

Our TSA standards



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.

At Intertek we bring quality, safety and sustainability together through the management system requirements of Operations, Products & Services, Supply Chain and Innovation.



Material topics

- Employee care
- Customer and product responsibility
- Working with customers

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; adopting the Intertek Sustainable Procurement policy; and ensuring the health and safety of our people.

Continual improvement is part of ISO 9001, ISO 17025 and other quality-related certifications, accreditations and approvals held by most of our operations. Performance is measured, recorded and benchmarked against established objectives as part of our disciplined performance management principles, supported by our Quality Management System.

Business resilience

Our global network in more than 100 countries keeps us close to our customers and allows us to understand their challenges. As a large global organisation we also face risks that the business will be affected by something that is outside of our control. Natural disasters, pandemics, terrorism, political unrest, serious fires, cyber attacks and extreme weather are just some of the risks that we have to consider as part of our business continuity strategy.

Processes are in place at all levels of the business to mitigate disruption. Our response to the COVID-19 pandemic demonstrates how our business is constantly adapting both its business environment as well as its service offerings to continue to offer the necessary services to clients while protecting the health and safety of employees.

Our TSA standards *Continued* *Quality & Safety*

Customer focus

To become the most trusted partner for Quality Assurance, we have made a promise to our customers: Intertek Total Quality Assurance expertise, delivered consistently with precision, pace and passion, enabling our customers to power ahead safely.

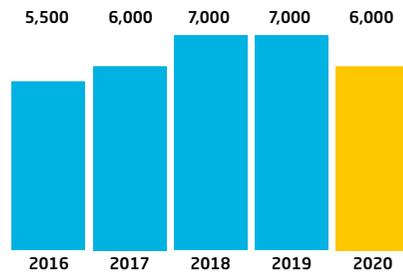
Intertek has a strong focus on customers, at all levels of the organisation, and our customer relationship management is integrated into our approach through a key account management structure and dedicated sales teams. Our Marketing & Sales Operations team works closely with business lines and country leadership to drive continued improvements across marketing, sales and digital tools to ensure that every aspect of customer engagement aligns with our TQA Customer Promise.

Listening to our customers

Since 2015, we have used the Net Promoter Score ('NPS') process to listen to our customers. These insights give us a deep understanding of what our customers need and want, fuelling our innovations. Our customer interviews keep us laser-focused on delivering an 'Ever Better' service. During 2020, we continued to conduct 6,000+ interviews each month.

We will continue to aim to conduct at least 6,000 NPS interviews per month.

Average NPS interviews per month



Capturing the right data to optimise operations

Identifying and managing risks that can impact our service quality is key to ensuring customer satisfaction. Our 5x5 metrics tool and processes enable the collection and review of performance metrics across the areas of sales, customers, people, finance and operational excellence that are fundamental to disciplined performance management. The 5x5 metrics provide every Intertek site and team leader with 360° insight into their business to guide their decision-making and ultimately lead to superior business performance.

Supply chains

Continued focus on suppliers

We are deeply committed to operating with integrity by 'Doing Business the Right Way' and to pursuing our corporate social responsibility activities through living our strong values. Our suppliers have an important part to play in contributing to our sustainability. The Intertek Sustainable Procurement policy sets out principles our own employees should follow when managing supplier relationships, and our expectations of suppliers.

Our sourcing approach

We work with thousands of suppliers around the world. We expect all suppliers to meet the same internationally recognised human rights, environmental and quality standards that we expect of our own businesses. These include meeting local legislative requirements but also applicable international requirements for workers' welfare and conditions of employment, such as those set by the International Labour Organization ('ILO') and the Ethical Trading Initiative.

Large global suppliers offer stability in terms of financial resilience, delivery capacity and pricing

structures, potentially coupled with better pricing and improved margins. However, our supply chain is quite diverse and geographically dispersed, and our procurement teams need to find regional and local suppliers. Through structured sourcing processes, we select the best option for us while continuing to support local suppliers that meet our business and sustainability requirements. Over 50% of our annual spend goes on regional and local suppliers, which demonstrates our commitment to supporting the communities in which we operate.



