

sustainability excellence in every area of our operations

Our Purpose is bringing quality, safety and sustainability to life, and our Sustainability Excellence strategy is fundamental to our business.

We ensure we create positive impacts through the work we do for our clients and we make progress on our own sustainability agenda by engaging our colleagues in our ever better journey. We do this through implementing detailed site-by-site action plans, accurate sustainability performance measurement and strong governance. We hold ourselves to account in line with our own TSA standards, international best practice, the expectations of our stakeholders and future regulations.



People and Culture

Our people strategy is all about energising our colleagues to take the company to new heights

2025 ATIC Engagement Index score

93

[+ READ MORE ON PAGE 2.16](#)



Working with Customers

We empower our customers to make sustainability a competitive advantage

Innovative sustainability services have been core to our global business for more than

100 years

[+ READ MORE ON PAGE 2.24](#)



Environment

Our goal is to decarbonise our business by 2050

Operational emissions reduction 2024-2025

13.4%

[+ READ MORE ON PAGE 2.34](#)



Communities

We create positive impacts in the communities where we operate

Community projects in 2025

270

[+ READ MORE ON PAGE 2.40](#)



Responsible Business

We are uncompromising on quality and compliance

Eligible employees who completed our compliance training in 2025

99.6%

[+ READ MORE ON PAGE 2.44](#)



People and Culture

our people strategy is all about energising our colleagues to take the company to new heights

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Material issues

- Fair and inclusive workplace
- Occupational health and safety
- Social inclusion
- Employee acquisition, talent
- Employee engagement and satisfaction

Explore our other focus areas

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Progress in 2025

We made strong progress in 2025, both developing our existing people-focused programmes and launching new initiatives designed to make the workplace ever better for everyone at Intertek.

2025 ATIC Engagement Index score

93

Voluntary permanent employee turnover

10.1%

Our people are an amazing force for good in the world, helping us to deliver our mission-critical science-based Quality Assurance solutions for our clients.

With 45,000+ employees in over 1,000 laboratories and offices in more than 100 countries, our global network of colleagues enables both international and local businesses to overcome complex quality, safety and sustainability challenges. Combining industry leading technical and science-based expertise with precision, pace and passion, our people are at the heart of how we bring quality, safety and sustainability to life every day.

Our people strategy focuses on energising our colleagues to take Intertek to greater heights and our 10X culture empowers our people to reach their full potential in a pioneering, high-performance environment. Our 10X culture is characterised as being caring, trusted, ever better, thriving and ingenious.

Operating with integrity underpins everything we do, and we create a safe, caring and equitable environment where our colleagues are engaged and trusted to deliver the very best for their customers. Our operations are backed by key policies covering labour and human rights, inclusion and diversity, and health, safety and wellbeing, ensuring the right conditions for our people to feel safe, valued and able to access exciting personal growth opportunities. We strive for a workforce that is resilient, stable and deeply engaged in our goals and objectives.

[READ OUR PEOPLE AND CULTURE CASE STUDIES AT INTERTEK.COM/ABOUT/OUR-RESPONSIBILITY](https://www.intertek.com/about/our-responsibility)

Ensuring the health, safety and wellbeing of our employees

The health, safety and wellbeing of our employees and contractors is the utmost priority at Intertek. We aim to encourage a culture of proactive employee safety and wellbeing ('ES&W') awareness, industry best practice and continuous improvement to increase ES&W performance globally.

In 2025, we elevated the focus on employee safety by creating a new role within the Group Executive Committee - Vice President, Group Head of Quality and Safety Assurance. The purpose of this role is to provide the Group with the assurance that all of our global operations are run in accordance with our approved expectations of quality and safety.

Our Group Health, Safety and Wellbeing Policy provides the basis for a common and aligned ES&W standard for all Intertek sites and subsidiaries. This policy was refreshed in 2025 and will continue to be reviewed annually.

Our commitment to ES&W also extends to our wider network, with joint venture partners and contractors strongly encouraged to adopt and implement our Group policy. The compliance of our suppliers and their own supply chains is ensured through our Supplier Code of Conduct.

We firmly believe that to drive continued progress, the performance indicators we track must focus on the diligent implementation of robust processes and actions that build and embed a culture of proactive ES&W awareness. Dedicated ES&W reporting is provided each month for our country and business line teams. Key safety metrics are also included in our 5x5 performance measures for every site, ensuring our site and business leaders continually monitor and manage these.

10X

10X is the mindset that defines our culture: striving to be ten times better, every day and everywhere.

We continue to build an open and trust-based environment that reports and learns from safety risks and incidents. During 2025, 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 overall.

For each location, we have a dedicated fire warden, first aider and ES&W representative. These representatives are empowered not only to investigate incidents and implement preventative and corrective actions, but also to disseminate safety information through training and targeting continuous improvement. With our ES&W communication network, we not only have an agreed contact person in each country and location but also a means of cascading key ES&W information and programmes globally.

All of our businesses have robust ES&W training programmes during the induction and onboarding process for new employees, as well as emergency responses procedures, intervention and reporting of Hazard Observations, Near Misses and safety incidents. We provide appropriate personal protective equipment and continually expand on existing programmes and controls to improve the health, safety and wellbeing of our colleagues.

iHazard, our safety awareness campaign and global reporting tool, is promoted to all employees to encourage all our people to proactively identify and report any hazards, Near Misses or incidents.

Our target remains for our Total Recordable Incident Rate ('TRIR') to equal or be less than 0.5. This target is part of the next phase of our ES&W cultural journey and supports our continued aim to achieve zero Lost Time Incidents.

	2025	2024	Change
Hazard Observations	32,624	30,307	8%
Near Misses	3,376	2,572	31%
First Aid	693	630	10%
Lost Time Incidents	108	111	(3%)
Medical Treatment Incidents	100	78	28%
Fatalities	0	0	-
TRIR	0.45	0.42	3bps

In action

Enhancing safety culture through cross-business collaboration

Our Building & Construction ('B&C') business line has enhanced its safety culture through an innovative partnership with Wisetail, an Intertek Company, which provides pioneering learning and development solutions.

Using Wisetail's cutting-edge technology, B&C launched an interactive safety training library on Lucie, our global learning management system.

[LEARN MORE ONLINE](#)





Workplace mental health

The mental health and wellbeing of our employees, clients and third parties connected with our business is of paramount importance, and we are committed to continuously improving our approach in this area.

We promote a culture of openness around mental health and wellbeing, which is driven by our Group Executive Committee through our Group Executive Vice President, Human Resources and rolled out across the business by our regional Human Resources Directors and their teams of experienced Human Resources ('HR') professionals. Our local HR networks tailor our support programmes to cater to the unique needs in their regions.

To support this approach, we have an employee assistance programme ('EAP') in every country we operate in. These EAP programmes offer a broad range of support services, such as counselling and mental health and wellbeing support.

We also have additional resources on our employee intranet, and our global wellbeing programme Kindness, which offers a series of bitesize e-learning modules providing helpful guidance and tips on a range of topics to support mental wellbeing, such as building resilience and mindfulness. Kindness is available to our colleagues through Lucie, our global learning management system.

In 2025, we developed the next iteration of our Kindness initiative to provide training on mental health. The first phase of this programme's rollout required all UK-based managers to complete training on key mental health issues and how to support any of their people experiencing these.

To ensure that we are offering the right support to our global colleagues, we track and review progress against the goals of our Group Health, Safety and Wellbeing Policy each year, making improvements to our approach as necessary.

In action

Mental health training launched to support workplace wellbeing

As we developed the next stage of our successful Kindness global wellbeing programme, we focused on providing mental health training to our UK line managers.

With people in the UK increasingly seeking out mental health support, this carefully curated initiative saw the launch of five interactive e-learning modules focused on stress, pressure and mental health in the workplace. The modules were designed to help our colleagues identify concerns early and support each other effectively, as well as giving them greater confidence to champion mental health awareness among their teams.

While the new training was initially targeted at our people managers in the UK, it was also made available to all colleagues through Lucie, our global learning management system, alongside the pre-existing series of Kindness training modules.

The expansion of Kindness reflects our strong commitment to workplace wellbeing and tailoring support to where it is most needed to encourage all our colleagues to play their role in building an increasingly compassionate, resilient company culture.

In 2025, the new Kindness e-learning modules were completed by 94.2% of our UK-based line managers.

Attracting talent

We recruit prospective employees in a variety of ways, depending on location and role, in compliance with local regulations for fair recruitment practices and equal opportunities.

We employ various sourcing methods to attract talented people to join our business. Our HR and resourcing teams around the world post vacancies on the career pages of our Intertek websites, on social media channels and relevant recruitment websites, as well as leveraging employee referrals. We also collaborate with recruitment agencies, professional bodies and associations, schools, colleges and universities to ensure we can reach and engage with top talent. We are committed to recruiting people who are local to our operations wherever possible.

To offer career progression within the Group, we also seek wherever possible to fill vacancies from within the business first, creating meaningful growth opportunities for our people.

 [LEARN MORE: INTERTEK.COM/CAREERS](https://www.intertek.com/careers)



Engaging our employees

We recognise the importance of employee engagement in delivering sustainable performance for all stakeholders, and aim to hire, inspire, engage and retain the best people to power our Amazing ATIC Advantage ('AAA') differentiated growth strategy.

We recognise that our people leaders throughout the business play an integral part in engaging and energising our colleagues. We have put in place a number of interactive tools to help all our colleagues and our people leaders. This includes 10X Journey, a process which covers every employee and goes beyond traditional performance management to address aspirations and growth planning. We also have 10X Talent Planning to ensure that each employee has a carefully planned growth path with us, and Champions, our partnership with Gallup to survey and make plans to increase engagement for every team at Intertek.

