

# 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 2024 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 our Annual Report & Accounts in a unique, three-report format:

**Report 1 – Strategic Report**

**Report 2 – Sustainability Report**

**Report 3 – Financial Report**

These separate, but connected reports, with their interconnected themes and narratives, allow us to present what we achieved in 2024 in a systemic, end-to-end architecture. They have been designed to make it easier for our stakeholders to fully understand our business, how we bring quality, safety and sustainability to life, what we offer our clients and society, and the opportunities we have ahead of us.





# Our Sustainability Excellence strategy

## Sustainability Excellence in every area of our operations

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

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





# Intertek TSA Corporate Certification standards index

The table below 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
<b>Quality &amp; Safety</b>		
<b>1.1 – Own Operations</b>	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 2024, Report 1, pages 1.57-1.73; Report 2, page 2.59
	Hazardous Materials Management	Intertek produces relatively small amounts of hazardous and non-hazardous waste compared to other industries. We operate a number of waste management programmes across our regions. These programmes are focused on connecting our sites to local opportunities for minimising how much

	Principles	Our response and where to find it
		waste we send to landfill and to increase recycling.
	Distribution and Logistics	Not a material topic for Intertek. We are constantly looking for new and innovative ways to effectively deliver our services.
<b>1.2 – Products &amp; Services</b>	Product/Service Design	Annual Report & Accounts 2024, Report 1, pages 1.18-1.26; Report 2, pages 2.27-2.37
	Life Cycle Environmental Impact	Not considered material to our business at this time.
	Customer Focus	Annual Report & Accounts 2024, Report 1, pages 1.18-1.26; Report 2, pages 2.27-2.37
	Incident, Product Withdrawal and Control Procedures	Not considered material to our business at this time.
	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 2024, Report 1, pages 1.18-1.26; Report 2, pages 2.27-2.37, 2.58
Product Pricing	We are committed to acting and competing in a fair and open manner in the global marketplace. As such, we strive to present the Company accurately and avoid marketing our services in a misleading way. <a href="#">Code of Ethics</a>	



	Principles	Our response and where to find it
	Chemical Management	See TSA 1.1 – Hazardous Materials Management
<b>1.3 – Supply Chain</b>	Procurement Policies & Responsible Sourcing	Annual Report & Accounts 2024, Report 2, page 2.58
	Supplier Engagement	Annual Report & Accounts 2024, Report 2, page 2.58
	Key Suppliers	Annual Report & Accounts 2024, Report 2, page 2.58
<b>1.4 – Innovation</b>	Innovation and R & D Processes	Annual Report & Accounts 2024, Report 1, pages 1.40-1.56
	Product & Service Innovation	Annual Report & Accounts 2024, Report 1, pages 1.40-1.56
	Empowered Approach	Annual Report & Accounts 2024, Report 2, pages 2.13-2.21
	Market Surveillance	Annual Report & Accounts 2024, Report 2, pages 2.07-2.10
	Strategic Alignment	Annual Report & Accounts 2024, Report 1, pages 1.18-1.26, 1.40-1.56
	Senior Management Engagement	Annual Report & Accounts 2024, Report 1, pages 1.07-1.17, 1.40-1.56
<b>People &amp; Culture</b>		
<b>6.1 – Qualifications &amp; Training</b>	Competence to perform Job	Annual Report & Accounts 2024, Report 2, pages 2.13-2.21
	Talent Attraction, Reward & Recognition	Annual Report & Accounts 2024, Report 2, pages 2.15-2.17, 2.22-2.26 <a href="#">ESG Databook</a>
<b>6.2 – Employee Engagement</b>	Skills Development & Assistance	Annual Report & Accounts 2024, Report 2, pages 2.17-2.21
	Senior Management Succession and Talent Planning	Annual Report & Accounts 2024, Report 2, pages 2.17, 2.78, 2.83
<b>6.3 – Human Rights</b>	Respect for Human Rights	Annual Report & Accounts 2024, Report 2, pages 2.07-2.08, 2.56-2.58 <a href="#">Code of Ethics</a> , <a href="#">ESG Databook</a>

	Principles	Our response and where to find it
	Labour Practices	Annual Report & Accounts 2024, Report 2, pages 2.13-2.26, 2.56-2.58 <a href="#">Code of Ethics</a> , <a href="#">Labour and Human Rights policy</a>
	Modern Slavery and Recruitment	Annual Report & Accounts 2024, Report 2, pages 2.56-2.58 <a href="#">Modern Slavery Act Statement</a>
	Diversity	Annual Report & Accounts 2024, Report 2, pages 2.22-2.26 <a href="#">ESG Databook</a>
<b>6.4 – Worker Health and Wellness</b>	Employee Wellbeing	Annual Report & Accounts 2024, Report 2, pages 2.13-2.14, 2.57-2.58, 2.74 <a href="#">ESG Databook</a>
	Supplier Workplace Health & Safety	Annual Report & Accounts 2024, Report 2, page 2.58 <a href="#">Sustainable Procurement policy</a>
	Healthy Working Environment	Annual Report & Accounts 2024, Report 2, pages 2.13-2.14, 2.57-2.58
<b>Communities</b>		
<b>7.1 – Strategy</b>	Corporate Strategy	Annual Report & Accounts 2024, Report 1, pages 1.10-1.12
	Sustainability Strategy	Annual Report & Accounts 2024, Report 2, pages 2.01-2.12
<b>7.2 – Economic Productivity</b>	Supporting Community Development – Operations	Annual Report & Accounts 2024, Report 2, pages 2.49-2.55
	Employment Opportunities	Annual Report & Accounts 2024, Report 2, pages 2.15, 2.26, 2.50, 2.58 <a href="#">Inclusion &amp; Diversity policy</a> , <a href="#">Careers</a>
	Trade & Pricing	See TSA 1.2 – Product Pricing
<b>7.3 – Volunteerism</b>	Support for Projects in Community	Annual Report & Accounts 2024, Report 2, pages 2.49-2.55
	Investment of Time & Talent	Annual Report & Accounts 2024, Report 2, pages 2.49-2.55 <a href="#">ESG Databook</a>



