

Eurofins Environment, Social and Governance Report 2020

Environment, Social and Governance Report 2020

1.1 Vision, Mission and Values

Our Vision

To be the Global Leader in Testing for Life.

Our Mission

To contribute to a safer and healthier world by providing our customers with innovative and high-quality laboratory, research and advisory services whilst creating opportunities for our employees and generating sustainable shareholder value.

Our Values

Customer Focus

- Delivering customer satisfaction by listening to and exceeding customer expectations;
- Adding value for our customers through our services;
- Seeking innovative solutions to help our customers achieve their goals.

Quality

- Delivering quality in all our work; providing accurate results on time;
- Using the best appropriate technology and methods;
- Seeking to improve or change our processes for the better.

Competence and Team Spirit

- Employing a team of talented and competent staff;
- Investing in training and creating good career opportunities;
- Recognising and encouraging outstanding performance.

Integrity

- Behaving ethically in all our business and financial activities;
- Demonstrating respect towards our customers and our staff;
- Operating responsible environmental policies.

A number of additional policies and recommendations spell out in more detail the behaviour expected from all Eurofins stakeholders to fulfil Eurofins' mission, values and commitments.

1.2 The Eurofins Group

Eurofins Scientific is a Group of independent life sciences companies which provide a unique range of analytical testing services to clients across multiple industries. Gilles Martin, our CEO, founded the company in 1987 alongside three other employees to market the SNIF-NMR® technology, a patented analytical method used to verify the origin and purity of several types of food and beverages and identify sophisticated fraud not detectable by other methods.

Today the Eurofins Group is a leading provider of analytical and testing services, with an international network of more than 900 independent companies in over 50 countries generally specialised by end client markets and operating more than 800 laboratories, with over 50,000 staff, a portfolio of over 200,000 analytical methods and more than 450 million tests performed each year to evaluate the safety, identity, composition, authenticity, origin, traceability, and purity of a wide range of products, as well as providing innovative clinical diagnostic testing services.

Eurofins is also one of the fastest growing listed European companies. Since its IPO on the French stock exchange in 1997, Eurofins' revenues have increased by 34% each year (in compound average) to over EUR 5.4 billion in 2020. Furthermore, between the Initial Public Offering on 24 October 1997 (EUR 0.183) and 31 December 2020 (EUR 68.63), Eurofins' share price has multiplied by 375 times, an annual average increase of 29% (against 4% for the SBF 120, 3% for the CAC 40, 6% for the S&P 500 and 10% for the NASDAQ over the same period). Eurofins has built global and local leadership positions in many of its life science focused end markets, establishing high barriers to entry and allowing the Group to capitalise on the huge economies of scale inherent to laboratory testing and logistics.

As a group of companies sharing the same vision, Testing for Life, we consider our positive impact on the environment and humanity as a priority and our commitment to sustainable operations is a natural extension of what we do. Our mission is to contribute to a safer and healthier world and our policies incorporate a strong focus on the ethical, social and environmental aspects of doing business, with the United Nations Sustainable Development Goals in mind. Through our testing activities, we help many other corporations, organisations and governments test and improve their production practices to make them more sustainable, promoting positive change for the environment and society. We view responsible business practice as an absolute requirement and measures such as our Code of Ethics, including the Core Compliance Documents, whistleblowing procedures and Governance Committees are in place to ensure this. At a regional level, our employees have also set up local social and environmental initiatives to reduce our environmental impact and give back to their own communities.

Eurofins believes that our global footprint gives us the opportunity to have a long-lasting positive impact on the environment and society and we want to embrace this opportunity by championing ESG initiatives which work towards a more sustainable future.



