

Our TSA standards *Continued*



# 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.



## Material topics

- Environment
- Societal impact

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.

Each of our countries and business lines define their own sustainability agendas, which are tied to the Group's priorities, aligned to the UN Sustainable Development Goals and focus on their local operations and communities. Our Sustainability Operating Committee oversees community investments at a global level.

In this section we provide a small selection of highlights from the many community activities that our colleagues are taking part in around the world.

## Our TSA standards *Continued*

### *Communities*



#### **Case study** Colleagues in Taiwan donate blood

A total of 116 Intertek Taiwan team members donated blood during the months of February and August, working with the philanthropic Farglory Foundation to help reduce the pressure on donation centres that built up as a result of the COVID-19 pandemic.



#### **Case study** Hygiene checks keep disability charity on the move

Intertek Hong Kong has issued the Protek™ COVID-19 Hygiene Check Certification to Rehab Life, a charity supporting people with disabilities, particularly those who are wheelchair-bound.

The charity uses specially designed and equipped vans to help more than 60 people travel between their homes and hospital every day, and it's vital the vans achieve the highest possible standards of safety and hygiene.

Intertek tested samples taken by swab from several 'high-risk' areas, including back seats, handles and windows, which then underwent rapid biomolecular analysis at our laboratory. These showed within 24 hours that good levels of hygiene were in place.

According to Alexander Mui, who founded Rehab Life in 2017, "We are delighted to entrust our entire service team to Intertek. Their efficiency and comprehensive capabilities deliver strong support in our drive to offer the very best voluntary service to people in need."

Our Hong Kong team has also helped Rehab Life and other charities, including VCycle, to work with more than 20 of our customers to donate Intertek-tested PPE products and other vital supplies to more than 500 people on low incomes, including street cleaners and cardboard collectors.

#### **Case study** Intertek Bangladesh creates a virtual hospital

Even before hospitals in Bangladesh became overwhelmed by patients showing respiratory distress during the COVID-19 crisis, the Facilities team at Intertek was well prepared. Recognising the potential troubles ahead, they had already stocked up with oxygen cylinders in our labs across the country, creating virtual hospitals for employees and their families should anybody who needed oxygen be unable to gain admission to hospital.

Since starting the service, the team has delivered cylinders to several homes, much to the appreciation of everybody involved with the company. According to Sandeep Das, Regional Managing Director of Intertek South Asia, "It's wonderful to see our team in Bangladesh being so thoughtful about the crisis and taking practical measures to support one another in times of need."

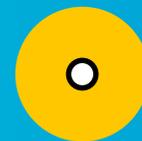
The virtual hospitals also transport employees who are feeling unwell back to their homes, even helping them get to doctors' appointments and arranging hospital admissions when needed.

#### **Case study** Keeping a promise that really matters

When the COVID-19 outbreak threatened a planned community project in Abu Dhabi, Intertek's HR Business Partner for Industry Services in the Gulf, Sally Khalaf, was determined to keep the promise of helping to renovate the Emirates Autism Centre. So she organised talks between the centre and the local Intertek management team.

Together, they agreed to proceed with the project using a minimum number of volunteers and ensuring all necessary health and safety measures were in place.

Sally and her team carried out the refurbishment in two days, including painting murals. As Sally said, "I want to thank everyone at Intertek UAE, across nine locations, for making the project happen by donating money, toys, books and furniture. The centre's management and employees asked me to thank everybody involved – they're very happy with the result as the centre now looks far more child-friendly."



## Our TSA standards *Continued* *Communities*



### Case study COVID-19 care packs in Hong Kong

In Hong Kong, colleagues have created special COVID-19 care packs, including masks and hand-sanitisers. These have been distributed to more than 10,000 elderly people and 70 care homes across Hong Kong.

Also in Hong Kong, our people are involved in several initiatives to help reduce the impact of poverty on young and old. We work in partnership with Kelly Services and charities such as the Fruit Garden Social Enterprise, and visit children and older people in their homes. We identify their needs, and often approach our customers for help – for example, asking smart-toy manufacturers to make toys available as gifts for underprivileged children.



### Case study Creative Day for Social Good

As an organisation that is rooted in STEM-based knowledge, we work with local colleges and universities for internships and career placement within Intertek. With our expansion into Connected World & People Assurance, we continue to grow our network and partnerships with local academic partners and programmes.