	Principles	Our response and where to find it
<b>7.4 – Education</b>	Quality Education	Annual Report & Accounts 2024, Report 2, pages 2.17-2.20, 2.49-2.55 <a href="#">ESG Databook</a>
	Education on Sustainability	Annual Report & Accounts 2024, Report 2, pages 2.17-2.19, 2.39, 2.53, 2.57 <a href="https://www.intertek.com/assuris/">https://www.intertek.com/assuris/</a>
<b>Governance</b>		
<b>8.1 – Board/ Independent Oversight</b>	Accountability	Annual Report & Accounts 2024, Report 2, pages 2.62-2.63
	Governance structure	Annual Report & Accounts 2024, Report 2, pages 2.62-2.63, 2.72-2.77
	Diversity of Membership	Annual Report & Accounts 2024, Report 2, pages 2.61, 2.66-2.68, 2.85
	Diversity and Inclusion	Annual Report & Accounts 2024, Report 2, pages 2.22-2.26, 2.85 <a href="#">Inclusion &amp; Diversity policy</a>
<b>8.2 – Stakeholder Engagement</b>	Materiality Assessments	Annual Report & Accounts 2024, Report 2, pages 2.07-2.08
	Prioritisation and Publication	Annual Report & Accounts 2024, Report 2, pages 2.01-2.12
	Shareholder Relationship	Annual Report & Accounts 2024, Report 2, page 2.77
	Customer Relationship	Annual Report & Accounts 2024, Report 2, page 2.27
	Openness	Annual Report & Accounts 2024, Report 1, pages 1.26-1.27; Report 2, pages 2.07-2.08
	CSO Engagement	Annual Report & Accounts 2024, Report 1, pages 1.26-1.27
<b>8.3 – Strategy &amp; Executive Alignment</b>	Leadership and Accountability	Annual Report & Accounts 2024, Report 2, pages 2.15 and 2.17 <a href="#">ESG Databook</a> , <a href="#">Careers</a>
	Innovation and R & D	See TSA 1.4 – Innovation
	Performance Management	Annual Report & Accounts 2024, Report 1, pages 1.30-1.33
<b>8.4 – Brand Reputation</b>	Brand Heritage	Annual Report & Accounts 2024, Report 1, pages 1.07-1.29

	Principles	Our response and where to find it
<b>8.5 – Philanthropy</b>	Community Service and Contributions	Annual Report & Accounts 2024, Report 2, pages 2.49-2.55 <a href="#">ESG Databook</a>
<b>8.6 – Corporate Controls</b>	Risk and Internal Control	Annual Report & Accounts 2024, Report 2, pages 2.81 and 2.92
	Authorities Cascade	Annual Report & Accounts 2024, Report 2, pages 2.62-2.63
	Corrective Action Process	Annual Report & Accounts 2024, Report 2, pages 2.57-2.58
<b>8.7 – Fair Competition</b>	Fair Competition Policy & Training	<a href="#">Code of Ethics</a>
	Corrective Action Process	<a href="#">Code of Ethics</a>
<b>8.8 – Lobbying &amp; Political Contributions</b>	Lobbying & Political Contributions	Annual Report & Accounts 2024, Report 2, pages 2.57 and 2.130
<b>Risk Management</b>		
<b>2.1 – Risk Strategy</b>	Risk Appetite	Annual Report & Accounts 2024, Report 1, pages 1.57-1.64
<b>2.2 – Risk Process Controls &amp; Reporting</b>	Risk Identification	Annual Report & Accounts 2024, Report 1, pages 1.57-1.73
	Risk Assessment & Mitigation	Annual Report & Accounts 2024, Report 1, pages 1.57-1.73; Report 2, pages 2.81, 2.86-2.93
	Risk Register	Annual Report & Accounts 2024, Report 1, page 1.59
	Reporting Procedures	Annual Report & Accounts 2024, Report 2, pages 2.58 and 2.81
	Transparency	Annual Report & Accounts 2024, Report 1, pages 1.57-1.64; Report 2, pages 2.57-2.58, 2.81
	External Communications & Disclosure	Annual Report & Accounts 2024, Report 1, pages 1.57-1.64; Report 2, pages 2.57-2.58, 2.81
	<b>2.3 – Business Continuity &amp; Disaster Recovery</b>	Business Continuity & Disaster Recovery
	Business Impact Analysis	Annual Report & Accounts 2024, Report 1, pages 1.57-1.64; Report 2, page 2.59



	Principles	Our response and where to find it
<b>2.4 – Insurance</b>	Insurance	Intertek maintains appropriate insurance coverage to ensure the protection of the business and its assets, in addition to covering all legal insurance requirements.
<b>Compliance</b>		
<b>4.1 – Ethics &amp; Integrity</b>	Compliance Programme	Annual Report & Accounts 2024, Report 2, pages 2.56-2.59 <a href="#">Code of Ethics</a>
	Anti-Bribery Policy	<a href="#">Intertek Anti-Bribery Policy</a>
	Gifts and Hospitality Policy	<a href="#">Code of Ethics</a>
	Charitable Donations Policy	<a href="#">Code of Ethics</a>
	Lobbying & Political Donations Policy	See TSA 8.8 – Lobbying & Political Contributions
	Senior Management Accountability & Ownership	Annual Report & Accounts 2024, Report 2, pages 2.56-2.59
	Compliance Monitoring	Annual Report & Accounts 2024, Report 2, pages 2.56-2.59
	Procurement Compliance Policies	<a href="#">Sustainable Procurement policy</a>
	Marketing & Ethical Advertising	Annual Report & Accounts 2024, Report 2, pages 2.09-2.10
	Responsible Business Model	Annual Report & Accounts 2024, Report 1, pages 1.18-1.29; Report 2, pages 2.27, 2.56-2.59 <a href="#">Sustainable Procurement policy</a>
	Voluntary Commitments Monitoring	Annual Report & Accounts 2024, Report 2, pages 2.38-2.55
<b>4.2 – Regulation Monitoring</b>	Compliance with Laws & Regulations	Annual Report & Accounts 2024, Report 2, pages 2.56-2.59
<b>4.3 – Contract Management</b>	Ethical Business Relationships	Annual Report & Accounts 2024, Report 2, pages 2.56-2.59
<b>4.4 – Verification</b>	Compliance Programme Verification	Annual Report & Accounts 2024, Report 2, pages 2.56-2.59
<b>Financial</b>		
<b>9.1 – Financial Planning &amp; Analysis</b>	Long Term Strategic Planning & Alignment	Annual Report & Accounts 2024, Report 1, pages 1.18-1.27, 1.57-1.64