Figures as at 31 December 2020

1.3 Introduction

Eurofins' vision is to be the Global Leader in "Testing for Life". Whether helping to improve health outcomes, ensure food safety or measure environmental impact so it can be reduced or mitigated, we believe that sustainability is at the heart of what we do. Eurofins' activities are therefore helping to improve the wellbeing of many and to protect our environment. Our business strategy is an essential component in creating long-term value and achieving our mission of contributing to a healthier and safer world, and our policies are the cornerstone of our support for Environmental, Social and Governance ("ESG") initiatives. Furthermore, Eurofins is an ESG enabler, helping many other corporations, organisations and governments test and improve their environmental and social impact. For example, Eurofins' food and environmental testing services directly contribute to the development of more sustainable agricultural practices and outputs, reduce pollution and land destruction and promote the safety, quality and authenticity of food, as well as the responsible use and minimisation of pesticides, heavy metals, dioxins and other persistent organic pollutants and chemical contaminants that are harmful to humans and the planet. They enable the reduction of agricultural and food waste, the increasing use of non-animal proteins and the development of safer, more sustainable and higher quality products.

In 2020, Eurofins continued to embed best practices in business operations and make further progress on all three dimensions of ESG, despite the disruptions on the business brought by COVID-19. Additionally, in 2020 the Eurofins Foundation, active across all three ESG dimensions and committed to the UNSDGs, trebled its donation budget and is now directly supporting nearly twice as many non-profit organisations compared to 2019 and over 75 projects worldwide. The progress made on ESG topics reflects Eurofins' commitment to building a more sustainable future.

Eurofins recognises climate change as an imminent threat to the world we live in. Our environmental testing activities have an important role to play by providing market-leading laboratory testing, monitoring and consultancy services to a wide range of industrial companies, environmental consultants, contractors, retailers and government authorities. In tandem, Eurofins continues to make progress towards its target of becoming carbon neutral by 2025 through a considered programme of CO₂ emission reduction, run by an internal team of experts, as well as a number of carbon

offsetting initiatives (e.g. contributing to the fight against unscheduled deforestation in Brazil, assisting India's shift towards a low carbon economy through the Gandhi project etc.). In 2020, we increased the amount of CO₂ offset through the purchase of carbon credits and multiplied tenfold the number of laboratories for which carbon footprint is measured.

Employees are our biggest asset. Eurofins has continued investing significant resources in training and talent development in 2020, notably with the meaningful upgrade of the Eurofins Academy which enabled the Group to offer new and enhanced technical and general trainings to support employees' career progression throughout the organisation. The developments made through the Permanent Improvement Programme, the Operational Best Practices Programme and the Lean Academy have helped Eurofins share operational best practices throughout its laboratory network and upskill employees. Eurofins is also proud to have created new jobs during the pandemic, at a time when many other companies have been reducing their workforce.

To promote greater equality, Eurofins has fully endorsed and formalised diversity and inclusion through a comprehensive global Equality Driving Excellence (EDE) initiative, which launched in 2019 and completed its first full year in 2020, with the appointment of a Chief Diversity Officer. The Group has also further strengthened its commitment to diversity by including gender diversity as part of the non-financial objectives applicable to business leaders from 2021. Additionally, Eurofins continues to contribute to communities across the world through its CSR activities, run by the Eurofins Foundation, and its investments in the Livelihoods Carbon Funds.

Eurofins will continue to seek to actively engage with its stakeholders and make consistent improvements in its services and the way its business is conducted and governed. In 2020, we introduced specific ESG targets focused on gender diversity, the environment and compliance, applicable for Leaders from 2021. We also continued to make meaningful improvements to our governance framework with the appointment of a fourth independent director with over 40 years of experience in audit and accounting to the Board of Directors. Two new directors will be recommended for appointment at the April 2021 AGM, bringing the total to eight, comprised of four women and five independent directors. Finally, we strengthened our compliance framework by introducing two new Core Compliance Documents which further expand on the principles laid out in the Eurofins Group Code of Ethics: the Eurofins Group Policy on Ethical Behaviour at Laboratories and the Eurofins Group Policy on Ethical Behaviour during Audits, Inspections and other Offsite Operations.

The Group has worked hard to ensure the health and safety of every employee throughout 2020, especially those on the front line developing and delivering critical COVID-19 testing capacity within record time. Eurofins Companies have instigated a number of innovations and initiatives to protect employees and minimise infection, including a complete redesign of our corporate office space, the publication of strict COVID-19 protocols, as well as compulsory online trainings to reduce risk of infection. More details are set out in a dedicated "COVID-19 response" section of the annual report.

This ESG report has been prepared for stakeholders to better understand our sustainability strategy, actions, performance and key material issues for the 12-month period ended 31 December 2020. The report was approved by Eurofins' Board of Directors on 24 February 2021.

