

Intertek Sustainability Disclosure Index



In line with our own standard on Communications & Disclosures, we deeply believe that total transparency with robust disclosures and relevant targets aligned to corporate strategy is integral for corporations to demonstrate sustainability accountability to their stakeholders.

The 2022 Intertek Sustainability Disclosure Index is complementary to our published reports and sets out how our latest sustainability disclosures map to our own Total Sustainability Assurance standards, the Global Reporting Initiative ('GRI') Standards and applicable Sustainability Accounting Standards Board ('SASB') requirements.

We are committed to providing our stakeholders with accurate and timely updates on our sustainability activities and performance and make every effort to produce reporting that is balanced and transparent and meets their needs.

We do this through our Annual report, Sustainability report, [our website](#) and by reporting against voluntary external indices.

We are pleased to share with you our Annual Report & Accounts in a unique, three-book format:

Book one – Strategic Report

Book two – Sustainability Report

Book three – Financial Report

The three books, which allow us to present our work in 2022 to you through the three important lenses of growth opportunities, sustainability goals and financial performance, should be read together to form our Annual Report & Accounts 2022.





Our Ever Better systemic approach to Sustainability

Achieving sustainability excellence

The ESG ecosystem is a complex network of stakeholders that includes companies, investors, regulators, advocacy groups, and other who are involved in promoting sustainability and responsible business practices. We know that the profusion of this ecosystem can make it difficult for corporations to build clear, measurable, authenticated and actionable sustainability objectives into their business models.

At Intertek, our goal is to deliver sustainability excellence across all operations.

Our 'Ever Better' systemic approach is based both on the requirements of the Total Sustainability Assurance ('TSA') Corporate Sustainability Certification Standards – which provide the definition of what it means to be a sustainable company, end-to-end – as well as our assessment of material topics for our stakeholders.

Building on this, our continued engagement with stakeholders helped us to identify our focus areas. Processes and procedures are implemented, and we report our progress through this report, our website and through continued engagement with our stakeholders.

This dynamic 'Ever Better' systemic approach provides valuable insights which in turn enable us to align our sustainability initiatives and prioritise our focus areas.

Additional information on our 'Ever Better' systemic approach and our performance across our four focus areas can be found in Book two in our Annual Report & Accounts 2022.





Intertek TSA Corporate Certification standards index

The following table illustrates how we have applied the TSA framework to our sustainability disclosures and where specific information may be found.

	Principles	Our response and where to find it
Quality & Safety		
1.1 – Own Operations	Continuous Improvement Process	Continual improvement is part of ISO 9001, ISO 17025 and other quality-related certifications, accreditations and approvals held by most of our operations. Performance is measured, recorded and benchmarked against established objectives as part of our disciplined performance management principles, supported by our Quality Management System.
	Equipment & Assets	We have a framework and team in place to protect intellectual property, business services, personal information and customer data. Our Risk & Compliance team reviews the adoption and delivery of our Code of Ethics, including completion of training on the Code, and monitoring of activity including data privacy in all markets and functions.
	Site & Facilities Management	Our site & facilities management balances the needs of the organisation with worker health and safety ensuring workforce stability and core productivity.
	Business Resilience	Annual Report & Accounts 2022, Book one, page 51
	Hazardous Materials Management	Annual Report & Accounts 2022, Book two, page 29
	Distribution and Logistics	Not a material topic for Intertek. We are constantly looking for new and innovative ways to effectively deliver our services.
	1.2 – Products & Services	Product/Service Design
Life Cycle Environmental Impact		Not considered material to our business at this time.
Customer Focus		Annual Report & Accounts 2022, Book two, page 17
Incident, Product Withdrawal and Control Procedures		Not considered material to our business at this time.

	Principles	Our response and where to find it
	Product Testing	Effective procedures form an integral part of our testing processes.
	Product Sustainability Validation	Not considered material to our business at this time.
	Packaging	Not considered material to our business. However, where packaging is required (e.g. to return a tested product to a client) reasonable steps are taken to do so in the most sustainable way possible.
	Product Societal Value	Annual Report & Accounts 2022, Book 1, pages 14-23
	Product Pricing	Across the many countries Intertek operates in, we are committed to acting and competing in a fair and open manner in the marketplace. As such, we strive to present the Company accurately and avoid marketing our services in a way that is misleading. Code of Ethics
	Chemical Management	Annual Report & Accounts 2022, Book two, page 29
1.3 – Supply Chain	Procurement Policies & Responsible Sourcing	Annual Report & Accounts 2022, Book two, page 35
	Supplier Engagement	Annual Report & Accounts 2022, Book two, page 35
	Key Suppliers	Annual Report & Accounts 2022, Book two, page 35
1.4 – Innovation	Innovation and R & D Processes	Annual Report & Accounts 2022, Book one, pages 34-42
	Product & Service Innovation	Annual Report & Accounts 2022, Book one, pages 34-42
	Empowered Approach	Annual Report & Accounts 2022, Book two, pages 10-16
	Market Surveillance	Annual Report & Accounts 2022, Book two, pages 5-7
	Strategic Alignment	Annual Report & Accounts 2022, Book one, pages 14-23



	Principles	Our response and where to find it
	Senior Management Engagement	Annual Report & Accounts 2022, Book one, pages 14-23
People & Culture		
6.1 – Qualifications & Training	Competence to perform Job	Annual Report & Accounts 2022, Book two, pages 11-12
	Talent Attraction, Reward & Recognition	Annual Report & Accounts 2022, Book two, pages 11-12
6.2 – Employee Engagement	Skills Development & Assistance	Annual Report & Accounts 2022, Book two, pages 11-12
	Senior Management Succession and Talent Planning	Annual Report & Accounts 2022, Book two, pages 11-12 and 66
6.3 – Human Rights	Respect for Human Rights	Annual Report & Accounts 2022, Book two, page 33 Code of Ethics ESG Databook
	Labour Practices	Annual Report & Accounts 2022, Book two, pages 11-16 and 33 Code of Ethics ; Labour and Human Rights Policy
	Modern Slavery and Recruitment	Annual Report & Accounts 2022, Book two, page 33 Modern Slavery Act Statement
	Diversity	Annual Report & Accounts 2022, Book two, pages 12-16
6.4 – Worker Health and Wellness	Employee Wellbeing	Annual Report & Accounts 2022, Book two, page 10 ESG Databook
	Supplier Workplace Health & Safety	Annual Report & Accounts 2022, Book two, pages 10 and 35
	Healthy Working Environment	Annual Report & Accounts 2022, Book two, page 10
Communities		
7.1 – Strategy	Corporate Strategy	Annual Report & Accounts 2022, Book one, page 10 and 23
	Sustainability Strategy	Annual Report & Accounts 2022, Book two, pages 30-32

