

Bringing Quality and Safety to Life

Intertek Group Plc
Sustainability and CSR Report 2015



Intertek

Valued Quality. Delivered.

CONTENTS

02 Our business

How we are making a positive contribution to society and the planet through our work for clients.

03 Our people

Our commitment to the development and well-being of our people.

05 Our environment

Understanding our impact on the environment and taking action.

06 Our communities

Engaging and partnering with local communities.

“Our employees are helping companies around the world to develop products that are used safely by millions of people every day.”

ANDRE LACROIX
Chief Executive Officer



Intertek has a rich heritage upon which a successful organisation has been built, with a reputation for having strong ethical values and behaviours. Doing business the right way is at the very heart of who we are and what we stand for.

I am delighted that in 2015 Intertek joined the Sustainable Apparel Coalition ('SAC') to support the Higg Index and help improve supply chain sustainability across the global apparel and footwear industries. Intertek also became a certified assessor of the Business Environmental Performance Initiative ('BEPI') to support brands and retailers aiming to improve supply chain environmental performance. More about these can be read on page 47 of the full Annual Report.

Our talented people are passionate about their work and provide assurance to clients across the world in almost every market.

Making sure that our culture recognises our people for their contribution and creates opportunities for personal growth is very important to me and we regularly review our personal development and recognition programmes. Our employees are also encouraged to email me directly with their views through our internal communications channels.

The health and safety of all those who conduct work for, or on behalf of, Intertek and those who visit our premises is of course our priority. And, while we have reported an increase in lost time and medical treatment injuries overall for 2015, this is largely due to improvements in our global reporting processes (more details on page 05).

This report describes Intertek's sustainability performance for 2015 and highlights some of the work we are doing to help our customers manage their operations and produce products and services in a sustainable and ethical manner.

We remain committed to reducing our own ecological footprint and will continue to drive environmental initiatives throughout our operations.

A handwritten signature in black ink, appearing to read 'A. Lacroix', written over a white background.

ANDRE LACROIX
Chief Executive Officer

Our business

Intertek is the trusted quality partner of many of the world's leading brands and companies. We help our clients to ensure the quality and safety of their products, assets and processes to protect their brands and gain competitive advantage.

We enable our clients to improve their performance, gain efficiencies in manufacturing and logistics, overcome market constraints and reduce risk. Our services span almost every industry, from textiles, toys and electronics, to building, heating, pharmaceuticals, petroleum, food, and cargo inspection. Through our services, we help our clients to improve the social, ethical, safety and environmental impact of their services, supply chains and products that are used by millions of people around the world.

SUSTAINABLE COALITIONS

Intertek has joined the SAC and will use their sustainability measurement tool, the Higg Index, to drive environmental responsibility. Membership to SAC means that Intertek joins more than 160 global brands, retailers and manufacturers, as well as government, non-profit environmental organisations and academic institutions that are collectively committed to improving supply chain sustainability in the apparel and footwear industries.

Intertek will contribute both data and resources to support the Higg Index, which gauges environmental sustainability and drives supply chain decision-making to improve efficiency and sustainability impacts. The Higg Index is an open source, indicator-based tool that allows suppliers, manufacturers, brands and retailers to evaluate materials, products, facilities and processes based on environmental and product design choices.

In 2015, Intertek was approved as an assessor by the Business Environmental Performance Initiative. Under the BEPI, Intertek certifies that an organisation's standards and principles show commitment to improving environmental impact, while reducing business risks and costs associated with enhanced environmental processes. Intertek's onsite environmental assessments are conducted for brands and retailers aiming to improve supply chain environmental performance as a result of applying more efficient processes and best in class environmental systems at the production level.

BEPI is a voluntary environmental initiative by the Foreign Trade Association ('FTA'), which focuses on trade policy and global supply chain compliance to an existing social compliance programme, Business Social Compliance Initiative, which has been in place for 12 years. The FTA has more than 1,000 members including retailers, importers and brands committed to improving supply chain corporate social responsibility performance.

RESPONDING TO DEVELOPMENTS IN VEHICLE EMISSIONS LEGISLATION

Intertek has been swift to respond to recent changes in pan-European regulations for light duty vehicle exhaust emissions. The legislation mandates for manufacturers to report exhaust emissions and fuel consumption figures from real-world driving in a variety of road and traffic conditions. This legislative change comes in part as a response to public disquiet about the disparity between officially published laboratory test data and real world figures on fuel consumption and exhaust emissions.

