

# icons of sustainability excellence



In 2025 we delivered another year of strong progress on our Sustainability Excellence agenda. My thanks go to all Intertek colleagues for their commitment to helping create a better world for current and future generations. It's truly inspiring."

**André Lacroix**  
Chief Executive Officer



SCAN TO VIEW OUR RESULTS FILM



**As the icon for Total Quality Assurance, Intertek plays a critical role in the quality, safety and sustainability of products, services and processes worldwide. Our global reach and the deep expertise of our people across every industry empower us to make a meaningful and positive contribution to the world around us.**

Sustainability sits at the heart of Intertek and is firmly embedded within our Purpose, Vision, Values, and Strategy.

By working to meet the expectations of all stakeholders and create sustainable value for all, we continue to be a powerful force for good. Together, we are focused on unleashing the full potential of our high-performance 10X culture and our extraordinary people.

Sustainability Excellence is vital to Intertek, reflecting our dedication to delivering positive environmental and societal impact. This commitment drives enduring value for customers, colleagues, shareholders and the communities in which we operate.

Our key areas of focus include reducing carbon emissions, advancing employee safety and wellbeing, fostering engagement and development, championing diversity and inclusion, and strengthening our support for local communities.

Over the years, we have made significant progress through focused initiatives, demonstrating our steadfast commitment to sustainability and our ability to innovate and adapt in response to global challenges. Through our science-based, customer-centric and industry-specific sustainability solutions, we continue to support our clients on each of their own individual sustainability journeys.

## You'll be amazed where you find Intertek



Our 'You'll Be Amazed' campaign showcases the breadth of our expertise and our leadership in Total Quality Assurance.

READ MORE IN OUR STRATEGIC REPORT ON PAGE 1.17 IN REPORT 1



## Sustainability Excellence in all our operations

We apply the concept of Sustainability Excellence across all our operations worldwide, holding ourselves to the same high standards to which we hold our customers.

For Intertek's Sustainability Excellence programme, we focus on the ten highly demanding standards which are part of our Total Sustainability Assurance ('TSA') programme. These standards are truly end-to-end and systemic, and encompass all aspects of what we know to be a truly sustainable organisation, covering every aspect from quality and safety through to communications and disclosures. The ten TSA standards were created to align with the United Nations Sustainable Development Goals.

[READ MORE ABOUT THE TEN STANDARDS ON PAGE 2.14](#)

## Our responsibility in action

We support the ongoing development of regulatory frameworks that promote consistent, high-quality non-financial disclosures and greater transparency about organisations' impacts and dependencies on people and the planet. As a leading global ATIC (Assurance, Testing, Inspection and Certification) provider, Intertek recognises the importance of transparent sustainability reporting in building trust with all stakeholders.

In 2025, we continued to strengthen our sustainability governance and disclosure in response to evolving regulatory expectations. We progressed our readiness for standards expected to affect the Group, including the International Financial Reporting Standards ('IFRS') Sustainability Disclosure Standards issued by the International Sustainability Standards Board ('ISSB') and the EU Corporate Sustainability Reporting Directive ('CSRD').

In 2025 we achieved a significant milestone by completing a comprehensive double materiality assessment ('DMA') in preparation for upcoming regulatory requirements. This assessment represents a major step forward in how we identify and prioritise the sustainability topics most relevant to our business, our stakeholders, and our long-term value creation.

Double materiality considers both financial and impact materiality, requiring companies to assess not only how sustainability issues may affect enterprise value, but also how their activities impact people, society and the environment. Our DMA followed a structured, technology-enabled methodology and provides a robust, transparent foundation that aligns with best practice and evolving regulatory standards.

[READ MORE ABOUT OUR DMA ON PAGE 2.06](#)

Our DMA will be reviewed regularly to ensure we continue to capture emerging risks, opportunities and areas of stakeholder concern. This process strengthens our ability to respond to evolving expectations and ensures that our sustainability priorities remain aligned with our strategic objectives and broader responsibilities to society.

## Reducing the environmental impact of our operations

Our strong commitment to addressing our carbon emissions resulted in another significant improvement in 2025. Through energy efficiency initiatives, process optimisation and the increased use of low-carbon technologies, we reduced our operational market-based emissions by 13.4% against 2024 and 54.3% against our base year 2019.