Colleagues at Intertek Catalyst in Canada founded 'Creative Day for Social Good' ('CD4SG'). This initiative brings together students with teams of creative professionals who donate their time for two days to create professional marketing materials for charities. The event helps design and public relations students prepare for their professional careers.

### Case study Supporting students

Intertek has helped to fund 28 students from Shanghai's Chongming Island over the last 13 years. We continued this support in 2020, with five graduating from university and starting jobs, while another five joined the programme.

According to Fred Bai, CEO of Intertek Greater China, "This is really important work for us, and it's very satisfying to watch these young people overcome early hardship and grow into talents with real benefits to bring to society. We are committed to continuing the programme for many years into the future."

### Case study Food conservation in China

Food conservation is an urgent issue across China – so much so that Xi Jinping, President of the People's Republic of China, has called upon families and organisations across the nation to avoid wasting food.

Intertek is committed to the cause, working with the Food Bank Network and Food Hub charities to collect food and other household essentials for distribution to people in need.

In Hong Kong, our team also provides free testing and inspection services to the Feeding Hong Kong charity, which collects donations of food from caterers and distributes them to homeless people. We are now also the charity's quality-control partner, ensuring the food is always safe to eat.



## Our TSA standards *Continued* *Communities*



### Case study Free PPE training

Intertek Softlines joined efforts with Business Assurance to set up a free training programme for external audiences, teaching the correct use of face masks and protective gowns. This addressed selecting the right face mask for each task, and the quality factors needed to choose personal protective equipment were addressed. The workshops were delivered to more than 2,500 attendees from all countries in the Americas.

### Case study Vital relief packages in Azerbaijan

As a result of the COVID-19 pandemic, many families in Azerbaijan were left without income or basic needs. Azer Sanili, Regional IT Manager, Intertek Eastern Europe and Central Asia, with the help of colleagues, initiated a crowdfunding initiative called 'Bigane Qalma' (Stay Tuned), open to any institution wishing to participate. This fundraising resulted in a total of 45 families in desperate need of support receiving vital relief packages.

### Case study Supporting children with disabilities

Colleagues at Intertek Spain support Fundacion Seur, an organisation that supports children living with disabilities. The charity collects plastic caps for recycling and with the income generated purchases special equipment, for example wheelchairs and other medical devices. The team in Spain has been supporting the initiative since 2017, and will continue to do so in the future.

### Case study 'First-In-Queue Priority' for critical care medical devices

Our North America Medical team is helping to fight back against the impact of COVID-19 with our newly launched 'First-In-Queue Priority' for critical care medical devices. The passion, urgency and expertise shown by our Medical team has been nothing short of inspirational – ensuring that electrical/medical devices receive immediate attention, so they can be tested, certified and rushed out to healthcare workers.



### Case study Empowering small and medium-sized enterprises in South Africa

We recognise the crucial role that small and medium-sized enterprises ('SMEs') play in South Africa in terms of employment, job creation and economic growth. That's why our Enterprise and Supplier Development programme works to create sustainable growth by empowering black-owned SMEs within both our own supply chain and in the wider economy.

The programme is supported by Intertek colleagues, who have worked with organisations for a long time. This includes a 15-year relationship with the Bevies Care Centre and Masisizane Service Centre. The social work done by these centres has made a significant impact on the lives of underprivileged children in the KwaZulu-Natal area. There have also been several new beneficiaries this year, including Zazele Training and Development, a company that works with entrepreneurs from disadvantaged backgrounds, to train, equip and support them in setting up their businesses.

### Case study Community solar at Kinderhook

Intertek has partnered with East Light Partners as an anchor customer of its 5MW ground-mounted community solar project, Kinderhook Solar. Located in Kinderhook, New York State, the project includes more than 19,000 solar panels and is expected to generate over 9,000MWh annually. That is enough clean, green electricity to power around 1,000 homes.

Community solar allows any and all members of a community to share the economic and environmental benefits of solar power, particularly if they cannot or prefer not to install solar panels. It even allows people to go solar if they do not own a property or have a roof of their own, making it an attractive option for renters or those who live in shared buildings.

Kinderhook Solar is sited on what was previously vacant land along a state highway, and construction was completed in October 2020. Intertek has committed to purchase up to 40% of the energy produced by the facility in the form of utility credits. The remaining credits are being sold to local residential customers that subscribe to the project.