Intertek can now offer real world driving analysis of vehicle tailpipe emissions using its new Portable Emissions Measurement System. This new equipment is vehicle mounted, thereby allowing manufacturers to report real world driving emissions on public roads rather than in a laboratory on a wide variety of cars and light commercial vehicles, see page 27 of the full Annual Report.

INNOVATING AND SUPPORTING RENEWABLE ENERGY DEVELOPMENT

During 2015, Intertek partnered with the Center for the Evaluation of Clean Energy Technology to offer a first in the renewable energy industry in North America – a mobile platform for testing photovoltaic ('PV') modules. This mobile testing laboratory complements Intertek's wide range of quality assurance services for solar products and installations at fixed laboratory locations. The Mobile PV Test center can quickly verify PV product quality and efficacy in the field to identify and find solutions for underperforming modules.

STEWARDSHIP AND GOVERNANCE

Intertek's Board of Directors oversees and has the responsibility for setting the Group's strategy and performance and risk management (see pages 52 to 62 and 78 to 82 of the full Annual Report). The Board acknowledges the importance of diversity in the boardroom as a key component of good governance. As at 31 December 2015, the Board's composition was 30% female and 70% male and for the senior leadership group (339 people at the end of 2015), 22% female and 78% male. To read more about our Board Diversity, see page 84 of the full Annual Report.

Sustainability and CSR are integrated into Intertek through policy distribution. Our operations and support functions are responsible for identifying and evaluating risks applicable to their areas of the business and the design and operation of suitable internal controls (see 'Principal Risks and Uncertainties' on pages 39 to 45 of the full Annual Report). The Board has overall accountability for Intertek's sustainability and CSR, and the Group-wide strategy and implementation are the responsibility of the Senior Vice President of ATIC Customer Service and Operational Excellence.

Our people

Intertek is a people business, and it is important that our 41,400 people working globally for customers are engaged in what we do and continue to add value in their roles. To achieve this it is important to consider how we give people opportunities, how we integrate people into our mission and values, engaging and inspiring our people to deliver our mission and live our lives across our global business in a way that our stakeholders expect.

ENGAGING AND RETAINING TALENTED PEOPLE

Our aim is to engage and retain the best available people who share the mission and values of Intertek. Prospective employees are sourced through a variety of channels, depending on the location and role, in compliance with local regulations for fair recruitment practices and equal opportunities. Jobs at Intertek are posted via our website (www.intertek.com/careers), recruitment agencies, social media, print advertisements, professional bodies and associations, and schools, colleges and universities. Where possible, we fill vacancies from within the Company first, in order to offer people career growth and progress within the Group. Intertek is an Equal Opportunities Employer and all qualified applicants are considered for employment regardless of gender, race, religion or national origin.

AN EMPLOYER OF CHOICE

In China, where Intertek employs around 9,600 people, the business has been recognised for the eighth time consecutively as one of the top 100 companies in human resource management in 2015. This year, our Employee Care Plan was recognised as one of the best, together with 11 other world-renowned companies. Hosted by 51job.com, the award recognises the HR practices which have made a significant contribution to the employee experience and their personal development.

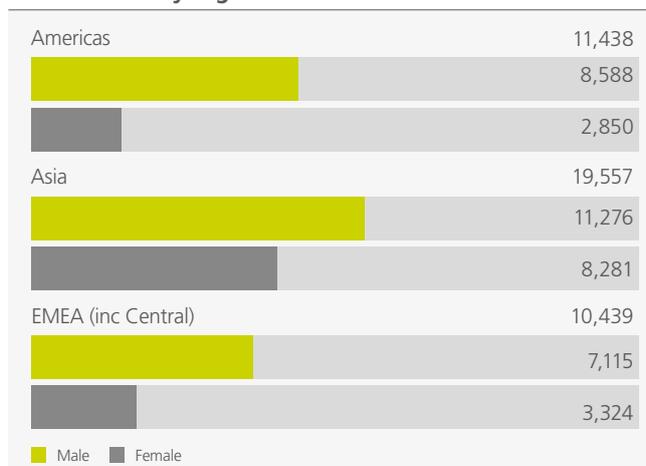
INVESTING IN OUR PEOPLE

Our goal is to hire, engage and retain the best people and provide potential leaders of Intertek with the skills sets needed to grow our business. We want our people to grow by learning new skills to help them advance their careers and deliver the best possible service to our customers. Our talent mapping process is critical to the future success of our organisation to meet business strategy and growth needs.