	Principles	Our response and where to find it
	Annual Budget Management & Control	Annual Report & Accounts 2024, Report 2, page 2.73
	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.
<b>9.2 – Treasury</b>	Funding Management and Liquidity Management and Control	Annual Report & Accounts 2024, Report 1, pages 1.34-1.39
	Counterparty Risk and Security of Assets	Annual Report & Accounts 2024, Report 1, pages 1.34-1.39
	Short-Term Investments	Annual Report & Accounts 2024, Report 1, pages 1.34-1.39
	Trading	Annual Report & Accounts 2024, Report 1, pages 1.34-1.39
	Foreign Exchange	Annual Report & Accounts 2024, Report 1, pages 1.34-1.39
<b>9.3 – Capital Allocation Management &amp; Control</b>	Strategic Alignment	Annual Report & Accounts 2024, Report 1, pages 1.34-1.39
	Management & Control	Annual Report & Accounts 2024, Report 1, pages 1.34-1.39
	Sustainable Investment	Annual Report & Accounts 2024, Report 1, pages 1.34-1.39
<b>9.4 – Internal Controls &amp; Financial Audit Function</b>	Internal Management & Control	Annual Report & Accounts 2024, Report 2, page 2.81
	Internal Financial Audit	Annual Report & Accounts 2024, Report 2, page 2.91
	Procurement Management & Control	Annual Report & Accounts 2024, Report 2, page 2.58
	Tax Policies and Controls	<a href="#">Intertek Group Tax Strategy</a>
<b>9.5 – Audited Financial Results</b>	Financial Accounting/Annual Report	<a href="#">Annual Report &amp; Accounts 2024</a>



Principles		Our response and where to find it
Financial Regulatory Reporting Disclosure		<a href="#">Annual Report &amp; Accounts 2024</a> <a href="#">Financials &amp; Regulated Information</a>
<b>Environment</b>		
<b>5.1 – Climate Change</b>	Emissions	Annual Report & Accounts 2024, Report 2, pages 2.07-2.08, 2.38-2.45 <a href="#">ESG Databook</a>
	Air Pollution	Annual Report & Accounts 2024, Report 2, pages 2.38-2.45 <a href="#">ESG Databook</a>
	Renewable Energy	Annual Report & Accounts 2024, Report 2, pages 2.38-2.42 <a href="#">ESG Databook</a>
	Deforestation	Not considered material to our business at this time. However, we assess, eliminate 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.
<b>5.2– Resources</b>	Energy Conservation	Annual Report & Accounts 2024, Report 2, pages 2.38-2.45 <a href="#">Environmental and Climate Change policy</a>
	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 consumption and will build on this in future reports. <a href="#">ESG Databook</a>
	Sustainable Procurement	Annual Report & Accounts 2024, Report 2, pages 2.39, 2.58

Principles		Our response and where to find it
	Land Management	<a href="#">Sustainable Procurement policy</a> , <a href="#">ESG Databook</a> Intertek has policies and procedures in place that seek to prevent adverse environmental impacts to property, including soil and 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.
<b>5.3 – Biodiversity</b>	Protect and Restore Ecosystem	Annual Report & Accounts 2024, Report 2, pages 2.46-2.48 <b>Note:</b> We take a proactive approach and conduct environmental impact assessments on proposed development activities, as appropriate, to fully identify and mitigate any potential risks.
<b>5.4 – Waste Management</b>	Waste Management	<a href="#">Environmental and Climate Change policy</a> , <a href="#">ESG Databook</a>
	Wastewater Management	We seek to minimise/eliminate water effluent and effluent pollution. Policies and procedures support meeting or exceeding regulatory requirements in the jurisdiction of our operations.
<b>5.5 – Regulatory</b>	Environmental Compliance	Annual Report & Accounts 2024, Report 2, pages 2.56-2.58
<b>Enterprise Security</b>		
<b>3.1 – Intellectual Property</b>	Intellectual Property (IP) Assets Management & Control	Annual Report & Accounts 2024, Report 2, page 2.59
<b>3.2 – Data Protection &amp; Privacy</b>	Data Protection	Annual Report & Accounts 2024, Report 2, page 2.59
	Privacy	Annual Report & Accounts 2024, Report 2, page 2.59
	Risk Identification and Asset Management	Annual Report & Accounts 2024, Report 2, page 2.59



