



# TOTAL QUALITY ASSURANCE

## BERNSTEIN STRATEGIC CONFERENCE

23 September 2020

# INTERTEK TOTAL QUALITY ASSURANCE SUPERIOR CUSTOMER SERVICE



## Assurance

Assurance ensures our customers identify and mitigate the intrinsic risk in their operations, supply chain and quality management systems

## Testing

Testing is evaluating how products and services meet and exceed quality, safety, sustainability and performance standards

## Inspection

Inspection is validating the specifications, value and safety of raw materials, products and assets

## Certification

Certification is certifying that products and services meet trusted standards

Helping corporations manage the complexity of their supply chains by taking a systemic risk-based approach to quality assurance

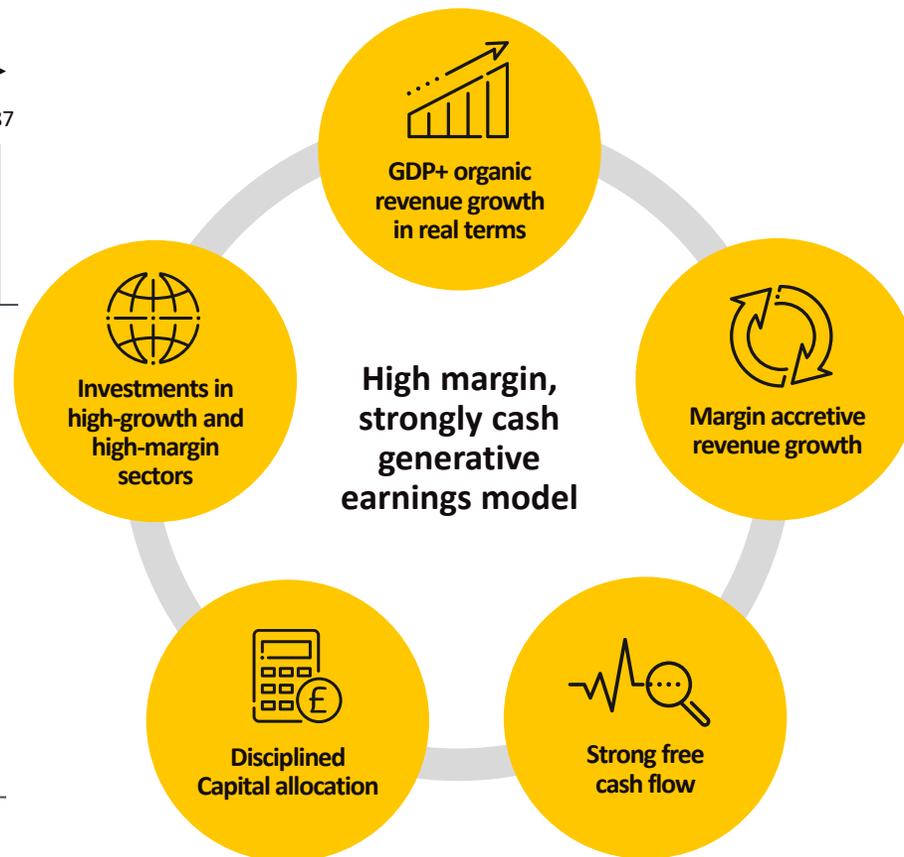
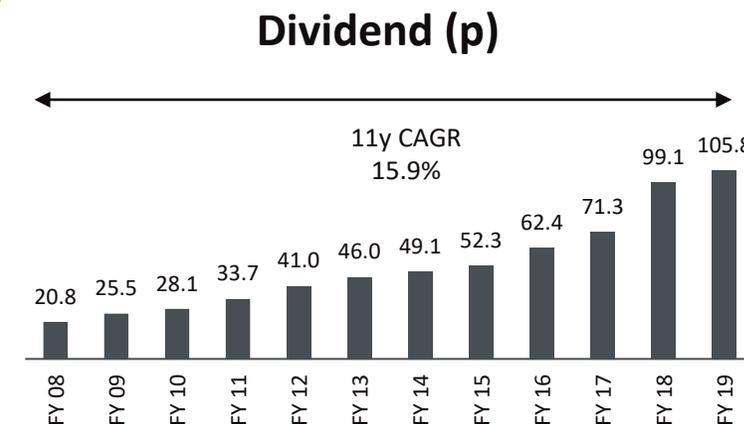
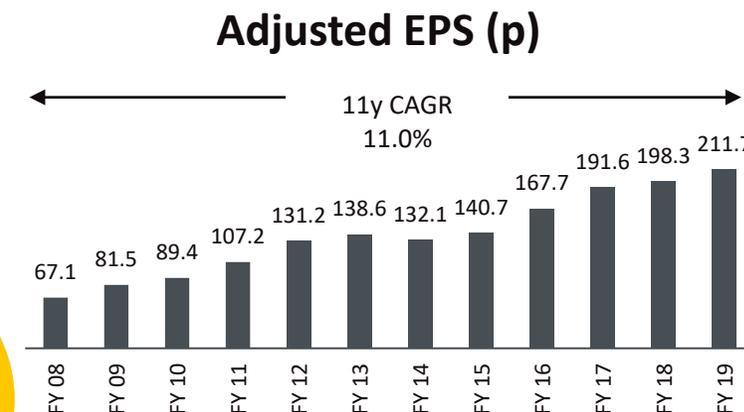
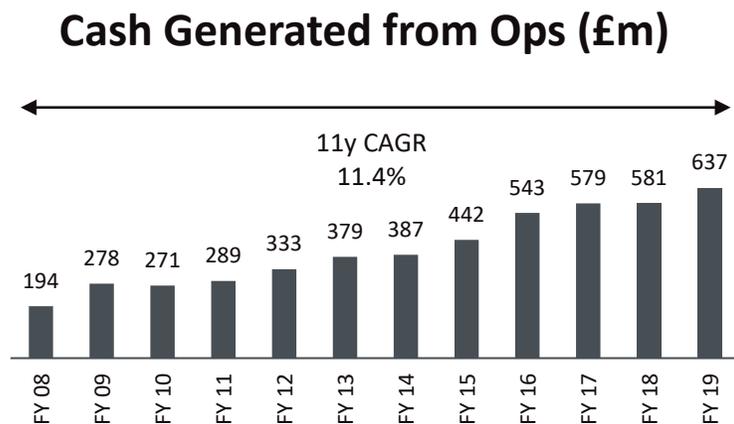
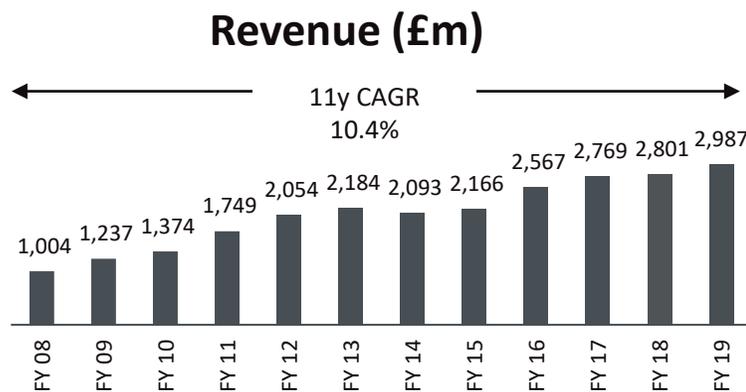
# INDUSTRY-LEADING, HIGHLY-SPECIALISED, CUSTOMER-CENTRIC TQA EXPERTS