During the year, nearly 100 Intertek managers have participated in our UK Management Development Programme. The 10-month course developed people's competencies, seeking to bring improvements to customer service and higher confidence levels. Going forward into 2016, 60 more Intertek people will take part in the programme.

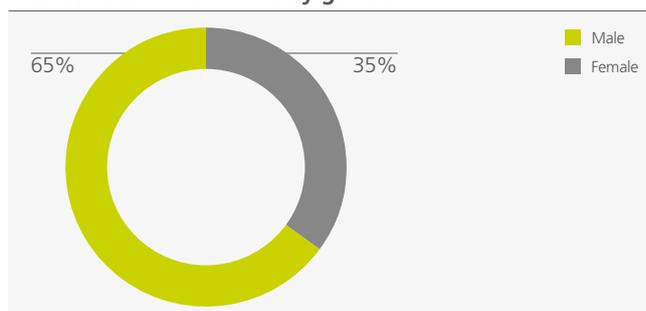
Intertek continued its scholarship programme in the USA to support the development of students in science, technology, engineering and maths ('STEM') related education to the amount of \$50,000 each year.

Female:Male by region



Intertek's gender diversity reflects the industries and qualification profiles typical of individuals working in the countries and business lines in which we operate.

Intertek total workforce by gender



At 31 December 2015 Intertek employed 41,434 people, an increase of 7.9% over the previous year.

Revenue and headcount



Total number of Intertek employees over the past five years in relation to revenue shows continuing growth in employment and careers.

INCLUSION AND DIVERSITY

We apply all employment policies and practices, including recruitment, promotion, reward, working conditions and performance management related policies, in a way that is informed, fair and objective. As such, our inclusion and diversity policy acts to eliminate discrimination so that our employees are treated fairly and feel respected and included in our workplaces. We are committed to maintaining high standards of fairness, respect and safety and adhere to the principles of the UN Convention on Human Rights and the International Labour Organization's core conventions.

PROFESSIONAL CONDUCT

Intertek strives to help customers meet quality standards. This work takes place in many markets in the world and protects them against risk by ensuring compliance with local, national and international laws. The validity and accuracy of reports and certificates that we provide to our customers and maintaining the trust and confidence of our customers, their customers and others impacted by our work, are therefore of utmost importance to us.

All those working for or on behalf of Intertek are required to sign our Code of Ethics upon joining the Company or before commencing work on our behalf, confirming acceptance of the high standards expected of them in all business dealings. The Code sets expectations that employees act with integrity and in an open, honest, ethical and socially responsible manner. Intertek employees or people acting on Intertek's behalf are responsible for applying the Intertek Code of Ethics in their own job role, their part of the business and location. To support their continual understanding, they are required to complete our Code of Ethics training course annually.

Intertek is committed to maintaining a culture where issues of integrity and professional ethics can be raised and discussed openly and has a strict policy of zero-tolerance regarding breaches of compliance policy. We have a well-publicised hotline for all employees, contractors and others representing Intertek, to enable confidential reporting of suspected misconduct or breaches of the Code.

During 2015 there were 51 reports of non-compliance which were substantiated claims requiring remedial action. Reports of non-compliance are closely monitored and the Audit & Risk Committee reviews the outcomes of the hotline and compliance reports on behalf of the Board.

HEALTH & SAFETY

The health, safety and welfare of our people, clients and third parties connected with the business, are very important. Our aim is to achieve zero lost time accidents and Intertek is committed to the continuous review and improvement of its health and safety performance. All employees are given training on health and safety matters, including emergency response procedures and intervention and reporting of accidents, incidents and near misses, during on boarding. Where relevant, all employees and contractors are provided with personal protection equipment when performing work for the Company.

Lines of communication for health and safety matters exist at every Intertek location globally. This includes a dedicated fire warden, first-aider and health and safety representative. These representatives enable us to not only investigate incidents and implement preventive and corrective actions but also disseminate safety information through toolbox talks and continual improvement programmes to target areas of concern.

During 2015, we improved the process for reporting and managing incidents through the development and implementation of a global online incident reporting tool. Access to the tool has now been improved to enable employees to report via the intranet or mobile devices.

As a result, Intertek has achieved an increase in near-miss reporting enabling us to proactively manage health and safety. During 2015, there was an 11.9% increase in the rate of lost time injuries and medical treatment injuries due to increased reporting across Intertek. Also, zero occupational fatalities were recorded.