[READ MORE ON OUR OPERATIONAL MARKET-BASED EMISSIONS ON PAGE 1.26 IN REPORT 1](#)

By continuously monitoring our environmental performance at country- and site-level, we identified further key areas where we could implement more energy-efficient technologies and improve operational processes.

We have continued to invest in onsite solar photovoltaic ('PV') systems at our offices and laboratories, increasing the proportion of renewable energy used to power our operations. Following installations in France, Ghana, the UK and the US, we now have PV systems in 13 countries.

The transition to low-emissions vehicles remained another key focus area. For example, at our laboratory in Geleen, Netherlands, we upgraded our fleet of company vans to more sustainable electric and hybrid alternatives. This site had already implemented several other impactful initiatives over the last few years, including switching to renewable power and upgrading its heating, ventilation and air conditioning equipment.

Around the world, our colleagues spent time volunteering in their local communities, from cleanups and conservation of natural spaces to educating the next generation on the importance of caring for our planet.

We have been a constituent of the FTSE4Good index for nine consecutive years, reaffirming our status as a force for good committed to bringing quality, safety and sustainability to life with precision, pace and passion. We retained our 'AAA' rating in the MSCI ESG Ratings assessment and our 'Prime' status under ISS ESG requirements.

We improved our Sustainalytics ESG rating to 15.5 and increased our CDP score from B to A-, demonstrating our progression from 'well-managed' performance to recognised climate leadership.

[READ MORE ON PAGE 2.04](#)

## Sustainability highlights

- Levels of Hazard Observations increased for the fifth consecutive year, reflecting greater levels of activity across our sites as well as greater awareness and reporting of health and safety overall.
- Since 2015, we have used the Net Promoter Score ('NPS') process to listen to our customers, enabling us to improve our customer service over the years consistently. In 2025, we conducted an average of 6,059 NPS interviews per month.
- We are driving environmental performance across our operations through science-based reduction targets to 2030, validated by the SBTi. Through energy efficiency initiatives, process optimisation and the increased use of low-carbon technologies, we reduced our market-based emissions and met our scope 1 and 2 target early, delivering a 54.7% reduction against our 2019 base year. We also met our scope 3 target, achieving a 53.4% reduction against the same 2019 baseline.
- In 2025, we strengthened our double materiality assessment ('DMA') by building on the preliminary work undertaken in 2024.
- We recognise the importance of employee engagement in driving sustainable performance for all stakeholders. We measure employee engagement against our Intertek ATIC Engagement Index and in 2025 we increased our score for the third consecutive year to a new high of 93 (2024: 91).
- Our voluntary permanent employee turnover improved to a six-year low rate of 10.1% in 2025 (2024: 11.2%).



## Energising our people to power Sustainability Excellence

During the year, we continued to strengthen Champions, our global engagement programme delivered in partnership with Gallup, completing two more cycles that achieved record participation, in the process fostering stronger relationships and fresh ideas among colleagues around the world.