To measure our employee engagement, we follow the Intertek ATIC Engagement Index, which is based on the key drivers of sustainable value creation within our differentiated ATIC business model, and which measures engagement on a monthly basis in every operation with the following metrics: Net Promoter Score ('NPS'), customer retention, quality, voluntary permanent employee turnover and TRIR.

In 2025, our ATIC Engagement Index score increased for the third consecutive year to a new high of 93 (2024: 91), reflecting high engagement levels across the Group. We will continue to target an ATIC Engagement Index score of 90 or more moving forward.

During the year, our voluntary permanent employee turnover improved to a six-year low rate of 10.1% (2024: 11.2%). We will continue to aim for a rate below 15%.

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. The programme gives all colleagues the opportunity to anonymously rate statements precisely crafted to measure employee engagement. Our managers then share the results with their teams and work together to agree actions for improved engagement, including follow-up meetings to track progress.

The positive impact of Champions on our colleagues around the world is clear. The team action planning sessions are not only helping to create stronger working relationships between managers and their teams, but also generating new ideas, from local initiatives supporting employee wellbeing to new development opportunities.



Talent management

We are committed to offering attractive career development opportunities and believe in personal growth for every employee. We know that when each of us is growing and developing, we move faster along our good to great journey.

Our 10X Talent Planning process ensures our people's performance and future progression are actively reviewed and discussed. Our 10X Journey performance review process also ensures that personal growth plans are set for all employees in collaboration with their managers. This approach to talent management is a key part of our culture, ensuring we recognise and develop colleagues that are not only delivering our Total Quality Assurance ('TQA') value proposition but also representing our Values and 10X Energies.

Every new joiner at Intertek goes through our 10X Onboarding experience on Lucie, our global learning management system. This mandatory training immediately immerses them into our culture, strategy and ways of working from the very start of their Intertek journey. Their induction e-learning also covers a series of modules on 'Doing Business the Right Way', our internal risk, control, compliance and quality programme.

The Board as a whole is responsible for ensuring that appropriate human resources are in place to achieve our AAA strategy and deliver sustainable performance. Global talent and succession planning for the Group Executive Committee are both discussed regularly.

In employment-related decisions, we comply with all applicable anti-discrimination requirements in the relevant jurisdictions. In line with our commitment to supporting the wellbeing of our employees, we have zero tolerance for unlawful discrimination and harassment.

We are an equal opportunities employer and offer career progression to all. We seek to offer a variety of ways to support the needs of our people, ranging from hybrid working to flexible working patterns, where practicable. In the UK, for example, we offer flexible working hours, working-from-home arrangements and part-time working options on a case-by-case basis. Requests for reasonable adjustments to support employee wellbeing and personal situations are managed during recruitment, onboarding, career development, performance reviews and return-to-work processes.

To promote a healthy work-life balance, we monitor working hours, including overtime management, and look for ways to avoid or reduce excessive working hours. We also encourage our employees to take their paid annual leave entitlements.

Reward and recognition

Reward plays a key role in attracting, motivating and retaining talent. We also recognise the important link between fair pay and employee wellbeing.

Intertek is compliant with minimum wage and mandatory social contributions requirements in all jurisdictions where we operate. In the UK, we are a certified Real Living Wage Employer. Remuneration at all levels at Intertek is aligned with the principles of our Remuneration Policy, as disclosed on pages 2.80–2.107.

We depend on local management to define and maintain competitive compensation practices that appeal to both existing and future talent.

All employees are remunerated in accordance with local policies and guidelines. The remuneration comprises elements which are fixed, and in some cases, variable. The fixed elements are base salary and benefits including pensions, where applicable. The variable elements include incentives, both short- and long-term.

Across the world, our management bonus scheme and long-term incentives for eligible employees all follow the same metrics, creating alignment on our strategic goals throughout the organisation.

Recognition plays an important part at Intertek, and we take every opportunity to recognise great performance across the business through our internal channels. This includes global recognition delivered by our Group Executive Committee throughout the year, as well as numerous local, regional and business line recognition programmes.

Skills development

As a leading provider of quality, safety and sustainability assurance services, Intertek relies on a skilled workforce.

Over the years we have made great progress with our leadership development agenda as well as in enhancing the tools and applications available to enable people to grow and succeed in their careers.

We ensure that all employees receive adequate coaching, development and training to be fully competent to carry out their roles. This is supported by our many Group-wide programmes including talent planning processes; my 10X Journey, which provides structure for individual growth planning; our 10X Energies that help define winning behaviours; and our Lucie training to help address key development and training needs, with a rich library of both global and local content available in multiple languages.

The individual learning journey of each employee is supported with diverse development opportunities that are continually refined based on business needs, employee feedback, best practices, trends and new technologies. In 2025, we launched 'Doing Business the Right Way' Month. This included five training modules featuring members of our Group Executive Committee, bringing to life our commitment to acting with integrity across everything we do.

There are many training opportunities available for our people, with both in-house and external learning opportunities. We recognise that the wide range of technical specialisms within our business, as well as the different industries we support, require different types of technical training, education and support. Our local HR and business line teams therefore tailor their skills development offerings to ensure that our people have the right opportunities to learn and grow.

We offer and support:

- apprenticeships;
- internship programmes;
- college degrees;
- professional qualifications;
- formal and informal workshops and seminars;
- exciting cross-functional roles;
- leadership training programmes; and
- 10X Coaching opportunities with internally certified coaches.

Our Purpose

Bringing quality, safety and sustainability to life.

Our Vision

To be the world's most trusted partner for Quality Assurance.

Our Values

We are a global family that values diversity.

We always do the right thing. With precision, pace and passion.

We trust each other and have fun winning together.

We own and shape our future.

We create sustainable growth. For all.



In action

10X Leadership programme

We continued our 10X Leadership programme in 2025, holding another event for a further 74 leaders from across the business.

Led by André Lacroix, our Chief Executive Officer, the course invites Intertek leaders to stop and reflect on their leadership approach, and to explore how a humanistic approach to leadership can foster purpose, engagement and high performance across their teams.

 [LEARN MORE ONLINE](#)

In action

10X Coaching programme

Since its launch in 2020, our 10X Coaching programme has been helping our leaders to unlock their full potential.

This in-house programme pairs certified 10X Coaches - leaders from across the business - with colleagues who have completed the 10X Leadership programme and requested to work with a coach.

 [LEARN MORE ONLINE](#)

Diversity, equity and inclusion

Intertek's history goes back over 130 years, evolving from the combined growth of several innovative companies from around the globe. Diversity has always been at the heart of who we are and will continue to provide the power behind our success in the future. With team members from over 100 countries - all with different backgrounds, cultures and beliefs - our diverse workforce makes us the leading company we are today.

Our Inclusion and Diversity Policy facilitates a culture of inclusiveness where people can perform at their best, and where their views, opinions and talents are respected, harnessed and not discriminated against.

To further support our commitment to diversity, equity and inclusion throughout the Group, all employees are expected to complete our annual Code of Ethics training, covering key policies and practices related to ensuring a fair, respectful and inclusive environment.

During the year, we also delivered training and workshops across the globe through MOSAIC, our diversity, equity and inclusion programme, and engaged employees to complete our unconscious bias e-learning module.

To achieve the optimum mix of skills, backgrounds and experience, workforce diversity needs to go beyond discussing the percentage of women to also include other diversity indicators.

As a business we want to ensure that we have the right capabilities to deliver our strategy. Our diverse workforce helps us to understand, communicate and trade with our vast client base through their understanding of local issues and cultures. They add value in ensuring our services are tailored to our customers' needs, which underpins sales growth, customer retention and satisfaction.

We demonstrate that we are an inclusive and diverse global family by applying all employment policies and practices in a way that is informed, fair and objective. This covers all policies relating to recruitment, promotion, reward, working conditions, flexible working and performance management.

In action

Celebrating the cultures which enrich our business

Around the world, the rich and diverse cultures which make up our teams encourage a greater variety of perspectives and help us to drive innovation across the business.

Through MOSAIC, our global diversity, equity and inclusion programme, we take the opportunity to celebrate these different cultures.

In South Africa, for example, where our diverse local communities reflect a diverse national population, our teams across the country celebrate Heritage Day. Held each September, Heritage Day encourages South Africans to celebrate their diverse cultural heritage, traditions and beliefs.

The Intertek South Africa team is made up of colleagues from many cultures, including indigenous backgrounds such as Isizulu,

IsiXhosa, SiSwati, Ndebele and SeSotho, and groups with origins in other parts of the world. To champion inclusivity and recognise the unique contributions of each of our colleagues, we hosted several team building activities on Heritage Day in 2025.

At sites where it was safe to do so, colleagues were invited to wear traditional outfits to work and talk about clothing from their cultures, including who wears what, attire for specific occasions or the significance of certain colours. Some teams spent time painting the Protea, South Africa's national flower, while others strengthened team bonds over traditional barbecue cuisine. It was a day of sharing, connection and recognition of the power of diversity.

As a company with teams in more than 1,000 locations in over 100 countries, our people are a rich mosaic of talented experts, leveraging their diverse backgrounds, experiences and perspectives to build an ever better world.



Gender diversity

We are determined to develop and retain more women in senior roles.

Our goals

Improving gender balance is critical for us. We continue to focus on gender diversity by attracting, developing and retaining more talented women, particularly at senior levels.

We increased the number of women in senior leadership positions to 27.7% (2024: 26.3%), having set a goal of 30% by 2025. As we work towards a greater gender balance at this level, we will continue to aim for 30%.

Metrics and performance

36%

of our global TQA Experts are women.