	2015	2014	2013
Occupational fatalities	0	1	2
Lost time injuries rate*	0.18	0.25	0.34
Medical treatment injuries rate*	0.48	0.34	0.36

* Rates refer to the number of lost-time injuries and medical treatment injuries occurring per 200,000 hours worked.

In January 2015, our Asset Integrity Management ('AIM') In-Service Inspection group surpassed four million work hours without a lost-time accident or injury.

In addition, on 9 April 2015 the AIM group reached the one million hour mark since the last recordable injury.

Sustainability and CSR Report 2015

continued

Our environment

We aim to minimise the impact of our operations on the environment through reducing energy consumption in our buildings and facilities, utilising renewable sources of energy, implementing 'green' waste management practices, minimising business travel, carbon offsetting and operating quality management systems. To support this effort, our environmental and climate change policy is implemented through country management to ensure compliance with local guidelines and regulations.

For 2015, Intertek's electricity consumption was reported to be 235,873 MWh (5.69 MWh per employee) and gas consumption was reported to be 83,172 MWh (2.00 MWh per employee).

In 2013, Intertek developed its Greenhouse Gas ('GHG') emissions accounting to include all Intertek operations worldwide. Since then, the focus has been on increasing the quality of information captured and seeking out how the better data collected can add value to the business. The levels of GHG emissions have been calculated using the guidelines of the GHG protocol and DEFRA and relate to the reporting period from 1 October 2014 to 30 September 2015.

CO₂e¹ emissions from activities for which Intertek is responsible include:

		GHG Emissions (tonnes of CO ₂ e) ¹
Scope 1	the combustion of fuel	52,145
	operation of facilities	11,583
Scope 2	purchase of electricity, heat or steam	137,024
Outside of scope		714
Total emissions		201,466

Intensity ratios

2015	CO ₂ e per employee	4.86
2014	CO ₂ e per employee	5.29
2013	CO ₂ e per employee	5.75

1. CO₂e – Carbon dioxide equivalent.

It is important to ensure full completeness of the business's GHG emissions globally. To achieve this actual data were compiled for all the major operating countries and, where necessary, to cover some sites that were not able to provide data some figures were extrapolated. Extrapolation was based on equivalent activity data figures, i.e. electricity and gas consumption, of one employee and then multiplied by the actual amount people at sites. This was not the case for minor contributions such as fugitive emissions. Where sites provided data covering only part of the year where, figures were extrapolated linearly to cover the full year.

In relation to Intertek's Scope 3 emissions (indirect GHG emissions from sources not owned or directly controlled by Intertek but which relate to the business' activities), there are a number of programmes in place which focus on waste management, water management and business travel. These programmes seek to reduce GHG emissions in our supply chain.

BETTER INFORMATION

Better data collection has permitted the identification of opportunities within Intertek sites to increase internal efficiencies. A good example of this approach is the collection of granular electricity data in our biggest spending and biggest user of electricity, our US business. This has permitted more accurate GHG emissions reporting and the more cost-effective procurement of electricity.

Our Transportation Technologies business has implemented several electricity-producing dynamometers in its Milton Keynes facility in the UK. In 2015, the energy savings have been significant resulting in a reduction of 74 tonnes of CO₂e. Going forward, this facility expects to self-generate a significant amount of its total electricity demand resulting in further CO₂e reductions and significant operating cost reductions.

As the process for accounting for GHG emissions matures more accurate data will support a targeted approach of allocating carbon budgets, absolute emissions reduction targets and/or intensity ratio reduction/improvement targets to sites to further implement Intertek's commitment to tackling climate change.

STANDARDS

Many Intertek sites have environmental management systems which are certified to ISO 14001. Environmental management systems support the continuous improvement of energy consumption and waste and water management, helping to reduce the impact of risk to the environment, control costs and improve environmental performance. To this end, in 2015, all of the Cargo & Analytical Assessment laboratories in the UK have achieved joint ISO 14001 and OHSAS 18001 accreditation.

As part of Intertek's environmental management system, there are strict controls in place to manage the handling, storage and disposal of harmful and hazardous substances to minimise the risk of their release into the environment. Intertek employees are fully trained in the safe handling of such substances and are provided with appropriate equipment and clothing to protect themselves and reduce the risk to the environment. A critical element of permitting continuous improvement is the reporting of all incidents which all employees are required to do.

Our communities

Our employees' cultural values and relationships within the communities in which they live and work is important to them, to our business and to our clients. Here are some examples of how our people helped their local communities during 2015.