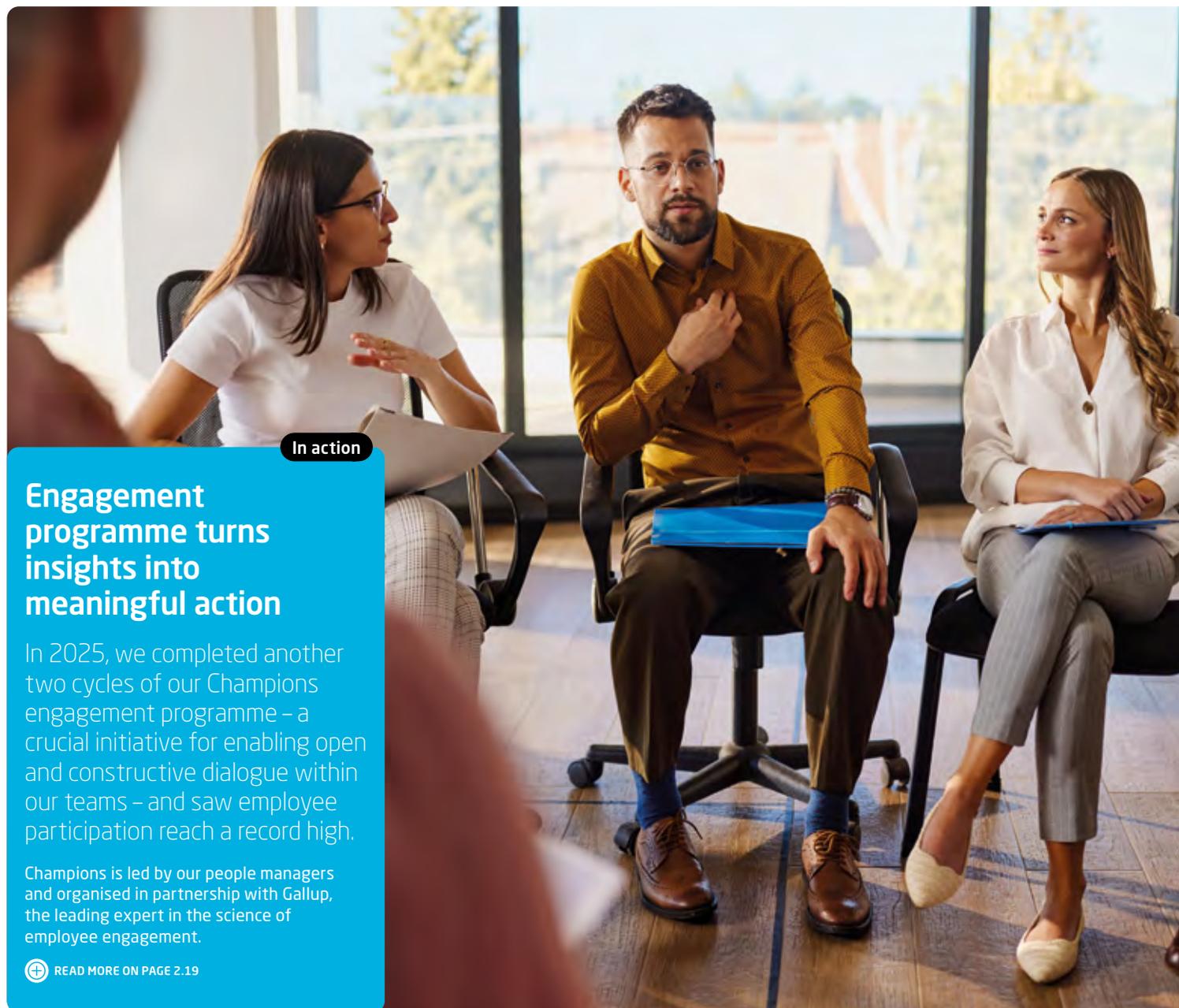
Through our global diversity, equity and inclusion programme MOSAIC, we also worked hard to further embed a fairer, more inclusive and connected culture across Intertek, supported by a range of innovative workshops, employee engagement activities and unconscious bias learning modules.

Our 10X Leadership programme also expanded further this year, with an additional 74 leaders participating in 2025. These sessions provide an opportunity for colleagues to reflect on their own, individual leadership style and explore how a more humanistic approach can help to unlock their full potential and foster a high-performance culture among their teams.

At the same time, we took the decision to further elevate safety governance to the Group level, appointing a new Vice President, Group Head of Quality and Safety Assurance, and saw hazard observations levels across our global operations rise for the fifth consecutive year. This reflects increased activity levels as well as heightened awareness and more proactive reporting.

I was also encouraged to see that our employees remain deeply engaged, with our Intertek ATIC Engagement Index score increasing for the third consecutive year, while our voluntary permanent employee turnover improved to a six-year low rate of 10.1% in 2025 (2024: 11.2%). Together, this progress provides clear evidence of an organisation which is highly resilient and determined to succeed by seizing the historic growth opportunities that lie ahead.

[+ READ MORE ON PAGE 2.16](#)



In action

### Engagement programme turns insights into meaningful action

In 2025, we completed another two cycles of our Champions engagement programme – a crucial initiative for enabling open and constructive dialogue within our teams – and saw employee participation reach a record high.