OUR CUSTOMER PROMISE  
Total Quality Assurance  
expertise, delivered consistently  
with precision, pace and passion,  
enabling our customers to power  
ahead safely

SUPPORTING OUR CLIENTS 24/7

# TRACK RECORD OF VALUE CREATION WITH HIGH QUALITY EARNINGS MODEL



**INTERTEK RANKS 1<sup>st</sup> IN THE FTSE 100 IN ANNUAL DIVIDEND GROWTH 2003-19: 17% CAGR**

Note: 2019 Adjusted EPS and Cash Generated from Ops presented on an IAS 17 basis for comparability purposes

# SUPPORTING OUR CLIENTS THROUGH THE GLOBAL PANDEMIC



- **Uninterrupted Customer Service**
  - Supporting our clients' supply chain disruptions and operational challenges
  - Increased frequency of client communication
  - Maintained our operations 24/7
- **Rapidly Launching New Services**
  - Priority testing services for life-saving medical equipment
  - End-to-End PPE testing and certification
  - Express service for sanitisers and disinfectants
  - Support to the Pharma industry for Vaccine development
  - Cyber security audit related to home working conditions
- **Industry-Changing Innovations**
  - Remote Video Inspection and audit solutions - ensuring supply chain continuity
  - Protek - world's first industry agnostic end-to-end Health, Safety and Wellbeing ATIC programme



Relax & enjoy your meal...