We ensure that men and women are paid equally for doing equivalent roles and we are committed to a number of measures to ensure we provide an energising workplace, free of any gender bias, where employees can flourish based on their talent and effort.

To strengthen this, we ensure that our shortlists of external hire candidates have a balance of gender diversity. We remain committed to equality and provide flexible working where possible.

Intertek TQA Experts by level

	Male	Female
Group Executive Committee	13	4
Senior leader ¹	175	68
Whole organisation	29,061	16,364

1. Direct reports to the Group Executive Committee.

Intertek TQA Experts by region

	Male	Female
Americas	8,161	3,487
Asia	12,695	9,113
EMEA (incl Central)	8,205	3,764

Our overall workforce is 36% female and 64% male representation. Detail on the gender diversity of our Board, as well as ethnic diversity disclosures for the Board and senior management, can be found in the Nomination Committee Report on page 2.73.

Providing support for key women's health issues

As part of our commitment to employee wellbeing and gender equity, Intertek France has introduced several countrywide initiatives providing resources that aim to educate and offer enhanced support for women's health.

Support starts at our offices and laboratories and extends to online applications and resources.

[LEARN MORE ONLINE](#)



In action



Building a more supportive and inclusive workplace

In mainland China, we run a range of initiatives to recognise, support and empower women across the business.

During 2025, these initiatives expanded with the launch of several new programmes aimed at delivering more opportunities for personal and professional growth.

[LEARN MORE ONLINE](#)

In action



Talent across all generations

We value all of our colleagues, regardless of age, and have practices in place to develop and retain workers of all ages.

Our goals

We will continue to develop proactive approaches to recruitment to ensure we have a diverse and balanced employee age profile.

Metrics and performance

56.4%

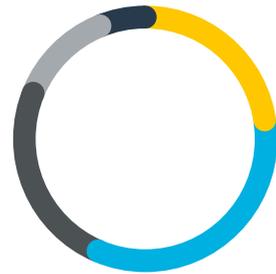
of our global TQA Experts are under the age of 40.

The technical expertise needed in many parts of our complex business is acquired over several years. This is reflected in the overall average age of 40.

We will continue to promote and endorse fair, consistent and thoughtful working practices that are in accordance with our Values. At Intertek, we are proud to be an equal opportunities employer.

We consider all qualified applicants for employment regardless of gender, ethnicity, religion, orientation, age, disability and other protected characteristics.

Percentage of employees by age range



● Under 29 years old:	22.7%
● Between 30 and 39 years old:	33.7%
● Between 40 and 49 years old:	24.9%
● Between 50 and 59 years old:	12.8%
● 60 years old and over:	5.9%

In action

Creating a culture of disability inclusion

During 2025, our Bangladesh team started several initiatives to spark career opportunities and make the workplace more inclusive for people with disabilities.

This included the launch of an internship programme and other initiatives to build a culture of awareness around how colleagues and companies can better support people with disabilities, both in and outside the workplace.

[LEARN MORE ONLINE](#)

Disability inclusion

Adopting a universal design mindset.

Our goals

To adopt a disability-inclusive mindset as well as deliver on our commitment to the Valuable 500, the global organisation of over 500 companies and partners working together to end disability exclusion.

This is centred on incorporating disability inclusion criteria into the full spectrum of products and services we offer our clients, as well as for our colleagues.

Performance

We have actively sought opportunities to collaborate, learn, improve and implement positive change in our own organisation to support disability inclusion.

Having assessed the guidance on self-identification published by the Valuable 500, we have implemented these learnings into our approach.

Cultural diversity (arising from country of origin)

Cultural diversity supports our global business and is key to our success.

Our goals

We are committed to cultural diversity and will ensure that Intertek's colleagues are representative of the countries where we do business.

Metrics and performance

42

different nationalities across our senior leadership.

We recognise that comprehensive diversity monitoring is foundational to our diversity and inclusion strategy, which lies at the heart of our culture. We continue to monitor protected characteristics and to promote further transparency, particularly at senior level, and we have plans to update our diversity monitoring.

In addition to cultural diversity arising from country of origin, we have enhanced our reporting on ethnicity.

[READ MORE ABOUT THE DIVERSITY OF OUR BOARD AND SENIOR MANAGEMENT ON PAGES 2.52 AND 2.73](#)



Working with Customers

we empower our customers to make sustainability a competitive advantage

Link to principal risks in Report 1:

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Material issues

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Explore our other focus areas

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Progress in 2025

We continued to provide science-led services and leading-edge innovations to give our customers the solutions they need to overcome their own risks and challenges in quality, safety and sustainability, enabling them to power ahead with confidence.

Average NPS interviews per month during 2025

6,059

Customer Promise

Intertek Total Quality Assurance expertise, delivered consistently with precision, pace and passion, enabling our customers to power ahead safely.

Innovative sustainability services have been core to our global business for more than 100 years. Our clients trust us to ensure quality, safety and sustainability in their businesses, across their entire value chain, to protect their brands and to help them gain competitive advantage.

Through our leading-edge innovations and integrated ATIC solutions, we are uniquely placed to help our customers understand, achieve and validate their existing and emerging sustainability goals.

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.

Customer focus

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 Customer Promise.

Listening to our customers

Since 2015, we have used the NPS process to listen to our customers. As part of this process, we track our NPS score each month to closely monitor customer satisfaction levels. These insights give us a deep understanding of what our customers need and want, fuelling our innovations and keeping us laser-focused on delivering an ever better service.

Accelerating positive sustainability impact

We recognise the importance of sharing our own sustainability journey with our customers, partners, local communities and other stakeholders.

We actively engage with requests to support sustainability and carbon performance assessments from customers and other businesses, as well as completing assessments such as EcoVadis and the CDP Climate Change questionnaire at a Group level each year. This gives us the opportunity not just to meet the demands of our investors and customers, but also to uncover risks and opportunities, track and benchmark our progress, and make meaningful improvements.

We aim to collaborate as a trusted supply chain partner to deliver improvements in the areas most material over the long term, and accelerate sustainability impacts. We are here to help our stakeholders understand sustainability, why it matters and how to effectively integrate it within business.

Channels of customer interactions

We engage with our customers in a variety of ways, including in-person meetings; emails and phone calls, including dedicated lines; web enquiries and online form submission; workshops and seminars; and social media communications.

Supporting our customers with their sustainability agendas

As a TQA provider, we are in a strong position, given our global scale and expertise, to support the sustainability goals of our customers with our industry-leading Total Sustainability Assurance solutions.

[READ OUR WORKING WITH CUSTOMERS CASE STUDIES AT INTERTEK.COM/ABOUT/OUR-RESPONSIBILITY](https://www.intertek.com/about/our-responsibility)



Consumer Products

In action

Delivering cyber assurance for a time-critical digital service

Toshiba, a global technology leader, partnered with Intertek to independently assess the cyber security of a complex digital service under development for one of its key clients.

With a tight seven-month delivery schedule, Toshiba required targeted security testing and remediation support at short notice. Intertek worked closely with Toshiba to align testing phases with development milestones, ensuring critical risks were identified and addressed without impacting delivery timelines.

Intertek's consultants provided detailed technical reports, guidance and assurance to support Toshiba's internal teams and external client stakeholders. This collaboration enabled Toshiba to demonstrate the confidentiality, integrity and availability of its service - and go live on time.

Intertek's flexibility, technical expertise and responsiveness were key to the project's success and have reinforced our position as a trusted cyber security partner to Toshiba.



LEARN MORE ABOUT OUR AI AND CYBER SECURITY RESILIENCE SERVICES





Consumer Products

In action

Keeping pets safe during air travel

As commercial air travel continues to increase in popularity, it is not just people taking to the skies. In the United States alone, more than two million pets travel on commercial flights each year, and owners expect the highest standards of safety.

Petmate, an American manufacturer of pet products, enlisted our support to verify its heavy-duty kennels for air travel.

[LEARN MORE ONLINE](#)

In action

Transforming data into actionable insights

In a global society that is increasingly focused on sustainability, companies are expected to set targets to improve performance, transparently report on progress and use that data to drive meaningful action.

British fashion brand New Look has been working with Intertek to reach net zero greenhouse gas emissions across the value chain by 2040.

[LEARN MORE ONLINE](#)



In action

Certifying PV products for quality and compliance

Intertek has helped a leading Chinese manufacturer of high-performance photovoltaic ('PV') products to demonstrate quality and compliance with various market standards.

As a long-term and trusted provider of TQA services to JA Solar, we tested and certified its new PV modules.

[LEARN MORE ONLINE](#)



In action

Verifying recycled content in plastic bags

As the global business landscape shifts to focus more on sustainability, South Africa has taken a proactive approach to plastic waste management by enforcing stringent regulations that require the use of recycled content in plastic carrier and flat bags.

To support this initiative, Intertek has been appointed for the verification of post-consumer recycled content in these plastic bags.

[LEARN MORE ONLINE](#)



Embedding operational sustainability for corporate growth

SAMBAZON Açai Bowls, the restaurant group created by SAMBAZON, a global leader in açai, has partnered with Wisetail, an Intertek Company, to support the growth of its restaurant business while continuing to advance sustainable development in the Amazon Rainforest.

Since it was founded in 2000, SAMBAZON has only used ethically sourced açai, hand-harvested by local farmers, ensuring that its products are certified organic and Fair Trade. By creating jobs and safeguarding natural resources, the company aims to support the communities and wildlife whose livelihoods depend on the health of the Amazon.