	Principles	Our response and where to find it
<b>3.3 – Cyber Risk Management and Controls</b>	Incident Management (Planning, Detecting, Responding & Recovering)	Annual Report & Accounts 2024, Report 2, page 2.59
	Employee Engagement	Annual Report & Accounts 2024, Report 2, page 2.59
<b>3.4 – Physical Asset Security</b>	Identity Management, Authentication and Access Control	Annual Report & Accounts 2024, Report 2, page 2.59
	Physical Assets	Annual Report & Accounts 2024, Report 2, page 2.59
	High Value Assets	Annual Report & Accounts 2024, Report 2, page 2.59
<b>3.5 – Employee Security</b>	Employee Security	Annual Report & Accounts 2024, Report 2, page 2.59
<b>3.6 – Supply Chain Security</b>	Supply Chain Security	Annual Report & Accounts 2024, Report 2, page 2.59
<b>Communications &amp; Disclosures</b>		
<b>10.1 – Strategic Communications &amp; Disclosures</b>	Corporate Strategy Communication	Annual Report & Accounts 2024, Report 1, pages 1.10-1.12
	Strategic Metrics & KPIs	Annual Report & Accounts 2024, Report 1, pages 1.30-1.33
	Strategic Direction	Annual Report & Accounts 2024, Report 2, pages 2.01-2.12
<b>10.2 – Sustainability Communications &amp; Disclosures</b>	Sustainability Strategy	Annual Report & Accounts 2024, Report 2, pages 2.01-2.12
	Sustainability Metrics and KPIs	Annual Report & Accounts 2024, Report 1, pages 1.32-1.33
<b>10.3 – Governance Communications &amp; Disclosures</b>	Governance Regulatory Compliance Reporting	Annual Report & Accounts 2024, Report 2, page 2.61
	Communication with Stakeholders	Annual Report & Accounts 2024, Report 1, pages 1.26-27; Report 2, pages 2.72-2.77
	Communication of Risks	See <a href="#">Risk Management</a>
	Transparency of Supervisory Boards	Not applicable

	Principles	Our response and where to find it
	Diversity Reporting	Annual Report & Accounts 2024, Report 2, pages 2.22-2.26, 2.61, 2.85 <a href="#">ESG Databook</a>
<b>10.4 – Financial Communications &amp; Disclosures</b>	Financial Communication	See TSA 9 – Financial
<b>10.5 – Internal Communications &amp; Disclosures</b>	Internal Dissemination of Information	Annual Report & Accounts 2024, Report 2, pages 2.12-2.26, 2.75
	Anonymous Hotline & Whistleblower System	Annual Report & Accounts 2024, Report 2, page 2.58 <a href="#">Intertek Compliance Hotline</a>
	Health & Safety Communications	Annual Report & Accounts 2024, Report 2, pages 2.13-2.14
<b>10.6 – Regulatory Disclosures</b>	Regulatory Disclosures	<a href="#">Financials &amp; Regulated Information</a>
<b>10.7 – External Disclosures</b>	Products, Services, Organisational and Personnel	See <a href="#">our website</a>
	Media Handling	Our Corporate Communications team looks 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.  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.
	Social Media Handling	See Media Handling above





# Intertek GRI Content Index

<b>Statement of use</b>	Intertek Group plc has reported the information cited in this GRI content index for the period 1 January 2024 to 31 December 2024 with reference to the GRI Standards.
<b>GRI 1 used</b>	GRI 1: Foundation 2021

GRI Standard	Disclosure	Location / additional information
GRI 2: General Disclosures 2021		
	2-1 Organizational details	Intertek Group plc, headquartered in London, UK, is a publicly listed company on the London Stock Exchange. Registered office address and registration number can be found in our Annual Report & Accounts 2024, Report 3, page 3.67.  For our countries of operation, see Annual Report & Accounts 2024, Report 1, page 1.24, or <a href="#">visit our website</a> .
	2-2 Entities included in the organization's sustainability reporting	Annual Report & Accounts 2024, Report 3, pages 3.41-3.50
	2-3 Reporting period, frequency and contact point	Sustainability and financial reporting period from 1 January 2024 to 31 December 2024. Annually. Last published in March 2025. Head of Sustainability: <a href="mailto:info@intertek.com">info@intertek.com</a> <b>Note:</b> our annual environmental reporting cycle ran from 1 October 2023 to 30 September 2024.
	2-4 Restatements of information	See <a href="#">ESG Databook</a> footnotes. <b>Note:</b> there were no other restatements for the information published in March 2025.
	2-5 External assurance	Annual Report & Accounts 2024, Report 1, pages 1.74-1.75
	2-6 Activities, value chain and other business relationships	Annual Report & Accounts 2024, Report 1, pages 1.18-1.27
	2-7 Employees	<a href="#">ESG Databook</a> <b>Note:</b> figures represent total head count on 31 December 2024. Gender and regional breakdowns are only given for total head count.
	2-9 Governance structure and composition	See TSA 8.1 – Board/Independent Oversight

GRI Standard	Disclosure	Location / additional information
	2-10 Nomination and selection of the highest governance body	Annual Report & Accounts 2024, Report 2, pages 2.78-2.80
	2-11 Chair of the highest governance body	See TSA 8.1 – Board/Independent Oversight
	2-12 Role of the highest governance body in overseeing the management of impacts	Annual Report & Accounts 2024, Report 2, pages 2.72-2.77
	2-13 Delegation of responsibility for managing impacts	Annual Report & Accounts 2024, Report 2, pages 2.72-2.77
	2-14 Role of the highest governance body in sustainability reporting	Annual Report & Accounts 2024, Report 2, page 2.63
	2-15 Conflicts of interest	Annual Report & Accounts 2024, Report 2, page 2.71
	2-16 Communication of critical concerns	Annual Report & Accounts 2024, Report 2, pages 2.58 and 2.74
	2-17 Collective knowledge of the highest governance body	Annual Report & Accounts 2024, Report 2, pages 2.72-2.77, 2.80
	2-18 Evaluation of the performance of the highest governance body	Annual Report & Accounts 2024, Report 2, pages 2.78-2.80
	2-19 Remuneration policies	Annual Report & Accounts 2024, Report 2, pages 2.94-2.101
	2-20 Process to determine remuneration	Annual Report & Accounts 2024, Report 2, pages 2.94-2.101
	2-21 Annual total compensation ratio	Annual Report & Accounts 2024, Report 2, page 2.125 <b>Note:</b> data by country not available.