This restaurant has been deep-cleaned to the highest standards for your safety and peace of mind.

[protek.com](http://protek.com)

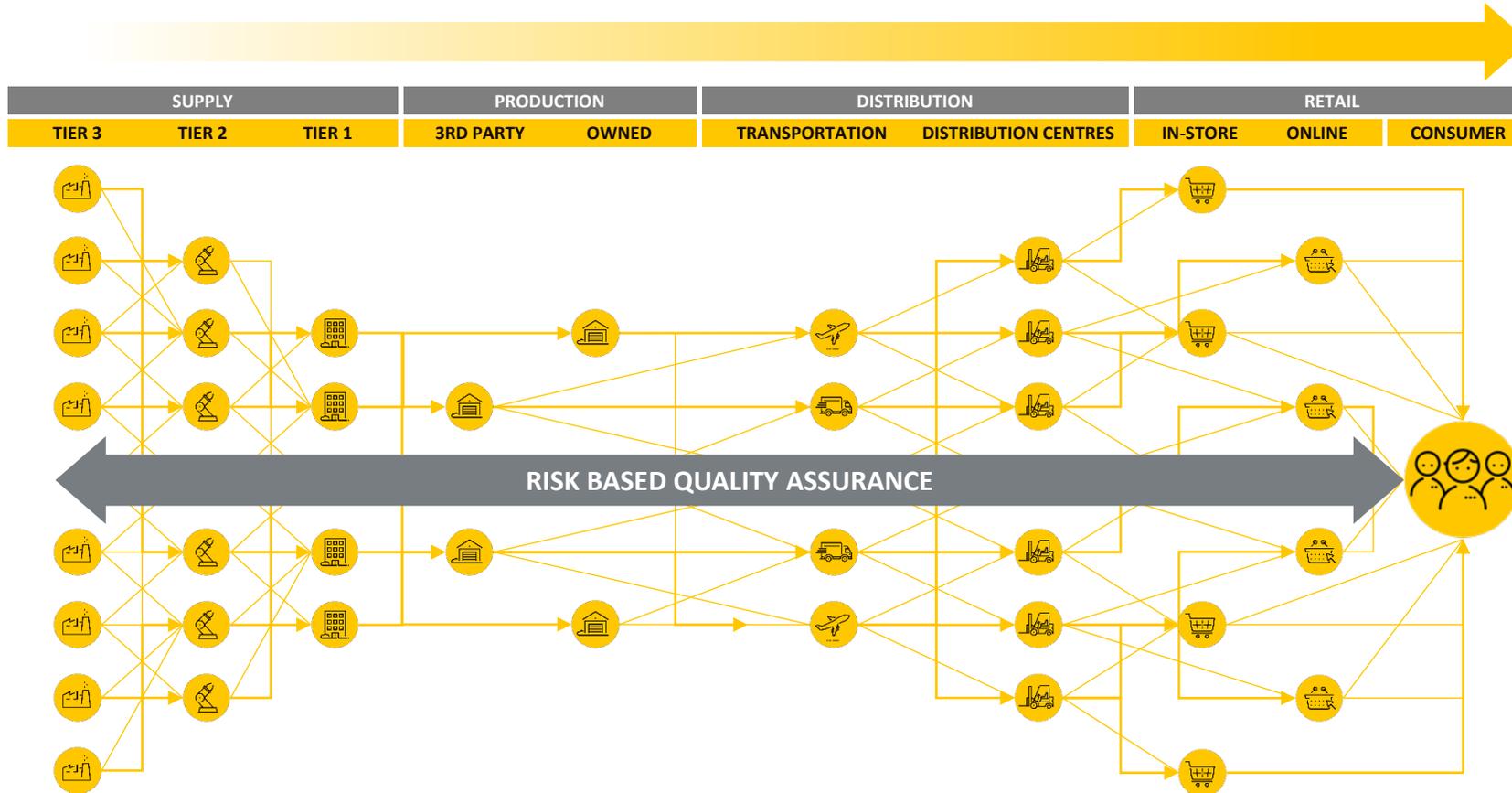


intertek  
**protek**  
Safety. Everywhere. Every day.