Through its partnership with Wisetail, SAMBAZON Açai Bowls has accelerated this mission by embedding sustainable practices across its daily operations. Wisetail's Employee Enablement Platform has allowed SAMBAZON Açai Bowls to train and connect its teams with ease, replacing paper-heavy processes and minimising the need for extensive travel. These efficiencies have not only streamlined the company's operations but also reduced its environmental footprint.

Ultimately, by helping SAMBAZON Açai Bowls to strengthen its operational sustainability, Wisetail has enabled the company to scale smarter, faster and more responsibly, ensuring that it can continue to make a positive impact on people and the planet.

 [LEARN MORE ABOUT WISETAIL'S EMPLOYEE ENABLEMENT PLATFORM](#)



Corporate Assurance

In action

Building trust in responsible AI

As organisations increasingly deploy artificial intelligence across critical business processes, they face growing pressure to demonstrate compliance and reliability, and retain trust among stakeholders.

In 2025, Intertek responded to this challenge by expanding its assurance portfolio to include ISO 42001, the first international standard for establishing, implementing and maintaining an Artificial Intelligence Management System.

[LEARN MORE ONLINE](#)



In action

Certifying innovative circular economy initiatives

Geared for GREEN, a sustainability circular economy solutions provider, is reimagining how materials flow through the post-consumer life cycle by diverting waste that would end up in landfills into products which reintroduce these materials into the economy.

Through its Recycling Traceability Verification Program, Intertek Assuris certifies this process, assuring retailers and consumers of its sustainable impact.

[LEARN MORE ONLINE](#)

In action

Advancing decarbonisation and climate change action

PT Indo Tambangraya Megah Tbk is an Indonesian energy company, active in the coal mining and renewables industries.

Looking to advance its decarbonisation efforts and further develop its climate change strategy, the company enlisted the support of Intertek Assuris.

[LEARN MORE ONLINE](#)





Health and Safety

In action

Enhancing supply chain transparency for honey

Honey is one of the most frequently adulterated food products worldwide, often mixed with lower quality ingredients and additives along the supply chain. Ensuring the quality and authenticity of honey is therefore a growing challenge for the global food industry.

To equip the industry with tools to combat fraudulent honey and bee products and meet regulatory requirements, Intertek launched HoneyTrace, a blockchain-based traceability and authenticity platform. HoneyTrace provides end-to-end transparency of honey throughout the complex supply chain - from hive to jar - giving the industry the insight and proof it needs to meet evolving regulations, while supporting sustainability claims and building consumer trust.

Norevo, a global supplier of natural raw materials and specialty ingredients, has become an early adopter and successful pilot user of Intertek's HoneyTrace platform. The company supplies honey and other bee products that support both functional use and clean-label product positioning to a diverse range of customers worldwide. This first step helps Norevo explore how digital traceability can improve transparency and compliance across its supply chain.

By collaborating with companies like Norevo, which actively support HoneyTrace's testing and rollout, we learn more about global honey supply chains and advance efforts for real transparency.

 [LEARN MORE ABOUT HONEYTRACE](#)

Health and Safety

In action

Driving sustainable laboratory practices in pharmaceutical development

Sustainable operations in pharmaceutical analytical laboratories are crucial for reducing waste and improving cost efficiency. One impactful shift involves replacing single-use filters with multi-use filters in dissolution studies for solid-dosage drug products.

To assess the feasibility of reusing filters in dissolution testing for these products, we conducted a study with one of our clients.

LEARN MORE ONLINE



In action

Futureproofing the agriculture industry

As the global population continues to rise, it is critical to ensure that agricultural production can meet growing demand. At the same time, the increasing scarcity of natural resources and the depletion and degradation of soil poses challenges to farmers around the world.

At Intertek, our Precision Agriculture services help to ensure food and economic security for all.

LEARN MORE ONLINE

Industry and Infrastructure

In action

Driving more sustainable gold production

Around the world, there is a strong drive towards the sustainable production of commodities, and every day Intertek works with companies looking to advance on their commitments in this area.

One such company is Australian gold producer Pantoro Gold Limited.

LEARN MORE ONLINE



In action

Ensuring subsea cable safety and long-term reliability

As the world transitions to renewable energy, it is essential to ensure that each new project is connected to the electricity grid through safe, secure and reliable transmission lines.

In 2025, Intertek Metec delivered comprehensive risk assessments for five offshore wind export cables in the North Sea and the Baltic.

LEARN MORE ONLINE





Industry and Infrastructure

Supporting the restoration of Florida's Everglades

In action

The Everglades, an internationally recognised ecosystem spanning approximately 1.5 million acres in South Florida, contains the largest subtropical wetland in the United States ('US').

The ecosystem contains a variety of diverse habitats like sawgrass marshes, mangrove forests and cypress swamps, which are home to numerous federally listed threatened and endangered species like the Florida panther and American crocodile. The Everglades not only supports critical biodiversity, it also provides essential ecological services such as drinking water and protection from hurricanes, as well as bolstering outdoor recreation and eco-tourism opportunities, making it essential to Florida's economic sustainability.

Since the late 1800s, however, efforts to drain the Everglades for agricultural and residential development have reduced it to around one-third of its size, disrupting natural hydrology and threatening ecosystem functions. In response, the US Congress authorised the Comprehensive Everglades Restoration Plan ('CERP') in 2000, the largest ecosystem restoration effort in the world, focused on restoring natural water flows and addressing the region's water needs.

Implementation of the CERP is a collaborative effort between the US Army Corps of Engineers

and the South Florida Water Management District ('SFWMD'). The SFWMD is the oldest and largest of Florida's five water management districts, serving over nine million residents across 16 counties - from Orlando to the Florida Keys - encompassing 31% of the state's total land area.

For over 25 years, Intertek-PSI has supported CERP efforts by providing various environmental solutions to the SFWMD under an environmental risk assessment contract. Between 2023 and 2025, Intertek-PSI was awarded a series of substantial environmental assessment and remediation contracts for the C-23/C-24 South Reservoir Project, a critical part of the Indian River Lagoon-South initiative, which is a key component of the CERP.

The C-23/C-24 South Reservoir Project encompasses approximately 3,500 acres and is designed to capture and store nearly 19 billion gallons of excess water during wet seasons and slowly release it during dry seasons. This managed approach will regulate and maintain freshwater flows to ensure that the delicate balance of fresh and salt water in Florida's St. Lucie River estuary and the larger Indian River Lagoon - considered the most biologically diverse and most threatened estuarine system in the continental US - is restored.

The SFWMD's continued trust on this project highlights Intertek-PSI's leadership in environmental assessment and remediation services throughout Florida, as well as our strong Group-wide commitment to supporting critical infrastructure projects that benefit both communities and the environment.

 [LEARN MORE ABOUT OUR ENVIRONMENTAL CONSULTING SOLUTIONS](#)

 World of Energy



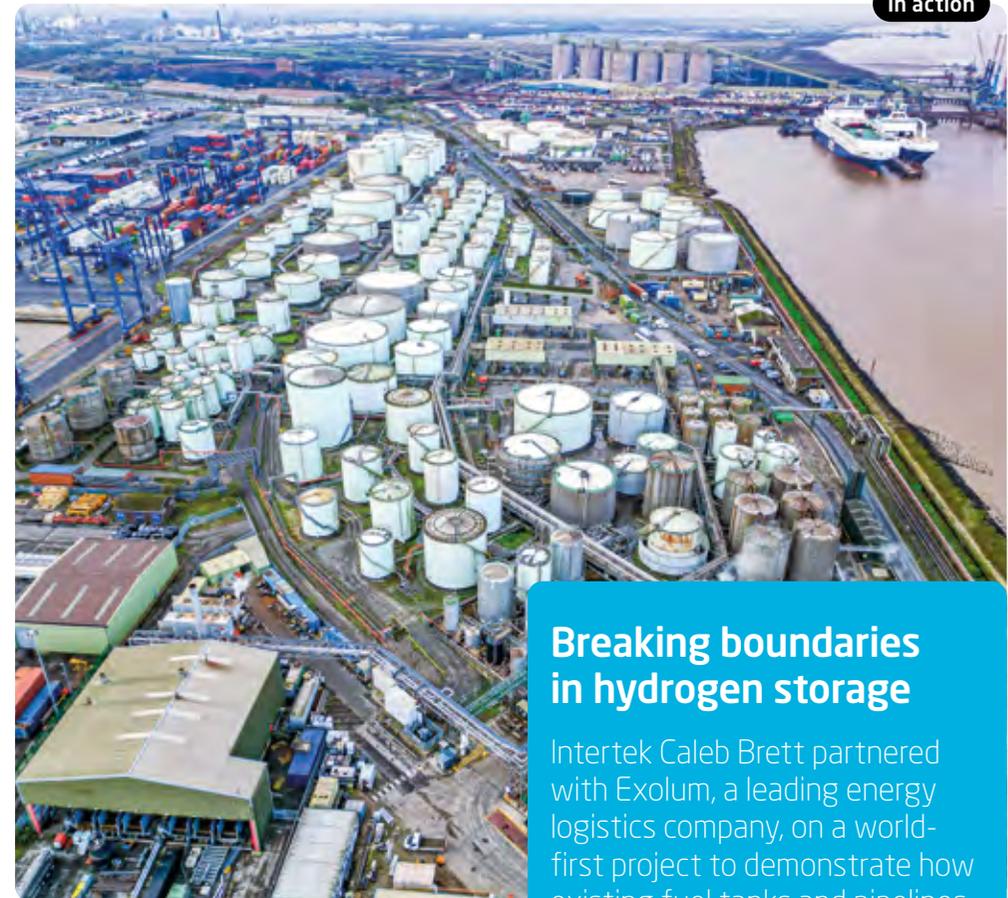
In action

Advancing circularity with PV module recycling programme

In 2025, Intertek CEA launched the solar industry's first independent PV Module Recycling Verification programme, setting a new benchmark for transparency and accountability.