	Principles	Our response and where to find it
7.2 – Economic Productivity	Supporting Community Development – Operations	Annual Report & Accounts 2022, Book two, pages 30-32
	Employment Opportunities	Annual Report & Accounts 2022, Book two, page 10, 16, 17
	Trade & Pricing	See TSA 1.2 Product Pricing
7.3 – Volunteerism	Support for Projects in Community	Annual Report & Accounts 2022, Book two, pages 30-32
	Investment of Time & Talent	Annual Report & Accounts 2022, Book two, pages 30-32 ESG Databook
7.4 – Education	Quality Education	Annual Report & Accounts 2022, Book two, page 10, 16, 17
	Education on Sustainability	Annual Report & Accounts 2022, Book two, page 10, 16, 17, 26 https://www.intertek.com/assuris/
Governance		
8.1 – Board/Independent Oversight	Accountability	Annual Report & Accounts 2022, Book two, pages 37, 47
	Governance structure	Annual Report & Accounts 2022, Book two, pages 37, 47
	Diversity of Membership	Annual Report & Accounts 2022, Book two, pages 40-42
	Diversity and Inclusion	Annual Report & Accounts 2022, Book two, pages 12-16 and 70
8.2 – Stakeholder Engagement	Materiality Assessments	Annual Report & Accounts 2022, Book two, page 5-7
	Prioritisation and Publication	Annual Report & Accounts 2022, Book two, page 5-7
	Shareholder Relationship	Annual Report & Accounts 2022, Book two, page 62
	Customer Relationship	Annual Report & Accounts 2022, Book two, pages 17-23
	Openness	Annual Report & Accounts 2022, Book one, pages 21-23
	CSO Engagement	Annual Report & Accounts 2022, Book one, pages 21-23; Book two, pages 30-32



	Principles	Our response and where to find it
8.3 – Strategy & Executive Alignment	Leadership and Accountability	Annual Report & Accounts 2022, Book one, pages 5-13; Book two, pages 1-4
	Innovation and R & D	See TSA 1.4 Innovation
	Performance Management	Annual Report & Accounts 2022, Book one, pages 24-27
8.4 – Brand Reputation	Brand Heritage	Annual Report & Accounts 2022, Book one, pages 5-13
8.5 – Philanthropy	Community Service and Contributions	Annual Report & Accounts 2022, Book two, pages 30-32 ESG Databook
8.6 – Corporate Controls	Risk and Internal Control	Annual Report & Accounts 2022, Book two, pages 50 and 76
	Authorities Cascade	Annual Report & Accounts 2022, Book two, page 34
	Controls and Corrective Action Process	Annual Report & Accounts 2022, Book two, page 34
8.7 – Fair Competition	Fair Competition Policy & Training	Code of Ethics
	Corrective Action Process	Code of Ethics
8.8 – Lobbying & Political Contributions	Lobbying & Political Contributions	Annual Report & Accounts 2022, Book two, page 34 and 106
Risk Management		
2.1 – Risk Strategy	Risk Appetite	Annual Report & Accounts 2022, Book one, pages 43-48
2.2 – Risk Process Controls & Reporting	Risk Identification	Annual Report & Accounts 2022, Book one, pages 43-48, 55-56
	Risk Assessment & Mitigation	Annual Report & Accounts 2022, Book one, pages 43-57; Book two, pages 50, 71-77
	Risk Register	Annual Report & Accounts 2022, Book one, page 43
	Reporting Procedures	Annual Report & Accounts 2022, Book two, pages 34 and 50
	Transparency	Annual Report & Accounts 2022, Book one, pages 43-48; Book two, pages 34 and 50
	External Communications & Disclosure	Annual Report & Accounts 2022, Book one, pages 43-48; Book two, pages 34 and 50

	Principles	Our response and where to find it
2.3 – Business Continuity & Disaster Recovery	Business Continuity & Disaster Recovery	Annual Report & Accounts 2022, Book one, pages 55-56; Book two, page 10
	Business Impact Analysis	Annual Report & Accounts 2022, Book one, pages 43-48
2.4 – Insurance	Insurance	Intertek maintains appropriate insurance coverage to ensure the protection of the business and its assets, in addition to covering all legal insurance requirements.
Compliance		
4.1 – Ethics & Integrity	Compliance Programme	Annual Report & Accounts 2022, Book two, page 34
	Anti-Bribery Policy	Intertek Anti-Bribery Policy
	Gifts and Hospitality Policy	Code of Ethics
	Charitable Donations Policy	Code of Ethics
	Lobbying & Political Donations Policy	See TSA 8.8 Lobbying & Political Contributions
	Senior Management Accountability & Ownership	Annual Report & Accounts 2022, Book two, page 34
	Compliance Monitoring	Annual Report & Accounts 2022, Book two, page 34
	Procurement Compliance Policies	Sustainable Procurement Policy
	Marketing & Ethical Advertising	Annual Report & Accounts 2022, Book two, pages 5-7
	Responsible Business Model	Annual Report & Accounts 2022, Book one, pages 14-23; Book 2, pages 5-7, 17
	Voluntary Commitments Monitoring	Annual Report & Accounts 2022, Book one, page 23
4.2 – Regulation Monitoring	Compliance with Laws & Regulations	Annual Report & Accounts 2022, Book two, page 34
4.3 – Contract Management	Ethical Business Relationships	Annual Report & Accounts 2022, Book two, page 33-35
4.4 – Verification	Compliance Programme Verification	Annual Report & Accounts 2022, Book two, page 34
Financial		
9.1 – Financial Planning & Analysis	Long Term Strategic Planning & Alignment	Annual Report & Accounts 2022, Book one, pages 14-23



	Principles	Our response and where to find it
	Annual Budget Management & Control	Annual Report & Accounts 2022, Book two, page 48
	Monthly Reporting and Budgetary Control	Our regular reporting and monitoring cycle is critical to the delivery of disciplined performance management.
	Forecast Management & Control	Our five-year strategic plan, as outlined in the Annual Report & Accounts, is underpinned by a bottom-up budgeting and planning process.
9.2 – Treasury	Funding Management and Liquidity	Annual Report & Accounts 2022, Book one, pages 28-33
	Management and Control	Annual Report & Accounts 2022, Book one, pages 28-33
	Counterparty Risk and Security of Assets	Annual Report & Accounts 2022, Book one, pages 28-33
	Short-Term Investments	Annual Report & Accounts 2022, Book one, pages 28-33
	Trading	Annual Report & Accounts 2022, Book one, pages 28-33
	Foreign Exchange	Annual Report & Accounts 2022, Book one, pages 28-33
9.3 – Capital Allocation Management & Control	Strategic Alignment	Annual Report & Accounts 2022, Book one, pages 28-33
	Management & Control	Annual Report & Accounts 2022, Book one, pages 28-33
	Sustainable Investment	Annual Report & Accounts 2022, Book one, pages 28-33
9.4 – Internal Controls & Financial Audit Function	Internal Management & Control	Annual Report & Accounts 2022, Book two, page 50
	Internal Financial Audit	Annual Report & Accounts 2022, Book two, page 75
	Procurement Management & Control	Annual Report & Accounts 2022, Book two, page 35
	Tax Policies and Controls	Intertek Group Tax Strategy
9.5 – Audited Financial Results	Financial Accounting/Annual Report	Annual Report & Accounts 2022