1.4 Eurofins' Contribution to United Nations Sustainable Development Goals

At Eurofins, we believe in positively contributing to societal development through our tests.

In 2015, the United Nations Member States set up 17 Sustainable Development Goals, hereafter referred to as 'UNSDGs', which together form an urgent call for action by countries, government and organisations. As outlined in the table below, Eurofins believes its businesses are consistent with and supporting of 16 of the 17 UNSDGs both at Group Service Centres level, for example through the Eurofins Foundation, the Eurofins Academy, the Livelihoods Carbon Fund, Equality Driving Excellence ('EDE') Initiatives and through the activities of our business lines. Our testing methods provide the support and necessary data quickly and accurately, allowing decision-makers, whether doctors, governments or food and drugs producers and many other industrial companies, to make choices which positively impact people and the environment and mitigate risks. The table below sets out the areas where there is specific alignment with the UNSDGs across our various businesses:

	Testing for Pharma/Biotech/Agrosciences	Food & Feed Testing	Environment Testing	Clinical Diagnostics	Group Service Centres (Foundation + Academy + LCF + EDE)
1 NO POVERTY					✓
2 ZERO HUNGER	✓	✓	✓		✓
3 GOOD HEALTH AND WELL-BEING	✓	✓	✓	✓	✓
4 QUALITY EDUCATION					✓
5 GENDER EQUALITY					✓
6 CLEAN WATER AND SANITATION	✓		✓		✓
7 AFFORDABLE AND CLEAN ENERGY			✓		✓
8 DECENT WORK AND ECONOMIC GROWTH				✓	✓
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	✓	✓	✓	✓	✓
10 REDUCED INEQUALITIES					✓
11 SUSTAINABLE CITIES AND COMMUNITIES			✓	✓	✓
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	✓	✓	✓		✓
13 CLIMATE ACTION	✓	✓	✓		✓
14 LIFE BELOW WATER		✓	✓		✓
15 LIFE ON LAND	✓	✓	✓		✓
16 PEACE, JUSTICE AND STRONG INSTITUTIONS	✓				✓



Goal 2 – Zero Hunger

Goal 2 is to end hunger, achieve food security and improved nutrition and promote sustainable agriculture.

Our laboratories which provide food and feed testing to support our customers ensure the safety, purity, and authenticity of food. Nutritional values are meticulously measured and tests for harmful substances, such as heavy metals, pesticides, mycotoxins and more, are performed to help our customers ensure consumers are safe and feel confident about the quality and nutrition of the foods they consume. We also support companies developing alternative protein sources to meat.

With over 30 years of experience in crop protection, our experts working in laboratories providing agrosience services support agrochemical manufacturers and the seed industry in developing safe, effective products, both chemical and biological, which can improve yields and rates of production. We contribute to the development of biological crop and soil treatment agents to replace chemical products.



Goal 3 – Good Health and Wellbeing

Goal 3 is to ensure healthy lives and promote wellbeing for all at all ages.

We work with pharmaceutical, biotechnology and medical device companies to help them provide safe and more powerful products for doctors and their patients so as to protect their health and

wellbeing. Through our BioPharmaceutical product testing laboratories, we test the drugs and medicines that consumers rely upon and provide seamless, end-to-end solutions to help clients progress through the drug development cycle. Our laboratory professionals focusing on compound discovery contribute to the greater health of society by supporting the development of novel medicines.

Through our testing portfolio, we help food producers ensure that their products are free from many different harmful substances. We can detect even minute traces of allergens, heavy metals, and toxins. We also test vitamins and supplements developed to boost wellbeing.

A clean and safe environment is a prerequisite for health and quality of life. Eurofins supports this by providing environmental testing services, including soil and waste testing, monitoring levels of dioxins and other pollutants in the air to ensure that this does not exceed safe and legal limits, and testing water to detect any heavy metals and organic pollutants that may enter the food chain via fish and seafood.

Through our clinical diagnostics testing services, we support efforts to combat diseases and pandemics, such as COVID-19, and support medical professionals in their day-to-day activities by providing the data they need to make the best decisions for their patients' care. Reliable laboratory results mean that clinicians can confidently make diagnoses and prognoses, select the most appropriate therapeutics, and monitor treatment effectiveness on an individual basis, ultimately increasing the chance of illness prevention or recovery.