The programme enables companies to demonstrate credible environmental, social and governance performance through third-party verification of material recovery, waste diversion and carbon savings.

 [LEARN MORE ONLINE](#)



In action

Breaking boundaries in hydrogen storage

Intertek Caleb Brett partnered with Exolum, a leading energy logistics company, on a world-first project to demonstrate how existing fuel tanks and pipelines can be safely used to transport and store hydrogen.

The approach presents a viable and cost-effective option for companies to transition to cleaner energy.

 [LEARN MORE ONLINE](#)



World of Energy

In action

Powering sustainability and compliance in the battery industry

The EU Battery Regulation became mandatory in August 2025, aiming to improve the sustainability, safety and circularity of batteries in the European Union.

Over the next few years, the regulation will introduce stringent requirements for recycling, carbon footprint, heavy metal restrictions and supply chain due diligence on all types of batteries.

For manufacturers like Micropower, this new and complex legislation requires careful interpretation and strategic implementation. With the help of Intertek, Micropower is proactively addressing the EU Battery Regulation, ensuring compliance and emphasising its commitment to sustainability.

From its headquarters in Växjö, Sweden, Micropower develops and manufactures lithium-ion battery systems, charging solutions and

power converters for Automated Guided Vehicles, construction equipment and material handling equipment. As a major player in heavy industry's transition from fossil fuels to clean energy solutions, the company strives to be at the forefront of both compliance and sustainability.

With many EU Battery Regulation obligations still to be fully introduced and emerging guidance from legislators, it is often unclear what will apply when specific requirements take effect. To cut through the uncertainty, both internally and for its customers and suppliers navigating their own sustainability commitments, Micropower has partnered with Intertek's battery advisory team in Kista, Sweden. Drawing on deep expertise in battery technology, compliance and the EU Battery Regulation itself, Intertek acts as both sounding board and knowledge hub on everything from how to interpret concepts and requirements in the legal texts to processes, labelling and carbon footprint.

This ongoing partnership has already strengthened Micropower's ability to meet the EU Battery Regulation and deliver on its battery sustainability commitments.

 [LEARN MORE ABOUT OUR EU BATTERY REGULATION SERVICES](#)



Environment

our goal is to decarbonise our business by 2050

Link to principal risks in Report 1:

- 1 2 3 4 5 6 7 8 9 10 11

Material issues

- GHG emissions and reductions
- Transition to renewable energy
- Climate change risks and management
- Energy use, conservation and reductions

Explore our other focus areas

	People and Culture	2.16
	Working with Customers	2.24
	Communities	2.40
	Responsible Business	2.44

Progress in 2025

We continued to embed our Sustainability Excellence approach across the business to empower our colleagues to take ownership of reducing their own carbon footprint.

During the year, we enhanced our environmental performance by reducing GHG emissions through energy efficiency initiatives, process optimisation and the increased use of low-carbon technologies.

Operational emissions reduction 2024-2025

13.4%

Operational emissions reduction 2019-2025

54.3%

At Intertek, we understand our organisation's impacts on the environment and continuously look for opportunities to mitigate them with regard to climate change, use of resources, ecosystems and waste management.

We recognise the critical role that the private sector plays in tackling the climate crisis, providing innovative solutions, reducing greenhouse gas ('GHG') emissions and setting ambitious targets, thereby helping to drive the transition to a low-carbon economy.

Governance

Intertek's environmental governance flows from the Board to every site.

To advocate for accelerated climate action, our Net Zero Steering Committee (with members including our Group CEO, Group CFO, Executive Vice President – Sustainability, Group Company Secretary, Head of ESG and Non-financial Reporting, and Group Head of Risk) works with our countries on our detailed climate-related investments and action plans, monitors site-level activities across a range of metrics and tracks progress against our GHG emissions reduction targets.

Our Environmental and Climate Change Policy outlines the commitments we adhere to.

[READ OUR ENVIRONMENTAL AND CLIMATE CHANGE POLICY AT INTERTEK.COM/ABOUT/OUR-RESPONSIBILITY](#)

Our operations apply a precautionary approach and comply with all applicable environmental regulations and permits.

Environmental management systems support our operations to meet environmental protection standards, comply with legislation and improve reporting and transparency. We have implemented ISO 14001 and/or ISO 45001 across 124 of our sites.

[READ MORE ABOUT CLIMATE-RELATED GOVERNANCE ON PAGE 1.64 IN REPORT 1](#)

What is our impact?

Our global reach spans thousands of employees, clients and suppliers. This scale represents both commercial opportunity as well as a responsibility to our people, the communities in which we operate and the wider environment.

As a multinational company, we recognise that, although our own operations may not be as energy-intensive or resource-depleting as other industries, good management of the relevant and material topics is critical to protect the environment.

Our activities around the world are diversified across both laboratories and offices. Carbon emissions are our biggest environmental impact, and through continual monitoring and assessment of our operations, we are now able to apply more targeted actions to reduce our carbon footprint, with particular focus on energy efficiencies and operational excellence.

The energy we use in our laboratories and offices continues to be the largest contributor to our carbon footprint, making it a priority in our environmental agenda.

To make real change happen, we believe that all our people need to have ownership of their carbon footprint and be empowered and inspired to take ambitious actions to reduce it – putting our Sustainability Excellence approach into action.

[READ OUR ENVIRONMENT CASE STUDIES AT INTERTEK.COM/ABOUT/OUR-RESPONSIBILITY](#)



Our Climate Transition Plan

At Intertek, we recognise the urgent need to address climate change and are committed to aligning our operations with a low-carbon economy. Our Climate Transition Plan is a critical component of our long-term strategy to reduce GHG emissions, enhance resilience to climate-related risks, and ensure that we contribute positively to global sustainability goals.

Our plan has been designed to guide our transformation over the years, focusing on both reducing our environmental impact and adapting to the evolving regulatory, market and physical risks posed by climate change. In 2025, we continued to make progress in key areas, laying the foundation for further advancements in the years ahead.

Key pillars of our Climate Transition Plan

Carbon emissions reduction targets

We are committed to reaching net zero emissions by 2050, with an interim target to reduce absolute scope 1, scope 2 and scope 3 (business travel and employee commuting) GHG emissions by 50% before 2030.

This will be achieved through a combination of energy efficiency initiatives, increased use of renewable energy generation and procurement, and the transition to lower-carbon transportation.

Climate-related risks and opportunities

As part of our climate transition, we are actively assessing the physical risks posed by climate change, including extreme weather events and supply chain disruptions.

In alignment with the Task Force on Climate-related Financial Disclosures ('TCFD') recommendations, our TCFD compliance statement aims to provide stakeholders with the necessary information to undertake robust and consistent analyses of the potential financial impacts of climate change.

+ MORE INFORMATION ON OUR TCFD STATEMENT CAN BE FOUND ON PAGE 1.62 IN REPORT 1

Sustainable supply chain

Our goal is to ensure that by 2027, 70% of our key supply chain partners will have set their own science-based climate targets.

We are working with our suppliers to encourage sustainable practices throughout our value chain. This includes collaborating with partners to ensure environmental responsibility and sustainable practices.

📄 [READ OUR SUSTAINABLE PROCUREMENT POLICY AT INTERTEK.COM/ABOUT/OUR-RESPONSIBILITY](https://www.intertek.com/about/our-responsibility)

Transparency and reporting

We understand that accountability is essential to ensuring meaningful progress. We are committed to reporting on the progress of our environmental impacts, with annual updates in this report.

Our progress will continue to be measured and reported using recognised frameworks such as the GHG Protocol, and in line with evolving global standards.

Employee engagement

Achieving our climate goals requires the engagement of every part of the organisation. We will launch internal training programmes to raise awareness of climate issues among employees and to integrate sustainability into decision making at all levels.

As we continue to refine and implement our Climate Transition Plan, we are confident that the actions we are taking today will not only help mitigate climate change but will also drive long-term value for our business and stakeholders. Our commitment to climate action is integral to our Sustainability Excellence strategy, and we will continue to prioritise sustainability in every aspect of our operations moving forward.

Our GHG emissions reduction journey

2019

Baseline for GHG emissions reduction targets.

2022

ESG element included in annual incentive framework.

2027

Target: 70% of suppliers by spend to set science-based targets.

2050

Net zero ambition and commitment. Prioritise direct emissions reductions and neutralise any remaining emissions.

2021

Joined Business Ambition for 1.5°C campaign.

2023

Science Based Targets initiative ('SBTi')-validated near-term targets.

"Intertek Group plc commits to reduce absolute scope 1 and 2 GHG emissions 50% by 2030 from a 2019 base year. Intertek Group plc also commits to reduce absolute scope 3 GHG emissions from business travel and employee commuting 50% within the same timeframe. Intertek Group plc further commits that 70% of its suppliers by spend covering purchased goods and services, capital goods and upstream transportation and distribution, will have science-based targets by 2027."

2030

Target: Reduce absolute scope 1, 2 and 3 (business travel and employee commuting) emissions 50% vs 2019 baseline.

Key milestones: Achieved On track



Climate-related focus areas

Scope 1

Low-carbon fleet: We are expanding our electric and hybrid vehicle fleet to reduce emissions. While regional charging infrastructure remains a challenge, targeted investments in vehicles and supporting infrastructure are helping us advance the shift to cleaner transport.

Direct emissions from sources which Intertek owns or controls:

- Switch to lower-carbon vehicle fleet
- Identify and implement fleet efficiencies
- Optimisation of buildings (heating/cooling)

Scope 2

Low-carbon energy generation: We continue to explore opportunities and invest in renewable energy technologies to advance cleaner energy across our operations.