	Principles	Our response and where to find it
	Financial Regulatory Reporting	Annual Report & Accounts 2022
	Disclosure	Our Results, Presentations and Announcements can be accessed on our website
Environment		
5.1 – Climate Change	Emissions	Annual Report & Accounts 2022, Book two, pages 24-29 ESG Databook
	Air Pollution	Annual Report & Accounts 2022, Book two, pages 24-29
	Renewable Energy	Annual Report & Accounts 2022, Book two, pages 24-29 ESG Databook
	Deforestation	Not considered material to our business at this time. However, we assess, eliminates and/or minimise the potential for deforestation as a result of our activities, products and services. We joined the LEAF Coalition in November 2021, an initiative designed to accelerate climate action by providing results-based finance to countries committed to protecting their tropical forests.
5.2– Resources	Energy Conservation	Annual Report & Accounts 2022, Book two, pages 24-29
	Water Conservation	Water is a key resource and responsible water use can reduce the amount of stress that is placed on this critical resource. We are developing our reporting for water conservation and will include this in future reports.
	Sustainable Procurement	Annual Report & Accounts 2022, Book two, page 35
	Land Management	Intertek has policies and procedures in place that seek to prevent adverse environmental impacts to property, including soil and



Principles		Our response and where to find it
		ground water. Contingency plans are in place to prevent and manage spills of fuels, oils and other hazardous substances used or stored at our facilities.
5.3 – Biodiversity	Protect and Restore Ecosystem	We take a pro-active approach and conducts environmental impact assessments on proposed development activities, as appropriate, to fully identify and mitigate any potential risks.
5.4 – Waste Management	Waste Management	Annual Report & Accounts 2022, Book two, page 29 ESG Databook
	Wastewater Management	We seek to minimize/eliminate water effluent and effluent pollution. Policies and procedures support meeting or exceeding regulatory requirements in the jurisdiction of our operations.
5.5 – Regulatory	Environmental Compliance	Annual Report & Accounts 2022, Book two, page 34
Enterprise Security		
3.1 – Intellectual Property	Intellectual Property (IP) Assets Management & Control	Annual Report & Accounts 2022, Book two, page 35
3.2 – Data Protection & Privacy	Data Protection	Annual Report & Accounts 2022, Book two, page 35
	Privacy	Annual Report & Accounts 2022, Book two, page 35
3.3 – Cyber Risk Management and Controls	Risk Identification and Asset Management	Annual Report & Accounts 2022, Book two, page 35
	Incident Management (Planning, Detecting, Responding & Recovering)	Annual Report & Accounts 2022, Book two, page 35
	Employee Engagement	Annual Report & Accounts 2022, Book two, page 35
3.4 – Physical Asset Security	Identity Management, Authentication and Access Control	Annual Report & Accounts 2022, Book two, page 35

Principles		Our response and where to find it
	Physical Assets	Annual Report & Accounts 2022, Book two, page 35
	High Value Assets	Annual Report & Accounts 2022, Book two, page 35
3.5 – Employee Security	Employee Security	Annual Report & Accounts 2022, Book two, pages 10-16, 35
3.6 – Supply Chain Security	Supply Chain Security	Annual Report & Accounts 2022, Book two, page 35
Communications & Disclosures		
10.1 – Strategic Communications & Disclosures	Corporate Strategy Communication	Annual Report & Accounts 2022, Book two, pages 1-4
	Strategic Metrics & KPIs	Annual Report & Accounts 2022, Book one, pages 24-27
10.2 – Sustainability Communications & Disclosures	Sustainability Strategy	Annual Report & Accounts 2022, Book two, pages 5-7
	Sustainability Metrics and KPIs	Annual Report & Accounts 2022, Book one, pages 26-27
10.3 – Governance Communications & Disclosures	Governance Regulatory Compliance Reporting	Annual Report & Accounts 2022, Book two, page 39
	Communication with Stakeholders	Annual Report & Accounts 2022, Book one, pages 14-23, 58-64
	Communication of Risks	See Risk Management
	Transparency of Supervisory Boards	Not applicable
	Diversity Reporting	Annual Report & Accounts 2022, Book two, pages 12-16 and 70
10.4 – Financial Communications & Disclosures	Financial Communication	See Finance
10.5 – Internal Communications & Disclosures	Internal Dissemination of Information	Annual Report & Accounts 2022, Book two, pages 53-61
	Anonymous Hotline & Whistleblower System	Annual Report & Accounts 2022, Book two, page 34 Intertek Compliance Hotline
	Health & Safety Communications	Annual Report & Accounts 2022, Book two, page 10



	Principles	Our response and where to find it
10.6 – Regulatory Disclosures	Regulatory Disclosures	Our Results, Presentations and Announcements can be accessed on our website
10.7 – External Disclosures	Products, Services, Organisational and Personnel	See our website
	Media Handling	<p>Our Corporate Communications & Public Relations team look after the Group’s communications to the Group’s corporate stakeholders. This includes communications to the Group’s investors, the London Stock Exchange, financial media and the financial analysts that track and analyse the Group’s financial performance. Internally, the team helps to support local country marketing teams with corporate data and advice where corporate communications to local stakeholders, such as financial media or government partners, are needed.</p> <p>The media plays an important role in defining the way Intertek is perceived by its stakeholders. Our media policy sets out policies with respect to the public release of information by employees to the media, and how these requests are managed.</p>
	Social Media Handling	See Media Handling above



Intertek GRI Content Index

Intertek Group plc has reported in accordance with the GRI Standards for the period 1 January 2022 to 31 December 2022. The GRI content index provides an overview of our reported information, shows where the reported information can be found, and helps information users access this information. In exceptional cases, it is not possible to disclose certain required information, in which case the reason for omission is explained below.