GRI Standard	Disclosure	Location / additional information
	2-22 Statement on sustainable development strategy	Annual Report & Accounts 2024, Report 2, pages 2.01-2.06
	2-23 Policy commitments	Annual Report & Accounts 2024, Report 2, pages 2.56-2.59 Read our <a href="#">responsible business policies</a> .
	2-24 Embedding policy commitments	Annual Report & Accounts 2024, Report 2, pages 2.56-2.59
	2-25 Processes to remediate negative impacts	Annual Report & Accounts 2024, Report 2, pages 2.58 and 2.92 <a href="#">Code of Ethics</a>
	2-26 Mechanisms for seeking advice and raising concerns	Annual Report & Accounts 2024, Report 2, pages 2.57-2.58 <a href="#">Code of Ethics</a>
	2-27 Compliance with laws and regulations	Annual Report & Accounts 2024, Report 2, pages 2.56-2.59
	2-28 Membership associations	At Group level, Intertek is a member of the TIC Council. <b>Note:</b> at a country- and business line-level we have memberships with a number of trade associations around the world that are composed of diverse groups of stakeholders that inform and advocate for effective solutions that protect the public, facilitate trade and support innovation.
	2-29 Approach to stakeholder engagement	See TSA 8.2 – Stakeholder Engagement
	2-30 Collective bargaining agreements	Annual Report & Accounts 2024, Report 2, page 2.56 <a href="#">ESG Databook</a>
<b>GRI 3: Material Topics 2021</b>		
	3-1 Process to determine material topics	Annual Report & Accounts 2024, Report 2, pages 2.07-2.08
	3-2 List of material topics	Annual Report & Accounts 2024, Report 2, pages 2.07-2.08
	3-3 Management of material topics	Annual Report & Accounts 2024, Report 2, pages 2.13-2.59

GRI Standard	Disclosure	Location / additional information
<b>GRI 201: Economic Performance 2016</b>		
	201-1 Direct economic value generated and distributed	Annual Report & Accounts 2024, Report 3, pages 3.01-3.03 <b>Note:</b> 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 2024, Report 1, pages 1.65-1.73
	201-3 Defined benefit plan obligations and other retirement plans	Annual Report & Accounts 2024, Report 3, pages 3.35-3.38 <b>Note:</b> 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 2024, Report 3, pages 3.07, 3.12 and 3.16 <b>Note:</b> this information is not broken down by country.
<b>GRI 202: Market Presence 2016</b>		
	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Intertek complies 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 2024, Report 2, page 2.26
<b>GRI 203: Indirect economic impacts</b>		
	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 2024, Report 1, pages 1.26-1.29; Report 2, pages 2.49-2.55



GRI Standard	Disclosure	Location / additional information
<b>GRI 204: Procurement practices</b>		
	204-1 Proportion of spending on local suppliers	Annual Report & Accounts 2024, Report 2, page 2.58
<b>GRI 205: Anti-corruption</b>		
	205-1 Operations assessed for risks related to corruption	Annual Report & Accounts 2024, Report 1, pages 1.57-1.64; Report 2, pages 2.57-2.58
	205-2 Communication and training about anti-corruption policies and procedures	Annual Report & Accounts 2024, Report 2, pages 2.57-2.58
	205-3 Confirmed incidents of corruption and actions taken	Annual Report & Accounts 2024, Report 2, page 2.58 <a href="#">ESG Databook</a>
<b>GRI 206: Anti-competitive behavior</b>		
	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Annual Report & Accounts 2024, Report 2, page 2.58
<b>GRI 207: Tax 2019</b>		
	207-1 Approach to tax	<a href="#">Intertek Group Tax Strategy</a>
	207-2 Tax governance, control and risk management	<a href="#">Intertek Group Tax Strategy</a>
	207-3 Stakeholder engagement and management of concerns related to tax	<a href="#">Intertek Group Tax Strategy</a>
<b>GRI 302: Energy 2016</b>		
	302-1 Energy consumption within the organization	Annual Report & Accounts 2024, Report 2, page 2.41 <a href="#">ESG Databook</a>
	302-2 Energy consumption outside of the organization	Annual Report & Accounts 2024, Report 2, page 2.41
<b>GRI 303: Water and Effluents 2018</b>		
	303-5 Water consumption	<a href="#">ESG Databook</a>

GRI Standard	Disclosure	Location / additional information
<b>GRI 305: Emissions 2016</b>		
	305-1 Direct (Scope 1) GHG emissions	Annual Report & Accounts 2024, Report 2, page 2.41
	305-2 Energy indirect (Scope 2) GHG emissions	Annual Report & Accounts 2024, Report 2, page 2.41
	305-3 Other indirect (Scope 3) GHG emissions	Annual Report & Accounts 2024, Report 2, page 2.41
	305-4 GHG emissions intensity	<a href="#">ESG Databook</a>
	305-5 Reduction of GHG emissions	Annual Report & Accounts 2024, Report 2, pages 2.38-2.41
<b>GRI 308: Supplier Environmental Assessment 2016</b>		
	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 2024, Report 2, page 2.58
<b>GRI 401: Employment 2016</b>		
	401-1 New employee hires and employee turnover	<a href="#">ESG Databook</a> <b>Note:</b> 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 2024, Report 2, pages 2.17-2.21 <b>Note:</b> list of benefits is not reported.



GRI Standard	Disclosure	Location / additional information
	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. <b>Note:</b> number of employees taking parental leave is not available.
<b>GRI 402: Labor/ Management relations 2016</b>		
	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.
<b>GRI 403: Occupational health &amp; safety 2018</b>		
	403-1 Occupational health & safety management system	Annual Report & Accounts 2024, Report 2, pages 2.13-2.14
	403-2 Hazard identification, risk assessment, and incident investigation	Annual Report & Accounts 2024, Report 2, pages 2.13-2.14
	403-3 Occupational health services	Annual Report & Accounts 2024, Report 2, pages 2.13-2.14
	403-4 Worker participation, consultation, and communication on occupational health & safety	Annual Report & Accounts 2024, Report 2, pages 2.13-2.14
	403-5 Worker training on occupational health & safety	Annual Report & Accounts 2024, Report 2, pages 2.13-2.14
	403-6 Promotion of worker health	Annual Report & Accounts 2024, Report 2, pages 2.13-2.14
	403-7 Prevention and mitigation of occupational health & safety impacts	Annual Report & Accounts 2024, Report 2, pages 2.13-2.14