Indirect emissions from purchased electricity, heat and steam:

- Low-carbon energy generation
- Procurement from renewable sources
- Energy-efficient buildings
- Energy-efficient equipment

Energy purchased from renewable sources: At least one site in 28 (2024: 22) countries is now powered by renewable electricity backed by Energy Attribute Certificates. This approach reduces our environmental impact while reinforcing our commitment to sustainable business practices.

Scope 3

Employee-efficient transportation initiatives: We continue to expand electric vehicle charging infrastructure across our regions to support the transition to low-carbon mobility. In addition, our shuttle bus services operate in several countries, providing employees with more sustainable commuting options.

Value chain emissions:

- Optimise business travel
- Employee engagement on efficient ways of commuting
- Supplier sustainability engagement

Environmental performance

During 2025, we enhanced our environmental performance by reducing GHG emissions through energy efficiency initiatives, process optimisation and the increased use of low-carbon technologies.

While total energy consumption increased to support operational requirements, the proportion of electricity sourced from renewable energy continued to rise.

Our established GHG emissions performance management programme provides a structured framework for setting environmental objectives, monitoring performance against defined targets and implementing corrective actions where required, supporting continuous improvement and, in some cases, performance exceeding targets.

We reduced our operational market-based emissions by 13.4% against 2024 and 54.3% against our base year (2019: 291,519tCO₂e).

Total operational market-based emissions¹ were 133,262tCO₂e (2024: 153,807tCO₂e).

38.8

tCO₂e¹ emitted per £m of revenue^{2,3}

Operational emission reductions 2024-2025

13.4%

Operational emission reductions 2019-2025

54.3%

1. Operational market-based emissions as defined on page 1.26 in Report 1.
2. Revenue for FY 2025 as shown on page 1.24 in Report 1.
3. 2024: 45.3tCO₂e emitted per £m of revenue.

Full compliance with applicable environmental legislation was maintained, supported by strengthened monitoring, risk management and increased employee engagement through targeted training and awareness programmes.

Intertek's reporting complies with the methodologies outlined by the GHG Protocol 'Corporate Accounting and Reporting Standard', ISO 140064-1 and the UK Government's 'Environmental Reporting Guidelines'.

A focus on continuous improvement

Building on our commitment to continuous improvement, during the year we strengthened our approach to environmental data management and performance monitoring across operations.

Systems introduced previously to enhance reporting and transparency will continue to mature, supporting more consistent data analysis and informed decision making.

Our structured approach has enabled us to remain responsive to emerging environmental requirements and stakeholder expectations, while reinforcing accountability across the organisation.

Looking ahead, our focus will be on further improving resource efficiency by implementing additional energy-saving initiatives, accelerating the adoption of cleaner technologies and optimising operational processes.

These actions will support measurable progress towards our long-term sustainability objectives and ensure we remain resilient in a changing environmental and regulatory landscape.

GHG emissions in tonnes of carbon dioxide equivalent (tCO₂e)

Emissions by source ¹			2025	2024	Base year 2019
Scope 1	Emissions from sources which Intertek owns or controls directly	Global	62,982	57,986	64,709
		of which UK	2,116	2,318	
Scope 2	Emissions from purchased electricity, heat and steam for our use (location-based)	Global	112,206	115,571	128,693
		of which UK	1,995	2,254	
Scope 3	Emissions from purchased electricity, heat and steam for our use (market-based)	Global	26,999	48,634	133,860
		of which UK	350	314	
Scope 3	Business travel	Global	16,895	19,946	25,849
		of which UK	749	1,046	
Scope 3	Employee commuting	Global	26,386	27,241	67,101
		of which UK	1,359	1,079	
Scope 3	Fuel- and energy-related activities not included in scope 1 or scope 2	Global	6,701	5,408	7,669
		of which UK	209	199	
Absolute tCO ₂ e (market-based)		Global	139,963	159,215	299,188

1. Our annual environmental reporting cycle ran from 1 October 2024 to 30 September 2025.

Global energy use in megawatt-hours (MWh)

Energy use by source	2025	2024
Standard electricity, heat and steam	58,333	113,469
Renewable electricity	204,475	151,700
Mobile combustion	148,680	137,679
Stationary combustion	121,219	113,714
Total energy use ¹	532,707	516,562
Percentage of total energy use from renewable sources	38.4%	29.4%

1. UK portion of total energy use was 4% (2024: 4%).

FOR MORE INFORMATION, READ OUR BASIS OF REPORTING ESG DATA DOCUMENT AT [INTERTEK.COM/ABOUT/OUR-RESPONSIBILITY](https://www.intertek.com/about/our-responsibility)

In action

Building our portfolio of onsite solar PV installations

A new solar PV installation at our Intertek Minerals laboratory in Tarkwa, Ghana, means that we are producing and consuming our own electricity in 13 countries as of the end of 2025.

Comprising 570 panels, the grid-connected PV system allows the generated electricity to feed directly into the laboratory's internal power network.

[LEARN MORE ONLINE](#)



In action

Motoring our Brazilian fleet with biofuels

Around the world, our efforts to transition to low-emissions vehicles have resulted in some highly impactful projects.

In Brazil, we have replaced the fuel used for our corporate fleet of 145 vehicles to renewable biofuels. Around 90% of fuel consumption now comes from ethanol derived from ethically farmed sugarcane, which - as well as producing fewer emissions - supports the country's agricultural sector and drives social and economic growth.

Having started in mid-2024, the initiative has been implemented across all our sites in Brazil, leading to a reduction of around 600 tonnes of carbon dioxide equivalent year-on-year. To ensure continuity and data traceability moving forward, we have also implemented procedures to monitor and control the fuel supply.

Initiatives like this play an essential part in our goal of reducing scope 1 emissions across the business, as outlined in our global Climate Transition Plan. Outside Brazil, we have incorporated low-emissions vehicles into our operations in Germany, Mexico, the Netherlands, the UK and the USA.





In action

Reducing emissions from minerals testing services

A critical part of our minerals testing process is the drying of samples before analysis. At our state-of-the-art Intertek Minerals Global Centre of Excellence in Perth, Western Australia, this job is carried out in 19 gas powered ovens, which we upgraded in 2025 to reduce costs and emissions.

To improve temperature control, we installed thermocouples in the ovens, allowing us to maintain an optimal testing environment and reduce the amount of gas used.

 LEARN MORE ONLINE



In action

Driving towards a cleaner future

Our Geleen laboratory in the Netherlands has been the site of several environmental impact initiatives over the last few years, from switching to renewable power to upgrading its heating, ventilation and air conditioning equipment.

In 2025, this trend continued with the transition of the laboratory's fleet of company vans to more sustainable electric and hybrid alternatives.

 LEARN MORE ONLINE

In action

Getting local waterways into shipshape

In the UK, canals are not only an important part of the nation's heritage but also provide significant social, environmental and economic benefits.

To support the protection and enhancement of these important waterways, colleagues from our UK-based IT teams helped to restore a stretch of canal between Buckingham and Cosgrove.

 LEARN MORE ONLINE

In action

Inspiring children to care for people and planet

For the third year running, Intertek Vietnam hosted our annual sustainability event, calling this latest edition 'We Care, Earth Cares 2025: Seeds of Change'.

Anchored in the belief that 'every great change begins with a single seed', the initiative welcomed over 100 children.

 LEARN MORE ONLINE

Cleaning beaches and building connections

In October, our HR and Facilities team in Bangladesh visited the Bay of Bengal for its annual retreat, an opportunity to regroup, strengthen connections and align on priorities.

As part of a commitment to responsible travel, our colleagues started the trip by leading a beach clean along Cox's Bazar, the world's longest natural sea beach.

 LEARN MORE ONLINE



In action



Communities

we create positive impacts in the communities where we operate

Link to principal risks in Report 1:

- 1 2 3 4 5 6 7 8 9 10 11

Material issues

- Climate change risks and management
- Social inclusion (community engagement, learning and development)

Explore our other focus areas

	People and Culture	2.16
	Working with Customers	2.24
	Environment	2.34
	Responsible Business	2.44

Progress in 2025

Our global teams continued to deliver impactful initiatives to support their local communities. These ranged from educational programmes and charitable donations to disaster relief support, community cleanups and more.

Community projects our employees participated in focused on education, giving back to local communities and preserving our environment

270

Hours volunteered to support community projects

29,417



As a global business with more than 1,000 laboratories and offices in over 100 countries, Intertek is proud to be part of many thriving communities around the world.

We understand that this comes with a huge opportunity and responsibility to make a positive and lasting impact on these communities. This responsibility is grounded in our Values: 'We create sustainable growth. For all.'

Every year we organise and participate in a range of impactful initiatives, from providing employment opportunities and funding training and education programmes, to volunteering our time, making donations and supporting the work of charities.

Having worked and built relationships to understand the diverse needs of each of our local communities, our countries and business lines define their own agendas to create a positive and lasting impact. These agendas are tied to the Group's priorities and aligned to the United Nations Sustainable Development Goals. Our Beyond Net Zero Steering Committee oversees community investments at a global level.

In this section we share a small selection of standout initiatives from the many community activities that our colleagues took part in around the world during 2025.

[READ OUR COMMUNITIES CASE STUDIES AT INTERTEK.COM/ABOUT/OUR-RESPONSIBILITY](https://www.intertek.com/about/our-responsibility)

In action

Creating a safer, more inclusive learning environment

Teams from Intertek's various business lines in Ghana came together to complete a transformative renovation and resourcing project at a school for visually impaired children.