GRI Standard	Disclosure	Our response and where to find it
GRI 101: Foundation general disclosures		
	101-1 Stakeholder inclusiveness	See TSA 8.2 – Stakeholder Engagement
	101-2 Sustainability context	Annual Report & Accounts 2022, Book two, pages 5-7
	101-3 Materiality	See TSA 8.2 – Stakeholder Engagement
	101-4 Completeness	See TSA 8.2 – Stakeholder Engagement
	101-5 Accuracy	Annual Report & Accounts 2022, Book two, page 28 Ernst & Young LLP ('EY') were engaged to provide independent limited assurance over selected information in the Annual Report & Accounts 2022.
	101-6 Balance	We aim to present information in such a way that the reader can assess trends in performance year-on-year.
	101-7 Clarity	Annual Report & Accounts 2022, Book two, page 39
	101-8 Comparability	Annual Report & Accounts 2022, Book two, page 39
	101-9 Reliability	Annual Report & Accounts 2022, Book two, page 39
	101-10 Timeliness	We will provide this Index alongside our annual reporting.
GRI 102: General disclosures		
Organizational profile		
	102-1 Name of the organization	Intertek Group plc
	102-2 Activities, brands, products, and services	Annual Report & Accounts 2022, Book one See our website
	102-3 Location of headquarters	London, UK
	102-4 Location of operations	Annual Report & Accounts 2022, Book one, page 19; Book three, pages 40-49
	102-5 Ownership and legal form	Intertek Group plc is a publicly listed company on the London Stock Exchange. Registered office address and registration number can be found in

GRI Standard	Disclosure	Our response and where to find it
		Book three, page 64 of the Annual Report & Accounts 2022.
	102-6 Markets served	Annual Report & Accounts 2022, Book one, pages 14-23, 34-42
	102-7 Scale of the organization	Annual Report & Accounts 2022, Book one, pages 14-23
	102-8 Information on employees and other workers	ESG Datebook Note: Development of our global HR data is under review and we are currently evaluating reporting options and expect to report 102-8b in the future. (By contract type).
	102-9 Supply chain	Annual Report & Accounts 2022, Book one, page 35
	102-10 Significant changes to the organization and its supply chain	Annual Report & Accounts 2022, Book three, page 11 and 21 There were no material changes to the overall location of suppliers, structure of the supply chain, or our relationships with suppliers during the reporting year.
	102-11 Precautionary Principle or approach	We take a precautionary approach to our environmental strategy as described by our activities in the Environment section. Annual Report & Accounts 2022, Book two, pages 24-29
	102-12 External initiatives	We are signatory to a number of global external codes and charters that reflect our commitment to sustainability and responsibility. We also participate in a number of initiatives including the Business Ambition for 1.5°C, the UN Race to Zero, We Mean Business, Get Nature Positive campaign and are a member of the LEAF Coalition. We are also a member of the Valuable 500.
	102-13 Membership of associations	Intertek is a member of a number of trade associations around the world that are composed of diverse groups of stakeholders that inform and



GRI Standard	Disclosure	Our response and where to find it
		advocate for effective solutions that protect the public, facilitate trade, and support innovation. These include but are not limited to: TIC Council; Independent International Organisation for Certification; National Association of Manufacturers; American National Standards Institute; Associação Brasileira De Avaliação Da Conformidade (Brazilian Conformity Assessment Association).
	Strategy	
	102-14 Statement from senior decision-maker	Annual Report & Accounts 2022, Book one, pages 5-13 and Book two, pages 1-4
	102-15 Key impacts, risks, and opportunities	Annual Report & Accounts 2022, Book one, pages 14-23 and 43-57
	Ethics and integrity	
	102-16 Values, principles, standards, and norms of behavior	See TSA 4.1 – Ethics & Integrity
	102-17 Mechanisms for advice and concerns about ethics	See TSA 4.1 – Ethics & Integrity Intertek is committed to maintaining a culture where issues of integrity and professional ethics can be raised and discussed openly. This is why we provide the online Hotline for all employees, contractors and others representing Intertek, to enable confidential reporting of suspected misconduct or breaches of the Code, or any of our policies (including our Labour and Human Rights Policy and Modern Slavery Policy).
	Governance	
	102-18 Governance structure	See TSA 8.1 – Board/ Independent Oversight
	102-19 Delegating authority	See TSA 8.1 – Board/ Independent Oversight
	102-20 Executive-level responsibility for economic, environmental, and social topics	See TSA 8.3 – Strategy & Executive Alignment

GRI Standard	Disclosure	Our response and where to find it
	102-21 Consulting stakeholders on economic, environmental, and social topics	See TSA 8.2 – Stakeholder Engagement
	102-22 Composition of the highest governance body and its committees	See TSA 8.1 – Board/ Independent Oversight
	102-23 Chair of the highest governance body	See TSA 8.1 – Board/ Independent Oversight
	102-24 Nominating and selecting the highest governance body	Annual Report & Accounts 2022, Book two, pages 65-66
	102-25 Conflicts of interest	Annual Report & Accounts 2022, Book two, page 64
	102-26 Role of highest governance body in setting purpose, values, and strategy	Annual Report & Accounts 2022, Book two, pages 44-45
	102-27 Collective knowledge of highest governance body	Annual Report & Accounts 2022, Book two, pages 48-49
	102-28 Evaluating the highest governance body's performance	Annual Report & Accounts 2022, Book two, pages 65-66
	102-29 Identifying and managing economic, environmental, and social impacts	Annual Report & Accounts 2022, Book one, pages 21-23 and 49-57; Book two, page 62
	102-30 Effectiveness of risk management processes	Annual Report & Accounts 2022, Book two, page 76
	102-31 Review of economic, environmental, and social topics	Annual Report & Accounts 2022, Book one, pages 58-64; Book two, pages 48-49
	102-32 Highest governance body's role in sustainability reporting	Annual Report & Accounts 2022, Book two, page 37



GRI Standard	Disclosure	Our response and where to find it
	102-33 Communicating critical concerns	Annual Report & Accounts 2022, Book two, page 34
	102-34 Nature and total number of critical concerns	Annual Report & Accounts 2022, Book two, page 34 ESG Databook
	102-35 Remuneration policies	Annual Report & Accounts 2022, Book two, pages 80-86
	102-36 Process for determining remuneration	Annual Report & Accounts 2022, Book two, pages 80-86
	102-37 Stakeholders' involvement in remuneration	Annual Report & Accounts 2022, Book two, pages 78-79
	102-38 Annual total compensation ratio	Annual Report & Accounts 2022, Book two, page 102 Note: data by country not available.
	102-39 Percentage increase in annual total compensation ratio	Annual Report & Accounts 2022, Book two, page 102 Note: data by country not available.
	Stakeholder engagement	
	102-40 List of stakeholder groups	See TSA 8.2 – Stakeholder Engagement
	102-41 Collective bargaining agreements	ESG Databook
	102-42 Identifying and selecting stakeholders	See TSA 8.2 – Stakeholder Engagement
	102-43 Approach to stakeholder engagement	See TSA 8.2 – Stakeholder Engagement
	102-44 Key topics and concerns raised	See TSA 8.2 – Stakeholder Engagement
	Reporting practice	
	102-45 Entities included in the consolidated financial statements	Annual Report & Accounts 2022, Book three, pages 40-49

GRI Standard	Disclosure	Our response and where to find it
	102-46 Defining report content and topic Boundaries	Our Annual Report & Accounts 2022 is set out in a unique, three book format: Book one – Strategic Report; Book two – Sustainability Report; and Book three – Financial statements. These separate, but connected books, with their interconnected themes and narratives, allow us to present what we achieved in 2022 in a systemic, end-to-end architecture. For a list of material topics see TSA 8.2 – Stakeholder Engagement For Environmental reporting also see our Basis of Reporting Document
	102-47 List of material topics	See TSA 8.2 – Stakeholder Engagement
	102-48 Restatement of information	Annual Report & Accounts 2022, Book three, page 7
	102-49 Changes in reporting	There have been no significant changes from previous reporting periods in the list of material topics and topic boundaries.
	102-50 Reporting period	Financial year ended 31 December 2022
	102-51 Date of most recent report	Most recent previous report – March 2022
	102-52 Reporting cycle	Annual
	102-53 Contact point for questions regarding the report	Head of Sustainability sustainability.csr@intertek.com
	102-54 Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standard: Comprehensive option
	102-55 GRI content index	This index serves as the GRI content index.
	102-56 External assurance	Annual Report & Accounts 2022, Book two, page 28