# MISSION CRITICAL ATIC SERVICES WILL BENEFIT FROM COVID-19 RECOVERY



## TESTING, INSPECTION & CERTIFICATION PROVIDES QUALITY & SAFETY CONTROLS



- Enabling our customers to identify and mitigate intrinsic risk in their operations, their supply and distribution chains and quality management systems



- Evaluating how our customers' products and services meet and exceed quality, safety, sustainability and performance standards



- Validating the specifications, value and safety of our customers' raw materials, products and assets



- Formally confirming that our customers' products and services meet all trusted external and internal standards

## ASSURANCE PROVIDES AN END-TO-END ASSESSMENT OF QUALITY & SAFETY PROCESSES



Investors Chronicle

31 July 2020

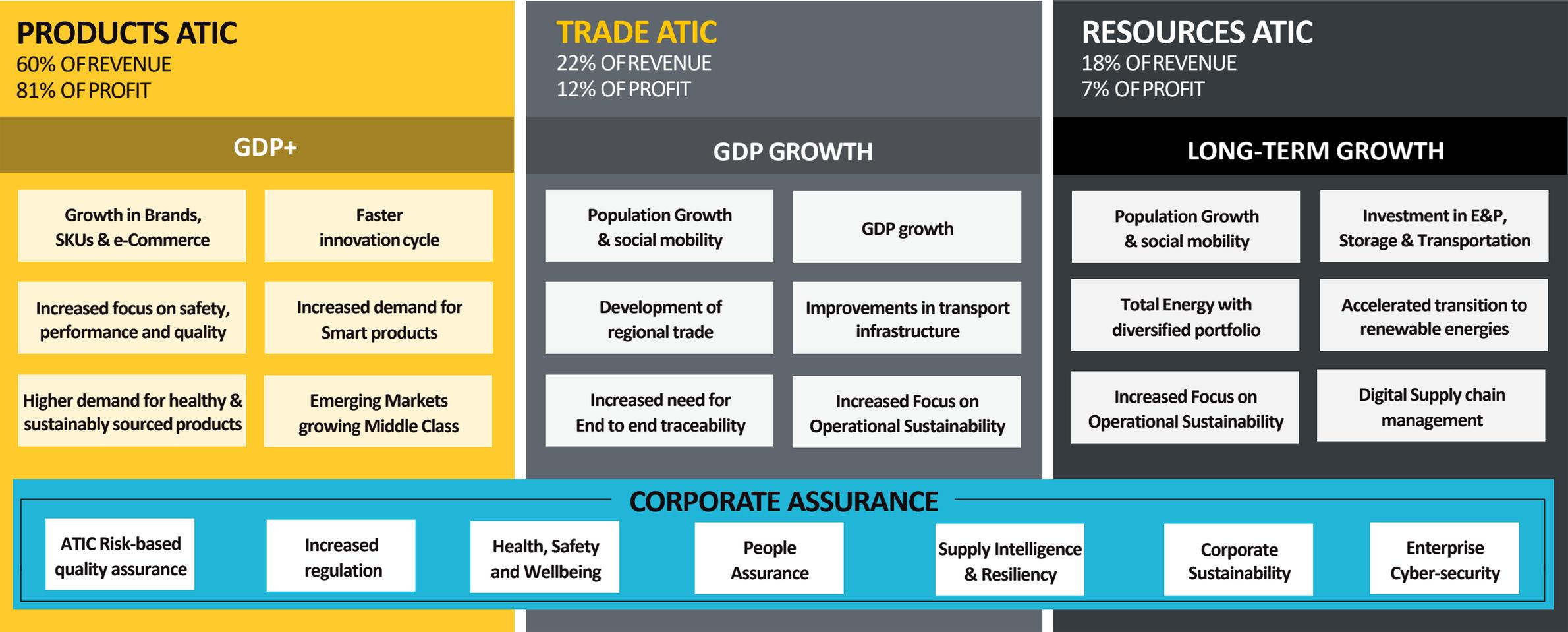
# INTERTEK EYES POST-COVID GROWTH



# THE WORLD WILL BE A BETTER AND SAFER PLACE POST COVID-19



# ATTRACTIVE QUALITY ASSURANCE STRUCTURAL GROWTH DRIVERS



GROWTH OUTLOOK: GDP+ ORGANIC REVENUE GROWTH IN REAL TERMS

# INTERTEK INNOVATIVE CUSTOMER SOLUTIONS POWERED BY INTERTEK TQA EXPERTS



46,000+ GLOBAL TQA EXPERTS, SUPPORTING OUR CLIENTS 24/7



OUR CUSTOMER PROMISE  
Total Quality Assurance  
expertise, delivered consistently  
with precision, pace and passion,  
enabling our customers to power  
ahead safely

INDUSTRY-LEADING EXPERTISE | CUSTOMER-CENTRIC | INNOVATION-LED

**intertek**

**Total Quality. Assured.**