EMEA

In the UK, Intertek's Exploration and Production business continued to inspire youngsters to embark on careers in the STEM industries through organising school careers events.

An Intertek employee led a campaign to raise awareness of, and action against, water pollution in her local community in KwaZulu-Natal, South Africa. The campaign supported an Intertek employee's personal development of working towards an environmental management degree and Intertek South Africa's social development policy.

Intertek employees in Stuttgart, Germany took time away from their desks to support their local community by attending the annual summer party of Deacon Stetten, a state-owned organisation for assisted-living and permanent care of mentally and physically disabled people.

Intertek Sweden employees together spent a total of 12 hours on exercise bikes in a relay of spinning classes to raise awareness and money for the Swedish Childhood Cancer Foundation. The event, called Spin of Hope, was run simultaneously at some 30 fitness centres across Sweden.

APAC

Intertek India organised the inauguration of 'Swachh Bharat Abhiyan Initiative', a hygiene and sanitation improvement project driving the development of the Mohan cooperative Industrial Estate in New Delhi. Only 500 metres from Intertek India headquarters, the initiative will focus on ensuring the cleanliness and upkeep of the area for the local community. The initiative, entirely funded by Intertek India to the amount of 170 Lakhs (around \$250,000) invested over the next few years, will help improve the hygiene and sanitation of the area.



The unveiling of the Swachh Bharat Abhiyan Initiative, New Delhi, India.

Intertek Indonesia has extended its social responsibility programme by participating in the community's health program, 'Posyandu', in Jakarta. The programme aims for a healthier community by promoting healthy and hygienic practices and by providing basic medical and health monitoring services.

In 2015, Intertek China received the 'Responsibility Case' Award with its public welfare programme 'Yangtze River Programme'. This involved enlisting nearly 100 volunteers to carry out water quality testing the river which is 4,000 miles long. Working with media and other organisations the profile of clean rivers was raised reaching many local communities.



Volunteers on the Yangtze River Programme receiving certificates of achievement.

Intertek Bangladesh took the initiative in helping homeless people during this year's cold winter. Our volunteers helped to procure 200 blankets, 70 of which were distributed in Dhaka city areas and the rest sent to various other parts of the country such as North Bengal where the winter was particularly harsh.

AMERICAS

Intertek volunteers in the US spent a day building roof trusses for a local home, and constructing a playhouse to be raffled off in the community. Together, Intertek and its employees raised around \$1,000 for Habitat for Humanity of Tompkins and Cortland Counties.

In Mexico, Intertek arranges monthly school visits to its sites each year to support students' education in STEM subjects.

This Sustainability and CSR Report was approved by the Board on 1 March 2016.

By order of the Board

ANDRE LACROIX
Chief Executive Officer

Sustainability and CSR

This report contains Standard Disclosures from the Global Reporting Initiative (GRI) Sustainability Reporting Guidelines.

A table outlining the GRI standard and specific disclosures is provided at the end of this document.

Sustainability and CSR Report 2015

Global Reporting Initiative Index G4

All page references are for content in the Full Annual Report.

Profile disclosures	Inclusion	Location	Comments
Strategy & analysis			
G4-1 Statement from the most senior decision-maker of the organisation	✓	p.16-20	
G4-2 A description of key impacts, risks and opportunities	✓	p.39-45	
Organisational profile			
G4-3 Name of the organisation	✓	p.1	
G4-4 Primary brands, products and/or services	✓	p.4	
G4-5 Location of organisation's headquarters	✓	p.141	
G4-6 Number of countries where the organisation operates	✓	p.3	
G4-7 Nature of ownership and legal form	✓	p.141	
G4-8 Markets served (including geographic breakdown, sectors served and types of customers/beneficiaries)	✓	p.4-11	
G4-9 Scale of the reporting organisation	✓	p.3	
G4-10 The total number of employees by employment contract and gender	✓	p.48	
G4-13 Significant changes during the reporting period regarding size, structure or owners	✓	p.2-3 & 86	
Identified Material Aspects and Boundaries			
G4-17 List all entities included in the organisation's consolidated financial statements or equivalent documents.	✓	p.129-132	Note 23
G4-18 Process for defining report content	✓	p.80	Fair, balanced and understandable process
G4-19 List all the material Aspects identified in the process for defining report content	✓	p.61 & 81	
G4-20 For each material Aspect, report the Aspect Boundary within the organisation	✓	p.61 & 81	
G4-23 Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report	✓	p.61 & 81	
Stakeholder Engagement			
G4-26 Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	✓	p.49	
G4-27 Report key topics and concerns raised through stakeholder engagement	✓	p.62	
Report profile			
G4-28 Reporting period	✓	–	1 January – 31 December
G4-29 Date of most recent previous report	✓	–	2014 Annual Report
G4-30 Reporting cycle	✓	–	Annual
G4-31 Contact point for questions regarding the report or its contents	✓	p.141	
G4-33 External assurance for the report	✓	p.138-140	
G4-36 Responsibility for economic, environmental and social topics	✓	p.16-20 & 46-51	
Governance			
G4-34 Governance structure of the organisation, including committees under the highest governance body	✓	p.61	
G4-35 Process of delegation of economic, environmental and social topics from the highest governance body to senior executives and other employees	✓	p.47	
G4-38 Composition of governance bodies	✓	p.56-58	
G4-39 Independence of the Chair of the highest governance body	✓	p.56	
G4-40 Nomination and selection processes for the highest governance body and its committees	✓	p.83-84	
G4-41 Process to ensure conflicts of interests are avoided and managed	✓	p.59	
G4-42 Development, approval, updating of purpose, values and mission	✓	p.16-20	
G4-44 Evaluation of Board of Directors performance	✓	p.60-61	
G4-45 Role of Board of Directors in identification and management of impacts	✓	p.78-82	
G4-46 Reviewing effectiveness of risk management of economic, social and environmental topics	✓	p.78-82	