GRI Standard	Disclosure	Our response and where to find it
GRI 103: Management approach		
To make this index easier to understand, we have included each management approach (103-02) and its evaluation (103-03) alongside the relevant indicators.		
	103-1 Explanation of the material topic and its Boundary	Annual Report & Accounts 2022, Book one, pages 14-23; Book two, pages 5-7
Material topics 200 series (economic topics)		
GRI 201: Economic performance	Economic performance	
	103-2 The management approach and its components	Annual Report & Accounts 2022, Book one, pages 14-23
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book one, pages 14-23 and 24-27
	201-1 Direct economic value generated and distributed	Annual Report & Accounts 2022, Book three, pages 1-3 Note: direct economic value not broken down by local market.
	201-2 Financial implications and other risks and opportunities due to climate change	Annual Report & Accounts 2022, Book two, pages 49-57
	201-3 Defined benefit plan obligations and other retirement plans	Annual Report & Accounts 2022, Book three, pages 33-36 Note: we do not disclose the number of employees included in the schemes or the percentage of salary contributed by employer and employee.
	201-4 Financial assistance received from government	Annual Report & Accounts 2022, Book three, pages 7, 12 and 15 Note: this information is not broken down by country.
GRI 202: Market presence	Market presence	
	103-2 The management approach and its components	Annual Report & Accounts 2022, Book one, pages 14-23
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book one, pages 14-23 and 24-27

GRI Standard	Disclosure	Our response and where to find it
	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Intertek comply with all local legislation in relation to minimum wages in all countries in which it operates. However, we do not currently collect data in relation to this indicator at a global level.
	202-2 Proportion of senior management hired from the local community	The global nature of our business encourages diversity in leadership, and we believe in supporting local communities. Annual Report & Accounts 2022, Book two, page 16
GRI 203: Indirect economic impacts	Indirect economic impacts	
	103-2 The management approach and its components	Annual Report & Accounts 2022, Book one, page 23; Book 2, pages 5-7
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book two, pages 1-35
	203-2 Significant indirect economic impacts	Our indirect economic impacts are diverse and associated with our business relationships and community investment projects. Annual Report & Accounts 2022, Book one, page 23; Book two, pages 30-32
GRI 204: Procurement practices	Procurement practices	
	103-2 The management approach and its components	Annual Report & Accounts 2022, Book two, page 35
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book two, page 35
	204-1 Proportion of spending on local suppliers	Annual Report & Accounts 2022, Book two, page 35
GRI 205: Anti-corruption	Anti-corruption	
	103-2 The management approach and its components	Annual Report & Accounts 2022, Book two, page 34
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book two, page 34
	205-1 Operations assessed for risks related to corruption	Annual Report & Accounts 2022, Book two, page 34



GRI Standard	Disclosure	Our response and where to find it
	205-2 Communication and training about anti-corruption policies and procedures	Annual Report & Accounts 2022, Book two, page 33-34
	205-3 Confirmed incidents of corruption and actions taken	Annual Report & Accounts 2022, Book two, page 34 ESG Databook
GRI 206: Anti-competitive behavior	Anti-competitive behaviour	
	103-2 The management approach and its components	Annual Report & Accounts 2022, Book two, page 34
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book two, page 34
	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Annual Report & Accounts 2022, Book two, page 34
GRI 207: Tax 2019	Tax	
	103-2 The management approach and its components	Annual Report & Accounts 2022, Book two, page 77
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book two, page 77
	207-1 Approach to tax	Intertek Group Tax Strategy
	207-2 Tax governance, control and risk management	Intertek Group Tax Strategy
	207-3 Stakeholder engagement and management of concerns related to tax	Intertek Group Tax Strategy

GRI Standard	Disclosure	Our response and where to find it
Material topics 300 series (environmental topics)		
GRI 302: Energy	Energy	
	103-2 The management approach and its components	Annual Report & Accounts 2022, Book two, pages 24-29
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book two, pages 24-29
	302-1 Energy consumption within the organization	Annual Report & Accounts 2022, Book two, page 27 ESG Databook
	302-2 Energy consumption outside of the organization	Annual Report & Accounts 2022, Book two, pages 24-29
GRI 305: Emissions	Emissions	
	103-2 The management approach and its components	Annual Report & Accounts 2022, Book two, pages 24-29
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book two, pages 24-29
	305-1 Direct (Scope 1) GHG emissions	Annual Report & Accounts 2022, Book two, page 27
	305-2 Energy indirect (Scope 2) GHG emissions	Annual Report & Accounts 2022, Book two, page 27
	305-3 Other indirect (Scope 3) GHG emissions	Annual Report & Accounts 2022, Book two, page 27
	305-4 GHG emissions intensity	Annual Report & Accounts 2022, Book two, page 27
	305-5 Reduction of GHG emissions	Annual Report & Accounts 2022, Book two, pages 26-27
GRI 307: Environmental compliance	Environmental compliance	
	103-2 The management approach and its components	Annual Report & Accounts 2022, Book two, pages 24-29
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book two, pages 24-29



GRI Standard	Disclosure	Our response and where to find it
	307-1 Non-compliance with environmental laws and regulations	Annual Report & Accounts 2022, Book two, page 34
GRI 308: Supplier environmental assessment	Supplier environmental assessment	
	103-2 The management approach and its components	Annual Report & Accounts 2022, Book two, page 35
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book two, page 35
	308-1 New suppliers that were screened using environmental criteria	Our corporate procedures govern our purchasing and evaluation of vendors and subcontractors supplying Intertek with goods and services. Environmental performance is reviewed by our regional procurement teams and QHSE teams. We are developing mechanism to capture the number of new suppliers screened and will report on this in future.
	308-2 Negative environmental impacts in the supply chain and actions taken	Annual Report & Accounts 2022, Book two, page 35
Material topics 400 series (social topics)		
GRI 401: Employment	Employment	
	103-2 The management approach and its components	Annual Report & Accounts 2022, Book two, pages 10-16
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book one, pages 26-27; Book two, pages 10-16
	401-1 New employee hires and employee turnover	ESG Databook Note: this data is not broken down by age group or by region
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Annual Report & Accounts 2022, Book two, page 11 Note: list of benefits is not reported.