GRI Standard	Disclosure	Location / additional information
	directly linked by business relationships	
	403-8 Workers covered by an occupational health & safety management system	Annual Report & Accounts 2024, Report 2, pages 2.13-2.14
	403-9 Work-related injuries	Annual Report & Accounts 2024, Report 2, pages 2.13-2.14 <a href="#">ESG Databook</a>
	403-10 Work-related ill health	Annual Report & Accounts 2024, Report 2, pages 2.13-2.14
<b>GRI 404: Training and education 2016</b>		
	404-1 Average hours of training per year per employee	<a href="#">ESG Databook</a> <b>Note:</b> training hours are not broken down per employee by gender or employee category.
	404-2 Programs for upgrading employee skills and transition assistance programs	Annual Report & Accounts 2024, Report 2, pages 2.13-2.21
	404-3 Percentage of employees receiving regular performance and career development reviews	<a href="#">ESG Databook</a>
<b>GRI 405: Diversity and Equal Opportunity 2016</b>		
	405-1 Diversity of governance bodies and employees	Board gender, age and ethnicity diversity is disclosed in: <ul style="list-style-type: none"> <li>Annual Report &amp; Accounts 2024, Report 2, pages 2.61 and 2.85</li> <li><a href="#">ESG Databook</a></li> </ul> Employee gender and age diversity is disclosed in: <ul style="list-style-type: none"> <li>Annual Report &amp; Accounts 2024, Report 2, pages 2.23-2.26</li> <li><a href="#">ESG Databook</a></li> </ul> <b>Note:</b> 405-1 b iii not available



GRI Standard	Disclosure	Location / additional information
	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 <a href="#">website</a> .
<b>GRI 406: Non-discrimination 2016</b>		
	406-1 Incidents of discrimination and corrective actions taken	Annual Report & Accounts 2024, Report 2, page 2.58 <a href="#">ESG Databook</a>
<b>GRI 407: Freedom of Association and Collective Bargaining 2016</b>		
	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. <b>Note:</b> information for suppliers not available.
<b>GRI 408: Child Labor 2016</b>		
	408-1 Operations and suppliers at significant risk for incidents of child labor	Annual Report & Accounts 2024, Report 2, page 2.56 <a href="#">Labour and Human Rights policy</a>
<b>GRI 409: Forced or Compulsory Labor 2016</b>		
	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Annual Report & Accounts 2024, Report 2, page 2.56 <a href="#">Labour and Human Rights policy</a>
<b>GRI 411: Rights of Indigenous Peoples 2016</b>		
	411-1 Incidents of violations involving rights of indigenous peoples	Annual Report & Accounts 2024, Report 2, page 2.58 <a href="#">ESG Databook</a>
<b>GRI 413: Local Communities 2016</b>		
	413-1 Operations with local community engagement, impact assessments, and development programs	Annual Report & Accounts 2024, Report 2, pages 2.49-2.55 <a href="#">ESG Databook</a>

GRI Standard	Disclosure	Location / additional information
	413-2 Operations with significant actual and potential negative impacts on local communities	Annual Report & Accounts 2024, Report 2, pages 2.49-2.55 <a href="#">Modern Slavery Act Statement</a>
<b>GRI 414: Supplier Social Assessment 2016</b>		
	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.
<b>GRI 415: Public Policy 2016</b>		
	415-01 Political contributions	Annual Report & Accounts 2024, Report 2, page 2.130
<b>GRI 418: Customer Privacy 2016</b>		
	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	<a href="#">ESG Databook</a>



# 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
<b>Data Security</b>			<b>Professional Integrity</b>		
SV-PS-230a.1	Description of approach to identifying and addressing data security risks	Annual Report & Accounts 2024, Report 2, page 2.59	SV-PS-330a.3	Employee engagement as a percentage	Annual Report & Accounts 2024, Report 2, page 2.15 <a href="#">ESG Databook</a>
SV-PS-230a.2	Description of policies and practices relating to collection, usage, and retention of customer information	Annual Report & Accounts 2024, Report 2, page 2.59	SV-PS-510a.1	Description of approach to ensuring professional integrity	Annual Report & Accounts 2024, Report 2, pages 2.56-2.59
SV-PS-230a.3	(1) Number of data breaches, (2) percentage that (a) involve customers' confidential business information and (b) are personal data breaches and (3) number of (a) customers and (b) individuals affected	<a href="#">ESG Databook</a>	SV-PS-510a.2	Total amount of monetary losses as a result of legal proceedings associated with professional integrity	Annual Report & Accounts 2024, Report 2, page 2.58
<b>Workforce Diversity &amp; Engagement</b>			<b>Activity Metric</b>		
SV-PS-330a.1 P	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, and (c) all other employees	Annual Report & Accounts 2024, Report 2, pages 2.22-2.26 <a href="#">ESG Databook</a> <b>Note:</b> other than gender diversity, our metrics are not broken down by seniority level.	SV-PS-000.A	Number of employees by: (1) full-time and part-time, (2) temporary, and (3) contract type	<a href="#">ESG Databook</a> <b>Note:</b> splits for temporary and 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-330a.2	(1) Voluntary and (2) involuntary turnover rate for employees	Annual Report & Accounts 2024, Report 2, page 2.15 <a href="#">ESG Databook</a> <b>Note:</b> involuntary turnover rate is collected internally; however, the definition differs to that set out in the requirements. Development of our global HR data is under review, and we will consider reporting on this in the future.	SV-PS-000.B	Employee hours worked, percentage billable	For the year ending 31 December 2024: Total hours worked: 50,040,697 Percentage billable: 83.7% (Based on direct operational headcount employees delivering Assurance and Inspection services. Not applicable for Testing and Certification teams).