For our Sustainable Procurement policy, visit our website at [intertek.com/about/our-responsibility](https://www.intertek.com/about/our-responsibility)

Channels of customer interactions



Customer meetings



Workshops and seminars



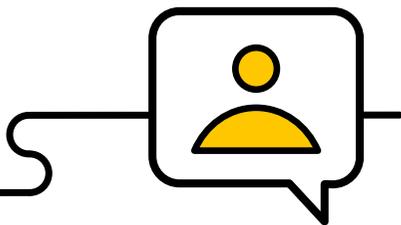
Emails and phone calls



Social media communications



Web enquiry responses



Our TSA standards *Continued*

Quality & Safety

Our heroes

During the pandemic, our colleagues went above and beyond to support our customers. Here are just a few of the heroic stories that have emerged during 2020.

Chirag Parikh
Production Engineer,
Intertek Electrical



During the year, Texas-based Chirag Parikh was called upon to complete an urgent project on medical beds built for people with severe lung congestion. Travelling from Plano to San Antonio two separate times – clocking up almost 1,200 miles – Chirag worked long hours and over the weekend to complete the evaluation of two sets of beds to be shipped out immediately to medical facilities.

Kevin Espiritu
Assistant Manager –
Food Services, Intertek
Philippines



During the COVID-19 outbreak, many businesses in the Philippines' capital of Metro Manila were closed and public transport was suspended. The lockdown could have caused an interruption to our business – but with a core of employees present in our Central Laboratory, including Kevin Espiritu, we were able to continue the provision of Intertek's highly valued services to customers.

Snow Yan
Huawei Project
Manager, and the Food
Testing Services Team,
Intertek China Food



The Infection Control team at Huawei wrote to express their sincere gratitude to Intertek for our professional food auditing service, ensuring the food safety of 130,000 Huawei employees during the pandemic. Providing PPE to minimise the risk of infection, 15 of our food auditors were deployed at Huawei sites during lockdown and completed audits of 125 caterers in just six working days.

Queenie Li
GMAP Assistant,
Electrical & Network
Assurance, China



An Intertek client urgently needed a certificate to export their TV products. Previous attempts with other providers had taken more than four weeks, but Queenie successfully obtained the certificate within one week, saying "I'm so glad that I was able to help our client."

Céline Margerie
C&P Consulting
& Training team,
France



In light of COVID-19 restrictions, the team in France adapted fast in order to deliver daily on-the-job training to operators and production technicians, to ensure the continuity of vital medicine manufacture.

Trust Ntshangase
CB Field Inspections,
South Africa



Trust Ntshangase went beyond the call of duty to keep our laboratories in South Africa fully functional during lockdown. Not only did he use his own vehicle to transport operational staff to and from work in the early hours of the morning, but he also worked with the Regional Lab Manager to arrange company vehicles for colleagues at our Island View & Sasol Wax plant in Durban.

Azer Sanili
Regional IT Manager,
Intertek Eastern Europe
and Central Asia



As a result of the COVID-19 pandemic, many families in Azerbaijan were left without income or basic needs. Azer Sanili, with the help of colleagues, initiated a crowdfunding called 'Bigane Qalma' (Stay Tuned), an independent organisation open to any institution wishing to participate. This resulted in a total of 45 families in desperate need of support receiving vital relief packages.

**Francis Ampong
and Paul Donkor**
Minerals Team, Ghana



With the COVID-related closure of borders between Ghana, Côte d'Ivoire and Liberia, the likelihood of our clients' drill rigs having to stop was only prevented due to the efforts of drivers Francis Ampong and Paul Donkor. They covered 8,500km between 21 March to 29 April to safely pick up samples from clients in Côte d'Ivoire and Liberia, and take them to our laboratory in Tarkwa, Ghana.