GRI Standard	Disclosure	Our response and where to find it
	401-3 Parental leave	Intertek complies with all local legislation in relation to provision of parental leave and provides benefits beyond minimum requirements in many countries. Note: number of employees taking parental leave is not available.
GRI 402: Labour/Management relations	Labour/Management relations	
	103-2 The management approach and its components	Annual Report & Accounts 2022, Book two, pages 10-16
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book two, pages 10-16
	402-1 Minimum notice periods regarding operational changes	We operate in some countries where legislation defines the minimum consultation time required, and in others where this is set out in policy or in collective terms.
GRI 403: Occupational health & safety 2018	Occupational health & safety	
	103-2 The management approach and its components	Annual Report & Accounts 2022, Book two, page 10
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book two, page 10
	403-1 Occupational health & safety management system	Annual Report & Accounts 2022, Book two, page 10
	403-2 Hazard identification, risk assessment, and incident investigation	Annual Report & Accounts 2022, Book two, page 10
	403-3 Occupational health services	Annual Report & Accounts 2022, Book two, page 10
	403-4 Worker participation, consultation, and communication on occupational health & safety	Annual Report & Accounts 2022, Book two, page 10



GRI Standard	Disclosure	Our response and where to find it
	403-5 Worker training on occupational health & safety	Annual Report & Accounts 2022, Book two, page 10
	403-6 Promotion of worker health	Annual Report & Accounts 2022, Book two, page 10
	403-7 Prevention and mitigation of occupational health & safety impacts directly linked by business relationships	Annual Report & Accounts 2022, Book two, page 10
	403-8 Workers covered by an occupational health & safety management system	Annual Report & Accounts 2022, Book two, page 10
	403-9 Work-related injuries	Annual Report & Accounts 2022, Book two, page 10 ESG Databook
	403-10 Work-related ill health	Annual Report & Accounts 2022, Book two, page 10
GRI 404: Training and education	Training and education	
	103-2 The management approach and its components	Annual Report & Accounts 2022, Book two, page 12
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book two, page 12
	404-1 Average hours of training per year per employee	ESG Databook Note: training hours is not broken down per employee by gender. 2022 was a transitional year where we transitioned to our new LUCIE learning platform. Read more in Book two, page 12 of the Annual Report & Accounts 2022.
	404-2 Programs for upgrading employee skills and transition assistance programs	Annual Report & Accounts 2022, Book two, page 12, 15

GRI Standard	Disclosure	Our response and where to find it
	404-3 Percentage of employees receiving regular performance and career development reviews	ESG Databook Annual Report & Accounts 2022, Book two, page 12
GRI 405: Diversity and equal opportunity	Diversity and equal opportunity	
	103-2 The management approach and its components	Annual Report & Accounts 2022, Book two, pages 12-16
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book two, pages 12-16
	405-1 Diversity of governance bodies and employees	Gender diversity is disclosed in: Annual Report & Accounts 2022, Book two, page 13 ESG Databook Note: 405-1 b ii by employee category and 405-1 b iii not available
	405-2 Ratio of basic salary and remuneration of women to men	Information unavailable for the Group as a whole. Development of our global HR data is under review and we are currently evaluating reporting options and expect to report this in the future. The UK Gender Pay Gap report is available on our website .
GRI 406: Non-discrimination	Non-discrimination	
	103-2 The management approach and its components	Annual Report & Accounts 2022, Book two, pages 11, 33
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book two, pages 11, 33, 34
	406-1 Incidents of discrimination and corrective actions taken	Annual Report & Accounts 2022, Book two, page 34 ESG Databook
GRI 407: Freedom of association and collective bargaining	Freedom of association and collective bargaining	
	103-2 The management approach and its components	Annual Report & Accounts 2022, Book two, page 33



GRI Standard	Disclosure	Our response and where to find it
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book two, page 33
	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Operations: We are not aware of any operations that have violated, or are at significant risk of violating, people’s rights to exercise freedom of association and collective bargaining. Note: Information for suppliers not available
GRI 408: Child labor	Child labor	
	103-2 The management approach and its components	Labour and Human Rights policy Code of Ethics
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book two, page 33
	408-1 Operations and suppliers at significant risk for incidents of child labor	Annual Report & Accounts 2022, Book two, page 33 Labour and Human Rights policy
GRI 409: Forced or compulsory labor	Forced or compulsory labor	
	103-2 The management approach and its components	Labour and Human Rights policy Code of Ethics Modern Slavery Act Statement
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book two, page 33
	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Annual Report & Accounts 2022, Book two, page 33 Labour and Human Rights policy
GRI 411: Rights of Indigenous Peoples	Rights of Indigenous Peoples	
	103-2 The management approach and its components	Annual Report & Accounts 2022, Book two, page 33
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book two, page 33

GRI Standard	Disclosure	Our response and where to find it
	411-1 Incidents of violations involving rights of indigenous peoples	Annual Report & Accounts 2022, Book two, page 33 ESG Databook
GRI 412: Human rights assessment	Human rights assessment	
	103-2 The management approach and its components	Annual Report & Accounts 2022, Book two, page 33
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book two, page 33
	412-1 Operations that have been subject to human rights reviews or impact assessments	Information unavailable. We are currently evaluating reporting options and will consider reporting on this in the future.
	412-2 Employee training on human rights policies or procedures	Annual Report & Accounts 2022, Book two, pages 33-34 ESG Databook
	412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Annual Report & Accounts 2022, Book two, page 33
GRI 413: Local communities	Local communities	
	103-2 The management approach and its components	Annual Report & Accounts 2022, Book two, pages 30-32 Modern Slavery Act Statement
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book two, pages 30-32
	413-1 Operations with local community engagement, impact assessments, and development programs	Annual Report & Accounts 2022, Book two, pages 30-32 ESG Databook



GRI Standard	Disclosure	Our response and where to find it
	413-2 Operations with significant actual and potential negative impacts on local communities	Annual Report & Accounts 2022, Book two, pages 30-32 Modern Slavery Act Statement
GRI 414: Supplier social assessment	Supplier social assessment	
	103-2 The management approach and its components	Annual Report & Accounts 2022, Book two, page 35
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book two, page 35
	414-1 New suppliers that were screened using social criteria	Our regional procurement teams carry out screening process for suppliers and focus on human rights and labour standards risk. We are developing mechanism to capture the number of new suppliers screened for social criteria and will report on this in future.
GRI 415: Public policy	Public policy	
	103-2 The management approach and its components	Annual Report & Accounts 2022, Book two, page 34
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book two, page 34
	415-01 Political contributions	Annual Report & Accounts 2022, Book two, page 106
GRI 417: Marketing and labeling	Marketing and labeling	
	103-2 The management approach and its components	Annual Report & Accounts 2022, Book two, pages 17-23
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book two, pages 17-23
	417-1 Requirements for product and service information and labeling	n/a
	417-2 Incidents of non-compliance concerning	Annual Report & Accounts 2022, Book two, page 34

GRI Standard	Disclosure	Our response and where to find it
	product and service information and labeling	
	417-3 Incidents of non-compliance concerning marketing communications	Annual Report & Accounts 2022, Book two, page 34
GRI 418: Customer privacy	Customer privacy	
	103-2 The management approach and its components	Annual Report & Accounts 2022, Book two, page 35
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book two, page 34
	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	ESG Databook
GRI 419: Socioeconomic compliance	Socioeconomic compliance	
	103-2 The management approach and its components	Annual Report & Accounts 2022, Book two, page 34
	103-3 Evaluation of the management approach	Annual Report & Accounts 2022, Book two, page 34
	419-1 Non-compliance with laws and regulations in the social and economic area	Annual Report & Accounts 2022, Book two, page 34



Sustainable Accounting Standards Board ('SASB') – Intertek framework alignment

SASB sets out sustainability reporting standards for various sectors. The following table summarises our response to the sector-specific standard for the professional & commercial services industries.