Goal 6 – Water and Sanitation

Goal 6 is to ensure the availability and sustainable management of water and sanitation for all.

The laboratories focusing on the provision of environmental testing services assess the purity and environmental impact across the entire water cycle, from surface and groundwater, to drinking water, wastewater and seawater. As part of Eurofins' response to the COVID-19 pandemic, the SAFER@WORK™ programme allows detection of the SARS-CoV-2 virus in wastewater before an outbreak is otherwise likely to be known. Accurate testing of water and pipe systems in buildings such as hospitals is also performed to support the improvement of hygiene standards.

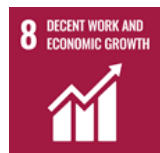


Goal 7 – Affordable and Clean Energy

Goal 7 is to ensure access to affordable, reliable, sustainable and modern energy for all.

Eurofins contributes to this goal not only at corporate level, through its focus on developing a state-of-the-art network of laboratories, upgrading technology to provide clean and more efficient energy as well implementing means to improve energy productivity at production sites, but also through its testing activities.

The laboratories focusing on the provision of environmental testing services support energy manufacturers, installers and operators involved in renewable energies and associated energy technologies, by offering a variety of testing and compliance services including laboratory-based and on-site compliance services for electrical and electronic renewable energy products being placed on European and other global markets. For example, Eurofins Electrical and Electronics (E&E) offers accredited energy efficiency testing and certification services enabling manufacturers, retailers and their supply chains to demonstrate product quality and energy efficiency. Furthermore, a range of training courses applicable to the renewable energy market are also offered to help our clients achieve regulatory compliance.



Goal 8 – Decent Growth and Economic Growth

Goal 8 is to promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

A healthy population is a prerequisite for sustainable economic growth and productive employment.

Through the activities performed by our BioPharmaceutical product testing laboratories, we help our clients ensure that the drugs and medicines that consumers rely upon are safe and effective. Through our focus on compound discovery, we provide end-to-end solutions to help clients progress through the drug development cycle, thereby contributing to the greater health of society by supporting the development of novel medicines.

Furthermore, our food and feed laboratories help food producers ensure that their products are free from many different harmful substances.

This year we have also contributed to this goal through the significant role played by our laboratories in the fight against COVID-19. The health of a population depends on effective monitoring for SARS-CoV-2 in businesses, educational institutes, government buildings and public service sites. We have developed a variety of products and services such as the SAFER@WORK™ programmes and we have supported some of the largest global pharmaceutical and biotechnology companies to develop products to fight COVID-19. For example, our laboratories focusing on BioPharma product testing have been actively supporting six of the seven leading vaccine candidates being developed and funded under the U.S. government's Operation Warp Speed (OWS), as well as three of the leading COVID-19 therapeutics.



Goal 9 – Industry Innovation and Infrastructure

Goal 9 is to build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation.

We support many industries to become more innovative and develop cutting-edge products and processes. Services offered to biotechnology and pharmaceutical companies span the entire research and development cycle, from testing novel candidate medicines, to supporting trials and monitoring the safety of approved products. Genomics is another area of significant innovation within Eurofins and we work as a service provider for many industries. For instance, Eurofins Genomic Services worked to develop methodology to differentiate between the DNA of identical twins. Furthermore, thanks to our experience in the area of DNA sequencing of viruses and variants, Eurofins Genomics Services recently launched SARS-CoV-2 full-length viral genome sequencing services, essential in the identification of viral mutations.

We also provide environmental assessments before infrastructure projects can begin safely – testing, for instance, the soil quality and checking for contamination as well as construction materials. Recent innovations have included a highly sensitive heavy metal detection method, passive sampling technology for the assessment of ground and surface water contamination and bespoke microplastic filtration processes and analysis. Furthermore, Eurofins Environment US became the first commercial laboratory to test environmental samples for PFAS in the U.S. and in 2020, Eurofins was also the first commercial European laboratory to offer accredited wastewater testing for COVID-19.