# ESG Databook



## People and Culture

	2024	2023	2022	Target
<b>Operational Health and Safety</b>				
Total Recordable Incident Rate ('TRIR') (Occurrences per 200,000 hours worked)	<b>0.42</b>	0.51	0.44	<b>&lt;0.5</b>
TRIR reduced (As a % against a 2017 baseline)	<b>40</b>	27	37	
Number of recordable incidents (Lost Time Incidents and Medical Treatment Incidents and Fatalities)	<b>189</b>	223	189	
Number of hazard observations (Identifying and reporting of unsafe conditions that may endanger people, equipment or the environment)	<b>30,307</b>	25,847	20,992	
Number of near misses (An undesired event, which was avoided by circumstance, and did not result in injury or loss)	<b>2,572</b>	2,912	3,328	
<b>Talent attraction and retention</b>				
Intertek ATIC Engagement Index As score out of 100	<b>91</b>	87	80	<b>90</b>
Employee voluntary turnover % of permanent employees	<b>11.2</b>	12.3	14.0	<b>&lt;15</b>
Total number of new employee hires # of employees hired between 1 January and 31 December (excludes internal promotions)	<b>8,707</b>	8,423 <sup>1</sup>	8,892	
New hires (female) % of each category	<b>32.3</b>	31.7	35.7	
New hires (male) % of each category	<b>67.7</b>	68.3	64.2	
Employees by tenure – 0 to 5 years' service % of people by length of service	<b>58.4</b>	60.6	61.5	
Employees by tenure – 6 to 10 years' service % of people by length of service	<b>18.9</b>	17.9	18	
Employees by tenure – 11 to 20 years' service % of people by length of service	<b>16.7</b>	15.9	15.5	
Employees by tenure – Over 20 years' service % of people by length of service	<b>6.0</b>	5.5	4.9	

1. The 2023 figure has been adjusted to include the 1,249 people who both joined and left that year.

	2024	2023	2022	Target
<b>Learning and development</b>				
Total learning and development hours	<b>681,159</b>	727,060	671,781	
# of hours completed through our learning management systems and other programmes <sup>1</sup>				
Performance reviews As a % of employees offered, as a minimum, yearly discussions on growth and development	<b>100</b>	100	100	
<b>Inclusion, diversity, and equality</b>				
Number of employees	<b>45,000</b>	43,908	43,597	
Employees by gender (female) (% of people by gender)	<b>35</b>	35	35	
Employees by gender (male) (% of people by gender)	<b>65</b>	65	65	
Employee by region – Americas (# of people)	<b>11,685</b>	11,523	11,187	
Employees by region – Americas (female) (# of people by region and gender)	<b>3,374</b>	3,226	3,177	
Employees by region – Americas (male) (# of people by region and gender)	<b>8,311</b>	8,297	8,070	
Employees by region – EMEA (Inc. Central) (# of people)	<b>11,682</b>	11,490	11,431	
Employees by region – EMEA (Inc. Central) (female) (# of people by region and gender)	<b>3,744</b>	3,562	3,404	
Employees by region – EMEA (Inc. Central) (male) (# of people by region and gender)	<b>7,938</b>	7,928	8,027	
Employees by region – Asia (# of people)	<b>21,633</b>	20,895	20,979	
Employees by region – Asia (female) (# of people by region and gender)	<b>8,853</b>	8,567	8,719	
Employees by region – Asia (male) (# of people by region and gender)	<b>12,780</b>	12,328	12,260	



	2024	2023	2022	Target
<b>Inclusion, diversity, and equality cont.</b>				
Employees by age – Under 29 years old (% of people by ranges of age)	23.5	23.8 <sup>1</sup>	24.6	
Employees by age – Between 30 and 39 years old (% of people by ranges of age)	34.0	34.3 <sup>1</sup>	35.5	
Employees by age – Between 40 and 49 years old (% of people by ranges of age)	24.0	23.6 <sup>1</sup>	22.4	
Employees by age – Between 50 and 59 years old (% of people by ranges of age)	12.5	12.5 <sup>1</sup>	12.1	
Employees by age – 60 and over 60 years old (% of people by ranges of age)	5.9	5.8 <sup>1</sup>	5.4	
Employees by employment type – Full-time (% of people by employment type)	94.9	95.0 <sup>1</sup>	93.7	
Employees by employment type – Part-time (% of people by employment type)	5.1	5.0 <sup>1</sup>	6.3	
Intertek Group plc senior management <sup>2</sup> by gender – Female (% of people by gender)	26.3	23.6	20.8	30% by 2025
Intertek Group plc senior management by gender – Male (% of people by gender)	73.7	76.4	79.2	
Top 10 countries of origin – senior management				
UK	18	17	17	
US	14	16	19	
India	11	11	10	
China	7	6	4	
Australia	6	7	8	
Hong Kong	5	5	4	
France	4	4	3	
Brazil	4	2	1	
Canada	3	1	3	
Mexico	2	4	3	
Intertek Group plc senior management nationalities (# of nationalities)	41	45	46	

	2024	2023	2022	Target
<b>Inclusion, diversity, and equality cont.</b>				
Intertek Group plc Board of Directors - Female (# of people by gender)	4	5	4	
Intertek Group plc Board of Directors - Male (# of people by gender)	7	7	7	
Intertek Group plc Board of Directors by age group – Between 40-49 years old (% of people by ranges of age)	0	8	18	
Intertek Group plc Board of Directors by age group – Between 50-59 years old (% of people by ranges of age)	27	17	0	
Intertek Group plc Board of Directors by age group – 60 and over 60 years old (% of people by ranges of age)	73	75	82	
Intertek Group plc Board of Directors by ethnicity – White (# of people by ethnicity)	8	9	9	
Intertek Group plc Board of Directors by ethnicity – Asian (# of people by ethnicity)	3	3	2	

**Working with our Customers**

<b>Customer relationship management</b>				
Average number of NPS interviews per month <sup>3</sup>	6,036	5,684	5,463	>=6,000

<b>Management certifications</b>				
ISO 9001 certification rate (# of sites belonging to certified entities)	288	262	282 <sup>4</sup>	
ISO 14001 and/or ISO 45001 certification rate (# of sites belonging to certified entities)	129	98	112	

1. Figures for 2023 have been corrected (2022 figures duplicated in last year's document).
2. Senior management is defined as Group Executive Committee and their direct reports as of 31 October each year.
3. Data points for 2022 and 2023 have been adjusted to reflect the exact averages (previously rounded).
4. Figure corrected from 286 to 282.