Global Reporting Initiative Index G4

Profile disclosures	Inclusion	Location	Comments
G4-47 Frequency of review of risks and opportunities	✓	p.79	
G4-48 Review and approval of sustainability report	✓	p.51	
G4-49 Process for communicating critical concerns to Board of Directors	✓	p.59 & 82	
G4-50 Nature and total number of critical concerns	✓	p.49	
G4-51 Remuneration policies	✓	p.64-65	
G4-52 Determination of remuneration	✓	p.70	
G4-53 Results on remuneration policies and proposal	✓	p.66	
Ethics and integrity			
G4-56 Values, principles, standards and codes of ethics	✓	p.49	
G4-57 Mechanism for seeking advice on ethical behaviour	✓	p.49	
G4-58 Whistleblowing hotline and escalation	✓	p.49	
Specific profile disclosures			
EC1 Direct economic value generated and distributed	✓	p.3	
EC3 Coverage of the organisation's defined benefit plan obligations	✓	p.122-125	Note 16
EC7 Procedures for local hiring and proportion of senior management hired from the local community at significant level of the organisation	P	p.48	Description of employment policies and practices
EN3 Direct energy consumption	✓	p.50	
EN4 Indirect energy consumption	✓	p.50	
EN5 Energy intensity ratio	P	p.50	
EN6 Initiatives to provide energy efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives	P	p.50	Description of some of the services provided to clients
EN7 Initiatives to reduce indirect energy consumption and reductions achieved	P	p.50	
EN15 Gross direct (Scope 1) GHG emissions in metric tons of CO ₂ equivalent	✓	p.50	
EN16 Total direct and indirect greenhouse gas emissions by weight	✓	p.50	Our environment
EN18 Report the GHG emissions intensity ratio	P	p.50	Some initiatives identified
HR3 Total number of incidents of discrimination and corrective actions taken	P	p.49	Description of employment policies and practices
LA5 Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements	✓	–	Minimum notice periods, where applicable, are governed by local law
LA6 Rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities	P	p.49	Data on rates of injuries and work-related fatalities
LA10 Programmes for skills management and lifelong learning that support the continued employability of employees assist them in managing career endings	P	p.48	Number of courses and number of courses undertaken by employees
LA12 Employees according to gender and global region	P	p.48	
SO1 Percentage of operations with implemented local community engagement, impact assessments and development programmes	P	p.51	Description of activities undertaken
SO3 Operations assessed for risks related to corruption	✓	p.49	Professional conduct
SO4 Communication and training on anti-corruption policies and procedures	✓	p.49	Professional conduct
SO5 Confirmed incidents of corruption and actions taken	✓	p.49	
SO6 Total value of financial and in-kind contributions to political parties, politicians and related institutions by country	✓	p.86	'Political Donations'

'P' indicates partial reporting. The above index indicates the page references for the Global Reporting Initiative (GRI) index G4.



Intertek Group plc

25 Savile Row

London

W1S 2ES

United Kingdom

t: +44 (0)20 7396 3400

f: +44 (0)20 7396 3480

e: info@intertek.com

www.intertek.com

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