SASB metric	Accounting Metric	Where to find it	SASB metric	Accounting Metric	Where to find it
Data Security					
SV-PS-230a.1	Description of approach to identifying and addressing data security risks	Annual Report & Accounts 2022, Book two, page 35	SV-PS-330a.3	Employee engagement as a percentage	Annual Report & Accounts 2022, Book two, page 11 ESG Databook
SV-PS-230a.2	Description of policies and practices relating to collection, usage, and retention of customer information	Annual Report & Accounts 2022, Book two, page 35	Professional Integrity		
SV-PS-230a.3	(1) Number of data breaches, (2) percentage involving customers' confidential business information (CBI) or personally identifiable information (PII), (3) number of customers affected	ESG Databook	SV-PS-510a.1	Description of approach to ensuring professional integrity	Annual Report & Accounts 2022, Book two, page 34
Workforce Diversity & Engagement			SV-PS-510a.2	Total amount of monetary losses as a result of legal proceedings associated with professional integrity	Annual Report & Accounts 2022, Book two, page 34
SV-PS-330a.1 P	Percentage of gender and racial/ethnic group representation for (1) executive management and (2) all other employees	ESG Databook Note: Racial/Ethnic group relating to all other employees not available. Development of our global HR data is under review and we are currently evaluating reporting options and expect to report on this in the future.	Activity Metric		
SV-PS-330a.2	(1) Voluntary and (2) involuntary turnover rate for employees	Annual Report & Accounts 2022, Book two, page 11 ESG Databook Note: Involuntary turnover rate: the metric is collected internally, however the definition differs to that set out in the requirements. Development of our global HR data is under review and will consider reporting on this in the future.	SV-PS-000.A	Number of employees by: (1) full-time and part-time, (2) temporary, and (3) contract type	ESG Databook Note: split by contract type not available. Development of our global HR data is under review and we are currently evaluating reporting options and expect to report on this in the future.
			SV-PS-000.B	Employee hours worked, percentage billable	For the year ending 31 December 2022: Total hours worked 47,062,546 Percentage billable 83% (Based on direct operational headcount employees delivering Assurance and Inspection services. Not applicable for Testing and Certification teams.)

ESG Databook



People and Culture

	2020	2021	2022	Target
Operational Health and Safety				
Total Recordable Incident Rate ('TRIR') (Occurrences per 200,000 hours worked)	0.4	0.51	0.44	<0.5
TRIR reduced (As a % against a 2017 baseline)	43	27	37	
Number of recordable incidents (Lost Time Incidents and Medical Treatment Incidents and Fatalities)	173	221	189	
Number of hazard observations (Identifying and reporting of unsafe conditions that may endanger people, equipment or the environment)	13,279	19,172	20,992	
Number of near misses (An undesired event, which was avoided by circumstance, and did not result in injury or loss)	2,852	3,044	3,328	
Talent attraction and retention				
Intertek ATIC Engagement Index As score out of 100	89	80	80	90
Employee voluntary turnover % of permanent employees	8.7	13	14	<15
Total number of new employee hires # of employees hired between 1 January and 31 December (excludes internal promotions)			8,892	
New hires (female) % of each category		37.06	35.7	
New hires (male) % of each category		62.94	64.2	
Employees by tenure – 0 to 5 years' service % of people by length of service		59.6	61.5	
Employees by tenure – 6 to 10 years' service % of people by length of service		19.1	18.0	
Employees by tenure – 11 to 20 years' service % of people by length of service		16	15.5	
Employees by tenure – Over 20 years' service % of people by length of service		5.2	4.9	

	2020	2021	2022	Target
Learning and development				
Total learning and development hours	216,000	282,600	671,781	
# of hours completed through our Learning Management Systems and other programmes ¹				
Performance reviews As a % of employees offered, as a minimum, yearly discussions on growth and development	100	100	100	
<p>1. Total training hours reported in 2020 and 2021 only captured e-learning delivered via our Learning Management Systems. For 2022, completed training hours includes all learning and development programmes.</p>				
Inclusion, diversity, and equality				
Number of employees	43,769	44,063	43,597	
Employees by gender (female) (% of people by gender)	34	36	35	
Employees by gender (male) (% of people by gender)	66	64	65	
Employee by region – Americas (# of people)	11,209	11,073	11,187	
Employees by region – Americas (female) (# of people by region and gender)	3,041	3,183	3,117	
Employees by region – Americas (male) (# of people by region and gender)	8,168	7,890	8,070	
Employees by region – EMEA (Inc. Central) (# of people)	11,850	11,903	11,431	
Employees by region – EMEA (Inc. Central) (female) (# of people by region and gender)	3,627	3,725	3,404	
Employees by region – EMEA (Inc. Central) (male) (# of people by region and gender)	8,223	8,178	8,027	
Employees by region – Asia (# of people)	20,710	21,087	20,979	
Employees by region – Asia (female) (# of people by region and gender)	8,411	8,770	8,719	
Employees by region – Asia (male) (# of people by region and gender)	12,299	12,317	12,260	



	2020	2021	2022	Target
Inclusion, diversity, and equality cont.				
Employees by age – Under 29 years old (% of people by ranges of age)	26.2	24.3	24.6	
Employees by age – Between 30 and 39 years old (% of people by ranges of age)	36.0	37.0	35.5	
Employees by age – Between 40 and 49 years old (% of people by ranges of age)	20.0	21.5	22.4	
Employees by age – Between 50 and 59 years old (% of people by ranges of age)	12.0	11.8	12.1	
Employees by age – 60 and over 60 years old (% of people by ranges of age)	6.0	5.3	5.4	
Employees by employment type – Full-time (% of people by employment type)		93.1	93.7	
Employees by employment type – Part-time (% of people by employment type)		6.9	6.3	
Intertek Group plc senior management ¹ by gender – Female (% of people by gender)	23.3	23	21	30% by 2025
Intertek Group plc senior management by gender – Male (% of people by gender)	76.7	77	79	
Top 10 countries of origin – senior management				
UK	20	16	17	
US	19	22	19	
India	11	10	10	
Germany	6	4	4	
China	5	4	4	
Hong Kong	4	4	4	
Canada	3	3	3	
France	3	2	3	
Australia	3	6	8	
Vietnam	3	3	3	
Intertek Group plc senior management nationalities (# of nationalities)	34	48	46	