Our colleagues worked to enhance both the safety of the school environment and the learning experience.

[LEARN MORE ONLINE](#)





In action

Supporting education and opportunity for rural communities

Compared to the country's urban population, young people in rural China often face additional challenges when it comes to education.

Issues include limited resources, longer commutes and less opportunities for progression, particularly among disadvantaged groups, which can hinder economic development in these communities and prevent potential talent from entering the national job market. In response to these challenges, our colleagues

have arranged several impactful initiatives across China to support enhanced education and highlight career paths in our industry.

At events organised on World Book Day and Children's Day in March and June respectively, our colleagues in 12 offices across the northeastern cities of Shanghai, Hangzhou, Wuxi, Ningbo, Tianjin and Qingdao donated more than 1,800 books. These books are being sent to Feimayi, a recycling and environmental protection platform, which will send them to remote areas of provinces such as Gansu, Sichuan, Xinjiang and Shanxi. The books will then be used to set up school libraries, ensuring that educational resources are more readily available for local children.

In southern China, our colleagues at Intertek Guangzhou collaborated with the Ningbo

Oneness Charity Foundation to host an immersive career exploration programme in June. The programme welcomed a large group of students from underprivileged mountainous regions to learn more about Quality Assurance and Intertek's work. This included a laboratory tour, where our colleagues gave technical demonstrations and highlighted potential career opportunities, sparking enthusiastic discussions about future paths. We are continuing to build on this initiative by holding similar activities at high schools and universities where we already have supporting relationships.

At Intertek, we are making the world a better, safer and more sustainable place for current and future generations, and inclusive initiatives like these ensure that more people have the opportunity to benefit.

In action

Readying university students for employment

In September, Intertek Bangladesh hosted a university engagement session with final year students and faculty members from the Department of Textile Engineering at Southeast University in Dhaka.

During the session, our team led guided visits to our Intertek Dhaka laboratory and hosted interactive discussions.

LEARN MORE ONLINE



In action

Inspiring indigenous children at school career day

In countries like Suriname, where the indigenous population represents a small minority, it is important to champion initiatives which give people insights into opportunities extending beyond their communities.

As part of our commitment to education, our Intertek Suriname N.V. team visited a school in the indigenous village of Powakka for a career day.

LEARN MORE ONLINE



In action

Mentoring local young people for success

In Sweden, the team at our office in Kista closed 2025 by launching a study support and mentorship programme for local young people.

The initiative, one of several our Swedish team is running to support the United Nations' Quality Education goal, is taking place in collaboration with the City of Stockholm's House of Future.

LEARN MORE ONLINE



In action

Fighting period poverty through education and awareness

Globally, millions are affected by period poverty – a lack of access to menstrual products, sanitation facilities and appropriate education for managing menstruation.

In Ghana, where period poverty is a serious concern, our local Minerals team organised a powerful initiative for World Menstrual Hygiene Day.

LEARN MORE ONLINE

In action

Giving vulnerable children a sense of home

In 2025, Intertek South Africa marked a decade of supporting a cause that is close to the hearts of many people across the country and around the world.

For Nelson Mandela International Day, Intertek Caleb Brett employees across Durban worked together to make a difference at a children's home in the coastal suburb of Bluff.

LEARN MORE ONLINE

Getting active for good causes

Community support is one of the cornerstones of our sustainability agenda at Intertek, driven by our passionate global teams.

Around the world, our colleagues engage directly in a diverse range of initiatives each year, offering their knowledge, time and energy. For some initiatives though, a little extra energy is required.

LEARN MORE ONLINE



In action

Marking milestones with meaningful community impact

During August and September, Intertek Thailand marked 40 years of operation with a 40-day step challenge incentivised by a charitable donation to the country's Prostheses Foundation in the name of Her Royal Highness Princess Srinagarindra Boromarajonani.

The challenge, blending health awareness and community care, saw more than 350 employees from across our business lines contribute to a collective goal of 40 million steps in 40 days.

LEARN MORE ONLINE



In action

Embracing the spirit of giving

Around the world, religious occasions are often characterised by generosity and the coming together of communities.

In the UAE and Morocco, our colleagues marked Ramadan and Eid Al Fitr respectively with generous donations and volunteering initiatives.

LEARN MORE ONLINE

In action

Donating to Texan flood relief efforts

After flash floods devastated parts of Central Texas, US, in July, communities came together to collect emergency supplies for victims and volunteers.

At our Intertek San Antonio Automotive Research laboratory, colleagues collected and donated eight boxes of emergency and hygiene of supplies.

LEARN MORE ONLINE

In action



Providing year-long support to employee-nominated charities

At our office in Brentwood, UK, the team has been running a 'Charity of the Year' initiative which aims to support employee-nominated causes in the local community since mid-2024. The first chosen charity was Hopefield Animal Sanctuary, which provides a safe and loving home for abused, abandoned and neglected animals.

During the year of support, our Brentwood office organised several fundraisers, including animal-themed bake sales, games days and festive events.

LEARN MORE ONLINE

In action



Responsible Business

we are uncompromising on quality and compliance

Link to principal risks in Report 1:

- 1 2 3 4 5 6 7 8 9 10 11

Material issues

- Business ethics
- Cyber security and information security
- Data privacy management
- Supply chain management
- Corporate reputation
- Investor relations

Explore our other focus areas

	People and Culture	2.16
	Working with Customers	2.24
	Environment	2.34
	Communities	2.40

Progress in 2025

We continued to develop our best practice compliance programme to ensure that Intertek operates with the highest standards of compliance and ethical business practices, including through our supply chain partners.

Eligible employees who completed our compliance training in 2025

99.6%

To deliver long-term sustainable success, we strive for the highest standards of corporate governance, conduct and integrity. Through our entrepreneurial culture and Values, we strive to make the world better, safer and more sustainable.

Our responsible business practices – protecting human rights, ‘Doing Business the Right Way’, ensuring data privacy and good information governance, and operating sustainable procurement practices – underpin our focus areas and the commitments we have made.

[READ OUR RESPONSIBLE BUSINESS CASE STUDIES AT INTERTEK.COM/ABOUT/OUR-RESPONSIBILITY](https://www.intertek.com/about/our-responsibility)

Human rights

Respecting human rights is core to everything we do and is supported through our Labour and Human Rights Policy, Code of Ethics and Sustainable Procurement Policy. Intertek’s policies and codes fully respect the International Bill of Human Rights, the International Labour Organization’s (‘ILO’) Declaration on Fundamental Principles and Rights at Work, and the UNICEF Children’s Rights and Business Principles.

We are committed to ensuring that our employees are subject to fair working practices and are treated with respect. We continually review our approach in this area to reflect any legal developments, emerging issues and changing societal expectations.

[READ OUR LABOUR AND HUMAN RIGHTS POLICY AT INTERTEK.COM/ABOUT/OUR-RESPONSIBILITY](https://www.intertek.com/about/our-responsibility)

Some of the ways in which we work to promote human rights within our business include:

- Working conditions: We comply with all applicable labour and human rights laws and industry standards on working hours, paid annual vacation, rest periods and statutory minimum wages.
- Indigenous rights: We respect the rights of Indigenous peoples. Our goal is to support our leaders, our people and our communities to develop respectful relationships and create meaningful opportunities for dialogue with Indigenous people, where appropriate.
- Forced labour: We do not tolerate any form of forced labour, child labour, slavery, human trafficking, physical punishment or other abuse within our business or our supply chain.
- Our Modern Slavery Act Statement outlines the steps we are taking internally, in our supply chain and through partnerships and advocacy to avert modern slavery and human trafficking. The statement is available on our website.
- Child labour: We do not employ people below the age of 15 or below the local minimum employment/mandatory school age – whichever is higher and relevant to the particular country. Where we provide apprenticeships for young people, we put special protections in place and ensure they are not exposed to hazardous work.
- Collective bargaining: We respect the rights of our employees to form and join trade unions and take part in collective bargaining where this is as per local law. We also take care that employee representatives do not suffer discrimination and that they have open access to members in the workplace. We strictly adhere to tariff structures and arrangements negotiated with trade unions, and we also inform and consult employees on relevant business activities. For example, we respect statutory minimum notice periods and give reasonable notice of any significant operational changes in line with local practices and labour markets. Our affiliates’ communication and consultation processes are tailored to local needs.



'Doing Business the Right Way'

We continue to develop a best practice compliance programme to ensure Intertek operates with the highest standards of compliance and ethical business practices, including through our supply chain partners.

We are committed to maintaining the total confidence of our stakeholders. One of the Group's primary business objectives is to help our customers meet quality standards for virtually any market in the world and protect them against risk by ensuring compliance with local, national and international laws.

The accuracy and validity of the reports and certificates that we provide are, therefore, important factors which contribute to our success and integral to this work is our 'Doing Business the Right Way' approach, which is embedded into our company culture.

Our compliance programme is designed to:

- give our people the processes, tools and training they need to ensure a safe and inclusive environment;
- support the delivery of our services and the performance of our contracts with integrity and in line with our commitment to Total Quality;
- obtain the commitment of every colleague to the highest standards of professional conduct; and
- deliver sustainable growth by managing our risks and doing the right thing for the longer term.

Public policy

We interact with trade associations and governmental authorities to provide input into industry and regulatory improvements in product safety, quality and risk assurance. In our interactions with governments, governmental authorities and regulators we ensure that we comply fully with all laws and regulations.

Ethics, integrity and professional conduct

Our commitment to the highest standards of integrity and professional ethics is embedded in the Group's culture through the principles set out in our Code of Ethics ('CoE'). The CoE sets a clear expectation

that people working for our business must act at all times with integrity and in an open, honest, ethical and socially responsible manner.