Environment				
	2024	2023	2022	Base year 2019
<b>Global energy use by source<sup>1</sup></b>				
Standard electricity, heat and steam (MWh)	113,469	171,241	224,347	263,676
Renewable electricity <sup>2</sup> (MWh)	151,700	88,716	42,979	Not reported
Mobile combustion <sup>3</sup> (MWh)	137,679	139,715	131,229	Not reported
Stationary combustion <sup>4</sup> (MWh)	113,714	122,020	115,037	69,871
Total energy use <sup>5</sup> (MWh)	516,562	521,692	513,592	333,547
Percentage of total energy use from renewable sources (%)	29.4	17.0	8.4	Not reported
<b>Waste management<sup>6</sup></b>				
Total waste (metric tonnes)	5,442	3,453	4,962	Not reported
Waste recycled/reused (metric tonnes)	843	527	446	Not reported
Waste landfilled (metric tonnes)	4,599	2,926	4,516	Not reported
<b>Water consumption<sup>8, 11</sup></b>				
Water consumption (megalitres)	866	Not reported		

- Energy use disclosures now include all energy sources from mobile and stationary combustion. 2022 was restated to allow for year-on-year comparison.
- Renewable electricity at site level is consumed from green tariffs, Energy Attribute Certificates and solar PV generation.
- Energy from the fleet.
- Gas and fuels used for heating and in testing.
- UK portion of total energy use was 4% (2023: 4%).
- Data covers 114 sites (2023: 133 sites) across the USA and Canada.
- Refer to our Basis of Reporting document for full details of scope. Available on our website at [intertek.com/about/our-responsibility](https://www.intertek.com/about/our-responsibility).
- Our annual environmental reporting cycle ran from 1 October 2023 to 30 September 2024.
- 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 emissions (Business Travel and Employee Commuting) in line with our science-based reduction targets.
- New data point. Data covers 262 sites across 48 countries. We will continue to improve in this area.

	2024	2023	2022	Base year 2019	Target 2030
<b>GHG emissions by source<sup>7,8</sup></b>					
Scope 1 emissions (CO <sub>2</sub> e tonnes)	57,986	61,168	58,821	64,709	50% reduction
Scope 2 emissions (market-based) (CO <sub>2</sub> e tonnes)	48,634	78,228	102,066	133,860	
Scope 3 emissions Business air travel (CO <sub>2</sub> e tonnes)	19,946	18,108	12,555	25,849	
Scope 3 emissions <sup>9</sup> Employee commuting (CO <sub>2</sub> e tonnes)	27,241	27,108	33,590	67,101	
Scope 3 emissions Energy-related activities not included in Scope 1 or Scope 2 (CO <sub>2</sub> e tonnes)	5,408	6,543	7,069	7,669	
Total CO <sub>2</sub> e emissions (market-based) (CO <sub>2</sub> e tonnes)	159,215	191,155	214,101	299,188	
Scope 2 emissions (location-based) (CO <sub>2</sub> e tonnes)	115,571	113,270	113,823	128,693	
Operational market-based emissions intensity (people) <sup>10</sup> (tCO <sub>2</sub> e emitted per employee)	3.5	4.2	4.9	6.5	
Operational market-based emissions intensity (revenue) on constant currency basis (tCO <sub>2</sub> e emitted per £m of revenue)	45.3	55.5	64.8	97.6	



<b>Communities</b>				
	2024	2023	2022	Target
<b>Positive impact on communities</b>				
Total community projects (# of projects)	245	159	100	
Empowerment projects Number of projects	50	54	51	
Education projects Number of projects	175	93	35	
Environmental projects Number of projects	20	12	14	
Number of volunteer hours (# hours volunteered)	17,299	10,415	13,710	

<b>Responsible Business practices</b>				
<b>Human rights</b>				
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 <sup>1</sup> related to human rights	0	0	0	
Percentage of employees trained on our human rights principles <sup>2, 3</sup> (As a % of eligible employees)	100.0	97.6	96.8	100
Collective bargaining <sup>3</sup> (As a % of employees)	31	29	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. The completion rate for 2024 has been rounded to the nearest 0.1%.

	2024	2023	2022	Target
<b>Public policy</b>				
Contributions to local, regional or national political campaigns/ organizations/candidates (in GBP)	0	0	0	
<b>Doing Business the Right Way Compliance and Integrity</b>				
Code of Ethics reports to helplines: total reports of non-compliance with the Code made to our hotline <sup>1</sup>	127	106	91	
Code of Ethics investigations: total number of substantiated reports that required remedial action	29	39	24	
Percentage of employees trained on the Code of Ethics <sup>2</sup> (% of eligible employees)	100.0	97.6	96.8	100
Number of confirmed incidents identified through our hotline where employees were disciplined or dismissed due to non-compliance with our anti-corruption policy	4	2	6	
<b>Sustainable procurement</b>				
Suppliers assessed for sustainability risks and invited to complete our Self-Assessment Questionnaire (# of suppliers)	395	302	302 <sup>4</sup>	
<b>Information security and data privacy</b>				
Number of complaints received from outside parties and substantiated by the organization (# of complaints reported through our centralised system <sup>1</sup> )	0	0	0	
Of these, substantiated complaints concerning breaches of data customer policy (# of complaints reported through our centralised system <sup>1</sup> )	0	0	0	
Completion rate of data protection and privacy e-learning (As a % of people invited to the e-learning)	85	78	79	

3. Employees that are represented by independent trade unions or employee representative bodies. The 2023 figure has been corrected from 28% to 29%.
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.