Champions is led by our people managers and organised in partnership with Gallup, the leading expert in the science of employee engagement.

[+ READ MORE ON PAGE 2.19](#)



## Our commitment to our communities

As part of many communities across the world, our businesses and people regularly support and engage with local organisations and initiatives that improve the environment and support social and economic development.

Many of our employees volunteer their time to support essential local and charitable causes that reflect the value and diversity of the communities in which we operate.

During 2025 we were active in many ways in many places to help make communities across the planet happier, healthier and more successful.

For example, in China, we expanded our long-standing educational support programme in Chongming, Shanghai, introducing digital learning hubs and STEM scholarships for disadvantaged students. This extension will enable hundreds more young people to access high-quality science and technology education, equipping them with the skills they need for the future.

In Egypt, colleagues from our Caleb Brett business in Alexandria partnered with local schools to improve learning environments and educational resources for disadvantaged children. As part of the project, they donated a range of essential supplies, stationery and classroom items.

In Ghana, we launched a dedicated youth empowerment programme in the Tarkwa region to strengthen local communities and build resilience. The initiative included our local team attending career fairs, sponsoring prizes for schools participating in the prestigious NCCCE Interschool Quiz and providing financial support for top-performing students in the Basic Education Certificate Examination, thereby creating opportunities for the Ghanaian leaders of tomorrow to achieve their full potential.

These initiatives reflect our commitment to creating lasting social value and empowering local communities everywhere to thrive.

 VISIT: [INTERTEK.COM/RESOURCES/CASE-STUDIES/SUSTAINABILITY/COMMUNITIES](https://www.intertek.com/resources/case-studies/sustainability/communities)

## ESG credentials

We actively participate in a range of global ESG ratings, indices and frameworks to benchmark our approach against best practice and emerging sustainability challenges.



Intertek is rated 'Prime', fulfilling ISS ESG's demanding requirements regarding sustainability performance in our sector.<sup>1</sup>

C  
2024: C



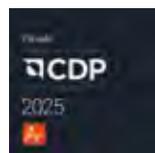
Intertek's latest ESG rating from Sustainalytics is 15.5, indicating a low risk of experiencing material financial impacts from ESG factors.<sup>2</sup>

15.5 Low  
2024: 18.3 Low



We were included in the FTSE4Good Index for the ninth year running.

3.9  
2024: 4.0



Intertek participates annually in CDP's Climate Change Programme. For 2025, CDP recognised our progress with an 'A-' score.

A-  
2024: B



Intertek received a rating of 'AAA' in the MSCI ESG Ratings assessment.<sup>3</sup>

AAA  
2024: AAA

1. [issgovernance.com/esg/ratings](https://www.issgovernance.com/esg/ratings)  
2. [sustainalytics.com/legal-disclaimers](https://www.sustainalytics.com/legal-disclaimers)  
3. [msci.com/notice-and-disclaimer](https://www.msci.com/notice-and-disclaimer)

## Our sustainability solutions are making the world better, safer and more sustainable

Organisations face increasing challenges across their value chains. At the same time, consumer expectations of corporate responsibility continue to grow, driving increased demand for risk-based solutions focused on operational and corporate sustainability.

Sustainability services have been the core of our global business for over 100 years. Our clients trust us to ensure the quality, safety and sustainability of their businesses across their operations and entire value chain to protect their brands and to help them gain competitive advantage. Today, we're better placed than ever to help organisations demonstrate their commitment to sustainability, manage risk and build resilience, and act responsibly.

Our unique industry-leading range of Total Sustainability Assurance ('TSA') services is at the heart of these, comprising three core elements: Intertek Operational Sustainability Solutions, Intertek ESG Assurance, and Intertek Corporate Sustainability Certification.

 [READ MORE ON PAGE 1.19 IN REPORT 1](#)

The deep science-based expertise of our amazing sustainability teams is at the heart of our TSA approach, covering everything from consulting to gap assessments, regulatory reporting and corporate certification, all focused on driving real-world improvements across clients' operations and value chains.