As a central element in healthcare, our clinical diagnostics laboratories contribute to every stage of patient care from predisposition, prevention, diagnostics, treatment monitoring and prognosis. Our experts have developed solutions to medical challenges, such as broader, more cost-effective Non-Invasive Prenatal Testing (NIPT). Furthermore, to support the fight against COVID-19, Eurofins developed a rapid SARS-CoV-2 antigen test and a RT-PCR test in a self-sampled, gargling format to assess the prevalence of asymptomatic carriers and virus exposure, providing a PCR test

in an easy-to-use format especially beneficial for the testing of children. Eurofins also developed the SAFER@WORK™ programmes designed to help companies set up advanced risk management protocols to limit the impact of COVID-19 on their workplaces. These programmes are tailored to clients' needs, in compliance with local regulations and combine environmental testing with risk-based clinical testing as well as relevant consultative, audit and assurance services. Additionally, as part of the SAFER@WORK™ programme, Eurofins COVID-19 Sentinel™ consists of a comprehensive range of testing solutions, including wastewater testing, work environment surface testing and worn mask testing, providing an early warning of the presence of SARS-CoV-2 amongst large populations at a given site (e.g. cities, factories, education institutions, government and public service sites, nursing homes), before the virus spreads too broadly.

More about Eurofins' recent scientific actions can be read in the Innovation section of this annual report, and in our [Innovation Booklet](#).



Goal 11 – Sustainable Cities and Communities

Goal 11 is to make cities and human settlements inclusive, safe, resilient and sustainable.

Through our environmental testing services, we help support efforts to ensure that the essentials needed for life – air, water and soil – are safer for consumers.

A healthy population is a sustainable population, and through testing services in all medical specialties, we work to make this a reality across the world by helping healthcare professionals make the best decisions for their patients. We also contribute to the responsible use of pharmaceuticals, working directly to improve patients' recovery rates and indirectly to prevent antibiotic resistance through the ABRx™ Antibiotic Resistance Panel.



Goal 12 – Responsible Consumption and Production

Goal 12 is to ensure sustainable consumption and production patterns.

Eurofins considers that, due to the very essence of its mission and activities, it supports sustainable production and consumption and contributes to the protection of our environment. For instance, our crop protection experts support the development of new agricultural products, helping manufacturers comply with the latest regulations and, for instance, minimise effects on wildlife such as bees and other pollinators. By testing soil, waste, water and air, we monitor the environmental impact of consumption and production, allowing decision-makers and clients to adapt and make their processes more sustainable. By helping manufacturers produce higher quality products, we contribute to reducing waste and disposal of faulty products.



Goal 13 – Climate Action

Goal 13 is to take urgent action to combat climate change and its impacts.

Eurofins acknowledges the need to limit the increase in global warming to well below 2 degrees Celsius, as set out by the Paris Agreement in 2015, and recognises the vital importance that the reductions in greenhouse gas emissions play in achieving this goal. For instance, in 2020, we announced the ambitious goal of achieving carbon neutrality by 2025, through a considered programme of CO₂ emission reduction and carbon offsetting.

Our laboratories have an important role to play through their testing services. For example, our environmental testing laboratories monitor air quality to help our customers manage their emissions and provide governments with the data they need to combat this global challenge. Additionally, we support clients through the testing and analysis of biodiesel and other alternative fuels, offering analysis to classify such products by American Society for Testing and Materials (ASTM) standards and industry specifications. We also support the development of alternative protein sources to meat, which is important in the fight against climate change as it has been demonstrated that cattle farming significantly contributes to global warming.



Goal 14 – Life Below Water

Goal 14 is to conserve and sustainably use the oceans, seas and marine resources for sustainable development.

Environmental testing laboratories offer, among other things, seawater testing as part of their broad portfolio of services, helping our clients monitor the presence of harmful chemicals and microplastics, and generally helping reduce pollution of fresh and salt water and its negative effects on marine life.

Through our work with major global fishing companies, we also help our clients ensure the feed used in fish farming is safe.



Goal 15 – Life on Land

Goal 15 is to protect, restore and promote the sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss.

Eurofins has supported precision farming, providing data so farmers can avoid excessive use of fertilisers. We also carry out pre-harvest testing to ensure crops are ready for harvest, free of pesticides and conform with government regulations, thereby preventing food waste.