The CoE also covers anti-bribery, anti-competitive practices, and labour and human rights.

The Board, as a whole, oversees the implementation of human rights commitments and supports human rights as defined in the CoE.

We have a culture in which all issues relevant to our professional conduct and the CoE can be raised and discussed openly without recrimination. We operate a strict zero-tolerance policy regarding any breach of our CoE and any behaviour that fails to meet our expected standards.

To support the implementation of our CoE in our day-to-day business activities, all people working for, or on behalf of, Intertek are required to sign a declaration of compliance with the CoE. This confirms their acceptance of the high standards expected of them in all business dealings.

Intertek employees and people acting on Intertek's behalf are responsible for applying the CoE in their own job role, their part of the business and their location.

Every year, to support continued understanding in this area, all eligible employees are required to complete our CoE training course. This training covers such subjects as integrity issues, including human rights, bribery, corruption, discrimination and harassment, and employee relations, as well as other important subjects relating to 'Doing Business the Right Way', such as data security and operational controls. The CoE also contains clear guidance on the grievance mechanisms and whistleblowing procedures that we have in place to report known or suspected wrongdoing or non-compliance. Once completed, all employees are required to sign a document confirming their understanding that any breaches of the CoE will result in disciplinary action that may include summary dismissal of the employee concerned.

In action

'Doing Business the Right Way' Month

To achieve our vision of being the world's most trusted partner for Quality Assurance, it is essential that we establish and maintain strong relationships with our customers, employees, suppliers, accreditation bodies, communities and shareholders.

Our 'Doing Business the Right Way' approach is critical to achieving this vision, and in March 2025 we launched 'Doing Business the Right Way' Month. This global initiative involved five weeks of highly engaging video training modules, as well as townhall meetings hosted by senior leaders to reinforce key concepts with their regional and business line teams.

The training modules, each followed by a quiz, were delivered by members of our Group Executive Committee and released weekly on our corporate intranet, and Lucie, our internal learning management system. Each module shared knowledge on a range of key topics essential for working at Intertek: Operations, People, Finance & Corporate Development, Compliance and Risk & IT, and Brand & Reputation and Sustainability.

The average employee completion rate across all training modules was 96%, ensuring a strengthened approach to 'Doing Business the Right Way' throughout the Company. The modules remain available on Lucie for colleagues to refresh their understanding and are now part of our onboarding programme for all new joiners. Because at Intertek, 'Doing Business the Right Way' is the only way.





Whistleblowing hotline

To empower our people and stakeholders to voice any concerns about breaches of the CoE or any of our other policies (including our Labour and Human Rights Policy), we have a well-publicised hotline which can be used by all employees, contractors and others representing Intertek, or by third parties such as our customers or people who are affected by our operations.

This whistleblowing hotline is run by an independent, external provider. It is multi-language and is accessible by phone and by email 24 hours a day.

Those who are aware of any non-compliances with our policies and procedures are encouraged to report that conduct, non-compliance, or integrity or ethical concern using the hotline. Information posters are present in all of our sites.

Once a report is made to the hotline, it is triaged through the system and will be followed up by the relevant function, depending upon the nature of the allegation of non-compliance made.

Our Group Compliance function, which is independent of our operational businesses and reports directly to our Group General Counsel, investigates, as appropriate, all reports received relating to integrity issues and other compliance matters. Provided there is no conflict of interest, all reports of integrity and compliance matters are also notified to our Group ethics and risk committees, which comprise the CEO, CFO, Executive Vice President, Human Resources and Group General Counsel. This reporting line promotes effective oversight of the resolution of individual issues, and also of any systemic or process improvements that can be made to address them.

Investigations conclude with a report which will have a finding of substantiated, unsubstantiated or partially substantiated. All reports are sent to the Group General Counsel and corrective or preventative actions are developed as necessary. Details of substantiated breaches of our financial Core Mandatory Controls are shared with our Head of Internal Audit to factor into the future scoping and focus of internal audit exercises.

During 2025, there were 137 reports of non-compliance with the CoE made to our hotline. Of those reports, 40 were substantiated or partially substantiated and required remedial action. Of those substantiated claims:

- there were no substantiated grievances relating to human rights, labour practices or societal impact breaches;
- there were no environmental incidents;
- there were no anti-trust incidents;
- there were no violations of the rights of Indigenous people; and
- there were no cases of discrimination.

Four confirmed incidents were identified through our hotline where employees were disciplined or dismissed due to non-compliance with our anti-corruption policy.

Sustainable procurement

At Intertek, we recognise that our procurement decisions can have far-reaching impacts on the environment, society and the economy. We are therefore dedicated to sustainable procurement practices that support social responsibility and ethical standards, minimise environmental impact, promote responsible sourcing and foster trust with our stakeholders.

To ensure that all our employees, as well as suppliers, contractors and service providers, are fully aligned to our ethical and sustainable supply chain approach, we keep our Sustainable Procurement Policy and Supplier Code of Conduct under ongoing review. The latest versions of both policies were published in August 2025.



READ THESE POLICIES AT
[INTERTEK.COM/ABOUT/OUR-RESPONSIBILITY](https://www.intertek.com/about/our-responsibility)

Our sourcing approach

We work with thousands of suppliers around the world, and they all have an important part to play in contributing to our sustainability goals. As outlined in our Supplier Code of Conduct, 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 all applicable international requirements for workers' welfare and conditions of employment, such as those set by the 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 who meet our business and sustainability requirements. Selecting regional and local suppliers, where appropriate, demonstrates our commitment to supporting the communities in which we operate.

Evaluation of suppliers

Our corporate procedures govern our purchasing and evaluation of vendors and sub-contractors supplying Intertek with goods and services.

Approval and evaluation may be based on quality, health and safety, environmental performance and delivery factors. Performance is also measured, recorded and benchmarked against established objectives as part of our disciplined performance management principles.

In our procurement choices we are working to achieve our SBTi-validated near-term target of ensuring that 70% of our key supply chain partners have set their own science-based climate targets by 2027. To support this objective, we initiated a programme

to assure the sustainability credentials of our key supply chain partners in mid-2025. Through a self-assessment process, we are gaining increasing insight into the performance of our supply chain, including science-based climate targets and wider commitments to ESG. We will report on the outcomes of this initiative in due course.

Enterprise security

At Intertek, we are committed to continuous innovation and excellence in service delivery, strengthening relationships with customers, colleagues and partners through the protection of data entrusted to us. Safeguarding the confidentiality, integrity and availability of customer, employee and corporate information is central to our commitment to responsible and sustainable business practices.

To achieve this, we have adopted the US National Institute of Standards and Technology Information Security Framework, an internationally recognised risk-based model that guides our approach to managing and mitigating cyber risk across our global operations.

Intertek has an established enterprise-wide risk management framework, which is the main point of reference for Group-wide risk management. Information security is embedded across the business. The framework underpins our enterprise security policies, standards and controls, which define how we govern, identify, protect, detect, respond and recover from potential threats. These policies are accessible to all employees and relevant third parties and apply to anyone with access to Intertek's networks, systems, applications, services or infrastructure. This includes our Corporate Information Security Policy, which is fully supported by detailed topic-specific policies and procedures.

Information security governance

Information security risk is integrated into our global enterprise risk management programme. We operate a three lines of defence model for information security, providing appropriate segregation of duties and clear roles and responsibilities across the Group.

Information security is overseen by the Board. The Board is updated monthly by our Cyber Security Risk Committee, which is chaired by our Group CEO. Other members of this committee include our Group CFO, who manages our Information Technology ('IT') department; our Group General Counsel; and colleagues from our global IT leadership team.

Progress on our security programmes is regularly reported to the Cyber Security Risk Committee, as well as other relevant governance and oversight committees, by our dedicated President, Information Security, who leads a global team of regional and country-based experts.

Our risk-based information security model:

Govern

We oversee and monitor our information security risk management strategy, ensuring that policies, governance structures and oversight mechanisms remain effective and aligned with our corporate objectives.

Identify

We maintain a comprehensive understanding of risks to our systems, people and data through vulnerability analysis and internal auditing and testing, allowing us to prioritise mitigation efforts in line with overall business priorities and risk appetite.

Protect

We deploy layered safeguards to ensure the security and continuity of critical services, including robust access controls, regular staff training and awareness, and strong data protection measures. These measures help reduce the likelihood and impact of information security incidents.

Detect

We continuously monitor our systems to identify suspicious activity or potential security events and verify the effectiveness of protective controls to enable timely detection and response. Employees are actively advised to report any suspected incidents or suspicious activities to the Global Cyber Security teams and have easily accessible ways to do so, including a central email address, intranet forms and phishing reporting tools.

Respond

We apply structured incident response processes before, during and after any security event to minimise impact, communicate effectively with stakeholders and incorporate learnings to strengthen our preparedness.

Recover

We maintain resilience and recovery plans to restore affected systems and services promptly, ensuring continuity of operations and minimising disruption.

Data protection

We recognise the right to privacy as a fundamental aspect of trust. Intertek enforces robust data protection practices aligned with applicable laws and regulations across the markets in which we operate. Our corporate data protection framework is mapped to the General Data Protection Regulation ('GDPR') and reflects our commitment to managing personal data responsibly and ethically. Where required, we tailor our practices to meet local legal requirements or enhance privacy protections consistent with our global standards.

Creating a culture of cyber security awareness

As technology evolves and cyber threats become more sophisticated, it is important that companies are educating their employees on safer cyber security practices.

To ensure that colleagues around the world are constantly developing their cyber security awareness, we run several training and knowledge-sharing initiatives.

LEARN MORE ONLINE



In action