In 2025, we deepened and expanded our range of sustainability solutions, helping our customers to take meaningful steps towards a lower-carbon, more responsible future.



In India, we expanded our solar and energy storage assurance services, introducing advanced traceability systems and performance testing for photovoltaic modules while ensuring compliance with international standards such as IEC and UL. These services have helped Indian manufacturers improve the reliability of their products and reduce life cycle emissions, thereby supporting India's clean energy ambitions and giving investors greater confidence in the country's sustainable infrastructure projects.

In Ecuador, we provided critical technical support to the Ecuadorian Government's innovative tyre retreading project, significantly reducing waste and lowering greenhouse gas emissions associated with new tyre production. By working closely with local tyre manufacturers, our specialist teams provided auditing and compliance support that helped them achieve alignment with global sustainability frameworks, strengthening consumer trust and leading to the increased adoption of re-treaded tyres.

In Europe, we launched EUDRtrace, a cutting-edge, blockchain-based platform designed to help companies achieve compliance with the EU Deforestation Regulation ('EUDR') by providing end-to-end transparency for specific commodities like cocoa, coffee and palm oil. By enabling businesses to demonstrate that their supply chains are deforestation-free, EUDRtrace enables our clients to reduce their brand risk, protect their access to the European market and build more sustainable businesses.

In the UK, we reduced our own environmental footprint by upgrading our Greater Manchester laboratory into a Centre of Excellence for energy efficiency. The refurbishment introduced LED lighting, smart HVAC systems and waste reduction measures, cutting operational carbon emissions while enhancing our ability to deliver cutting-edge sustainability testing for clients.

[➕ READ MORE ABOUT OUR WORK WITH CUSTOMERS ON PAGE 2.24](#)

## Looking ahead: the icon for sustainability in 2026 and beyond

As we look to the future, I know Intertek's unwavering commitment to Sustainability Excellence will continue to guide us as we navigate the evolving landscape of 2026 and beyond. Our dedication to quality, safety and sustainability remains at the heart of everything we do, empowering us to continue making a positive impact on the world.

Through our iconic Total Quality Assurance proposition and unique ATIC offering, we will harness the power of our innovative solutions and global expertise to create a brighter, more sustainable future. By fostering a high performance culture of excellence and collaboration, we will not only meet but exceed the expectations of our clients and communities, ensuring that we remain the partner of choice on their sustainability journeys.

As part of our ongoing commitment, we will build on our success in implementing our DMA to align with upcoming regulations. This alignment will further enhance our approach and progress, reinforcing our position as a leader in sustainability.

All of us at Intertek look forward to seizing the opportunities ahead with determination and enthusiasm, knowing that the actions we take today will shape the future we leave behind. United by a shared vision and an unwavering commitment to Sustainability Excellence, we will continue to set the benchmark for sustainability leadership and build a truly sustainable world for generations to come.

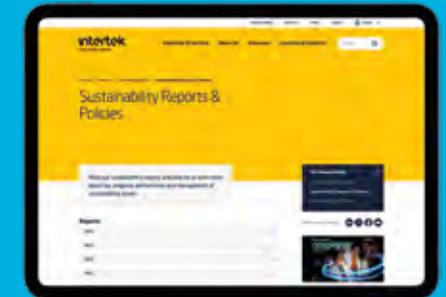
**André Lacroix**  
Chief Executive Officer



## Sustainability Disclosure Index

The 2025 Intertek Sustainability Disclosure Index is complementary to our published reports and sets out how our latest disclosures map to our own Total Sustainability Assurance standards, the Global Reporting Initiative ('GRI') and applicable Sustainability Accounting Standards Board ('SASB') requirements.

[VISIT: INTERTEK.COM/OUR-RESPONSIBILITY](https://www.intertek.com/our-responsibility)



## Our sustainability policies

To ensure strong performance and best practice management of sustainability issues across our business, we review and, as necessary, update our sustainability-related policies on an annual basis.

[VISIT: INTERTEK.COM/ABOUT/OUR-RESPONSIBILITY/SUSTAINABILITY-REPORTS--POLICIES/](https://www.intertek.com/about/our-responsibility/sustainability-reports--policies/)