance of material topics during 2020



Working with customers



We listen to our customers to continually improve our service and ensure customer satisfaction.



Employee care



We continually promote fair, consistent and thoughtful working practices that are in accordance with our values. This ensures that our strategy and culture gives our people the right platform to grow and develop their careers and be involved in socially responsible activities that support our purpose to make the world 'Ever Better', by bringing quality, safety and sustainability to life.



Diversity and inclusion



It is important that we provide a work environment where employees feel valued and able to be themselves. Intertek's Inclusion and Diversity policy eliminates discrimination to ensure that employees are treated fairly and feel respected and included in the workplace.



Environment



We are committed to minimising our environmental impact, which includes managing our waste, resources, water and energy consumption, and raising awareness of environmental issues amongst our stakeholders.



Societal impact



We support social and economic development and local community engagement activities.



Human and labour rights



We are committed to 'Doing Business the Right Way', and that includes eradicating modern slavery.



Customer and product responsibility



We offer the highest quality of service to our customers so that they are able to have a positive impact through their own products.



Compliance and legislation



As an industry leader, we understand the interrelationship between compliance requirements and the sustainability of the business. This means living our values, having the highest standards of ethics and integrity in how we conduct ourselves every day, everywhere and in every situation.



Privacy and security



We adhere to all privacy and data security legislation and commitments and ensure that business assets, confidential information and stakeholders are protected.



Governance



The principles of quality and safety, part of Intertek's purpose and operations, are cornerstones of sustainability and sit at the heart of what Intertek has been supporting clients with for over a hundred years.