

Our business model
Continued

5 The value we create

Our purpose is to bring quality, safety and sustainability to life for an ever better world. Here, we explain how we do this for our stakeholders.

To understand how we engage with our stakeholders, and how the Board oversees that engagement, please see our Section 172(1) statement on page 55.

Stakeholder types

People

Our experts embody our TQA culture, ensuring the quality, safety and sustainability of products and services used by millions around the world.



Why they are important to us

Our people are our most valuable asset and are critical to our success. Customer-centric and passionate about what they do, they deliver sustainable value through unmatched expertise and quality of work for our customers every day.

How we engage

We try to create a high performance, growth-oriented and caring culture with clear, transparent communication and regular recognition, in which each colleague has a personal growth plan.

How they have benefitted in 2021

- Talent development
- Consistent performance management approach
- Extensive online learning and development material
- Regular Health and Safety updates
- Engaging employee communication channels
- Leadership development events and networking
- Unique online wellbeing resource 'Kindness'

To see more on our People, read page 73 of our Sustainability Report

Customers

We deliver innovative and bespoke Assurance, Testing, Inspection and Certification solutions to our customers for their operations and supply chains.



Why they are important to us

Our customers are at the centre of everything we do, and delivering the highest standards of customer service is crucial to us becoming the world's most trusted TQA partner.

How we engage

We continuously engage and build our relationships with customers, and closely analyse our NPS data.

How they have benefitted in 2021

- Ongoing communication, partnership and 24/7 support
- Physical and virtual delivery of TQA solutions
- Use of digital sales technology and best practice analytics to support our customer teams
- Training and webinars from all business lines, covering all industries
- Fast development of innovative risk-based solutions

To see more on our Customers, read page 80 of our Sustainability Report

Suppliers

Our suppliers provide products and services that help us manage and track the performance in our supply chains.



Why they are important to us

Strong supplier relationships allow us to operate by 'Doing Business the Right Way', and create value for our business, through a better, more resilient, dedicated service, and preferential pricing.

How we engage

We partner with our suppliers to find sustainable ways of using resources efficiently. We carry out regular compliance and risk assessments to build strategic supplier partnerships.

How they have benefitted in 2021

- Ongoing communication and clarity on supplier policies
- Sharing of best practice and learnings, including Covid-19 safety protocols
- Confidential, independent whistleblowing helpline and website
- Supplier performance measurement

To see more on our Suppliers, read page 169 of our Sustainability Report

Our business model
Continued

Communities



We are focused on achieving a positive impact within the communities where we operate, through our indirect economic impacts, supporting local causes and partnering with charities.

Why they are important to us

Our people come from the communities in which we work. It's part of our passion to want to improve our local environment – to be a force for good close to home.

How we engage

Our businesses regularly engage with and contribute to our communities, and many colleagues support local and charitable causes that reflect the diversity of our communities and people.

How they have benefitted in 2021

- BBEB.com platform to inspire positive change in the world
- Partnerships with charities and NGOs
- Focused activities to improve local communities and environments

To see more on our Communities, read page 92 of our Sustainability Report

Investors



Our investor stakeholders include all groups that have an interest in the success and sustainability of our global business.

Why they are important to us

Delivering for our investors drives our ongoing success, enabling us to deliver for all stakeholders in the long term.

How we engage

We engage with existing and potential investors and sell-side analysts through regular trading updates, investor conferences and roadshows throughout the year.

How they have benefitted in 2021

- Stock exchange announcements, including financial results
- Investor roadshows, participation in investor conferences
- Meetings and calls
- Annual general meeting
- Succession planning, Board and Executive appointments
- Annual Report, ESG Reporting Index
- Shareholder information on Intertek.com

For Investor information visit intertek.com/investors

Read more about our employees' perspective on our culture on page 108