	2020	2021	2022	Target
Inclusion, diversity, and equality cont.				
Intertek Group plc Board of Directors - Female (# of people by gender)	4	3	4	
Intertek Group plc Board of Directors - Male (# of people by gender)	7	6	7	
Intertek Group plc Board of Directors by age group – Between 40-49 years old (% of people by ranges of age)	10	11	18	
Intertek Group plc Board of Directors by age group – Between 50-59 years old (% of people by ranges of age)	10	0	0	
Intertek Group plc Board of Directors by age group – 60 and over 60 years old (% of people by ranges of age)	80	89	82	
Intertek Group plc Board of Directors by ethnicity – White (# of people by ethnicity)	9	8	9	
Intertek Group plc Board of Directors by ethnicity – Asian (# of people by ethnicity)	1	1	2	

Working with our Customers

Customer relationship management				
Average number of NPS interviews per month	6,000	6,000	5,400	>=6,000

Management certifications		
ISO 9001 certification rate (# of sites belonging to certified entities)	226	282
ISO 14001 and/or ISO 45001 certification rate (# of sites belonging to certified entities)	110	112

1. Senior management as defined by the FTSE Women Leader Review. This comprises the CEO and N-2 employees.



Environment					
	2019	2020	2021	2022	Target
Energy efficiency					
Total energy use by source (Total energy consumption by source in MWh)	333,547	368,000	353,515	347,038	
Standard electricity ¹ (MWh)	263,676	253,849	247,741	218,304	
Renewable electricity ² (MWh)	Not reported	7,487	11,410	38,753	
Vehicle fuels energy (MWh)	Not reported	40,146	30,710	26,409	
Non-transport fuels energy (natural gas) (MWh)	69,871	66,518	63,654	63,571	
Waste management³					
Total Waste (metric tonnes)				4,962	
Waste recycled/reused (metric tonnes)				446	
Waste landfilled (metric tonnes)				4,516	

- Standard electricity bought from a non-renewable tariff.
- Renewable electricity sourced through self-generation, renewable tariffs and energy attribute certificates.
- Data covers 135 sites across the USA and Canada.
- Emissions from activities for operations which Intertek owns or controls including the combustion of fuel and operation of facilities.
- Emissions from the purchase of electricity, heat and steam for our use.
- Employee Commuting emissions were restated in 2020 for the 2019 base year as a result of increased attention to detail and diligence in the data collection process.
- Intensity ratios are based on the total of Scope 1, Scope 2 (market-based) and Scope 3 (Business Travel and Employee Commuting) in line with the scopes included in our science-based reduction targets.
- For 2020 and 2021, the intensity ratios were based on the total of Scope 1, Scope 2 (market-based) and Scope 3 Fuel- and Energy Related Activities and were previously reported as 71.39 and 67.90 tCO₂e per GBP million as well as 4.34 and 4.35 tCO₂e per employee respectively.

	2019	2020	2021	2022	Target
GHG emissions					
Scope 1 emissions ⁴ (CO ₂ e tonnes)	64,709	62,915	59,952	58,821	
Scope 2 emissions (market-based) ⁵ (CO ₂ e tonnes)	133,860	124,996	122,147	102,066	50% reduction by 2030
Scope 3 Business travel (Air travel) emissions (CO ₂ e tonnes)	25,849	13,071	5,771	12,555	
Scope 3 Employee Commuting emissions ⁶ (CO ₂ e tonnes)	67,101	59,130	36,777	33,590	
Scope 3 Energy-related activities not included in Scope 1 or Scope 2 emissions (CO ₂ e tonnes)	7,669	7,245	7,068	7,069	
Total CO ₂ e emissions (market-based) (CO ₂ e tonnes)	299,188	267,357	231,715	214,101	
Total CO ₂ e emissions (location-based) (CO ₂ e tonnes)	268,428	265,227	231,605	225,858	
Scope 2 emissions (location-based) (CO ₂ e tonnes)	128,693	122,866	122,036	113,823	
Operational emissions carbon intensity (people) ⁷ (CO ₂ e tonnes/Average headcount)	6.5	5.8	5.2	4.9	
Operational emissions carbon intensity (revenue) on constant currency basis ⁸ (CO ₂ e tonnes/GBP million)	97.6	94.9	80.6	64.8	



Communities				
	2020	2021	2022	Target
Positive impact on communities				
Total community projects (# of projects)		74	100	
Empowerment projects Number of projects		37	51	
Education projects Number of projects		13	35	
Environmental projects Number of projects		24	14	
Number of Volunteer hours (# hours volunteered)			13,710	

Responsible Business Practices

Human rights				
Discrimination Total number of proven incidents of discrimination, and actions taken	0	0	0	
Indigenous people’s rights Total number of violations of the rights of indigenous people, and actions taken	0	0	0	
Human rights grievances Number of grievances identified through helplines ¹ related to human rights	0	0	0	
Percentage of employees trained on our human rights principles ² (As a % of eligible employees)	96	94	97	100
Collective bargaining ³ (As a % of employees)	33	33	29	

1. The Group has a whistleblowing process, which includes a global hotline system enabling all employees, contractors, suppliers and others to confidentially report suspected misconduct or breaches of the Code of Ethics and other Group policies.
2. Our Code of Ethics training aims to educate all employees about potential integrity issues, including human rights, bribery, corruption, non-discrimination and employee relations. 2022 was a year of transition from our 10X Way! platform to LUCIE. LUCIE now enables every employee to access training digitally.

	2020	2021	2022	Target
Public policy				
Contributions to local, regional or national political campaigns/ organizations/candidates (in GBP)	0	0	0	
Doing Business the Right Way Compliance and Integrity				
Code of Ethics reports to helplines: Total reports of non-compliance with the Code made to our hotline ¹	97	112	91	
Code of Ethics investigations: Total number of substantiated reports that required remedial action	27	19	24	
Percentage of employees trained on the Code of Ethics ² (% of eligible employees)	96	94	97	100
Number of confirmed incidents identified through our hotline where employees were disciplined or dismissed due to non-compliance with our anti-corruption policy	6	5	6	
Sustainable procurement				
Suppliers assessed for sustainability risks and invited to complete our Self-Assessment Questionnaire ⁴ (# of suppliers)			302	
Information security and data privacy				
Number of complaints received from outside parties and substantiated by the organization (# of complaints reported through our centralised system ¹)	0	0	0	
Substantiated complaints concerning breaches of data customer policy (# of complaints reported through our centralised system ¹)	0	0	0	
Completion rate of data protection and privacy e-learning (As a % of people invited to the e-learning)	98	72	79	

3. Employees that are represented by independent trade unions or employee representative bodies.
4. The Intertek Supplier Sustainability Survey was launched in December 2022 to a group of global suppliers and local suppliers based in our ECA region.