Eurofins contributes to soil remediation efforts through the activities of its environmental testing laboratories, supporting activity to allow land once used for mining or industrial purposes to become fertile again, halting and reversing biodiversity loss. We work with biotechnology companies to find biological alternatives to chemicals for pest control.



Goal 16 – Peace, Justice and Strong Institutions

Goal 16 is to promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.

Eurofins provides forensics services that use a range of technologies to support law enforcement agencies around the world, including crime scene analysis and genetic analysis.

1.5 Materiality Matrix

Eurofins is an ESG enabler and seeks to make a positive impact on a range of ESG factors. Recognising the increasing need and importance of ESG considerations, in 2020 Eurofins conducted a Group-level exercise to define the materiality of ESG on the business and its potential risks. The outcome of the analysis will help Eurofins prioritise the key areas of improvement and risks to be mitigated.

1.5.1 Methodology

We identified and deliberated on key ESG risks surrounding Eurofins' operations across all regions.

Discussions between several management personnel, local internal experts and other employees have taken place to support our materiality review. Taking into consideration internal and external factors, 16 ESG themes have been identified for further materiality analysis. The outcome of the engagement was consolidated and analysed to build the materiality matrix below.

Each year we review our material sustainability issues. Following our review in 2020, we have added waste management and reduction, the school of entrepreneurs and quality management as priority issues considered critical to our stakeholders.

1.5.2 ESG Materiality Matrix

The following chart is intended to map the material topics and issues identified as the constituent elements of ESG for the Group in our materiality assessment. These factors have been arranged under our three key sustainability pillars, namely, Environment, Social and Governance and mapped against the SDGs that have been identified as the most relevant to our activities as a Group.

	Page ref.								
Environment									
Environmental standards within our laboratories	14			✓			✓		
Waste management and reduction	15 17			✓			✓		
Environmental impact assessment	15			✓				✓	
Carbon emissions	16			✓				✓	
Offset programmes	18			✓				✓	
Carbon neutrality	19			✓				✓	
Social and human capital									
Diversity and equality	20	✓	✓	✓	✓	✓			
Employment creation	21	✓	✓						✓
Talent recruitment	22				✓	✓			✓
Training and career development	23				✓	✓			✓
Eurofins School of Entrepreneurs	25								✓
Employees' health and safety	25			✓					
The Eurofins Foundation	26	✓	✓	✓	✓	✓	✓	✓	✓
Governance									
Eurofins Group Code of Ethics	31	✓	✓	✓		✓			
External Governance Compliance	35								
Quality Management	36								

	Page ref.								
Environment									
Environmental standards within our laboratories	14	✓			✓	✓			
Waste management and reduction	15 17			✓	✓	✓	✓	✓	
Environmental impact assessment	15				✓	✓		✓	
Carbon emissions	16			✓	✓	✓		✓	
Offset programmes	18			✓		✓	✓	✓	
Carbon neutrality	19			✓		✓	✓	✓	
Social and human capital									
Diversity and equality	20		✓	✓					
Employment creation	21			✓					
Talent recruitment	22		✓						
Training and career development	23		✓						
Eurofins School of Entrepreneurs	25	✓							
Employees' health and safety	25			✓					
The Eurofins Foundation	26	✓	✓	✓	✓	✓	✓	✓	✓
Governance									
Eurofins Group Code of Ethics	31		✓						✓
External Governance Compliance	35								✓
Quality Management	36				✓				

1.6 Environment

A clean and safe environment is a pre-requisite for good health and quality of life. We seek to contribute to the safety and sustainability of the environment by providing highest quality, best-in-class laboratory testing, monitoring and consultancy services to a broad range of industrial companies, NGOs, environmental consultants, contractors, retailers and government authorities. Furthermore, through the provision of assurance services we help clients find defects early in the supply chain and mitigate related risks, which directly supports the reduction of unnecessary consumption and waste.

Our wide service offering includes testing activities which help our clients reduce their environmental impact. Our activities comprise testing of water, air, soil, waste, food, medicines and other products to assess their quality and impact on the environment and health. Our laboratories focusing on environmental and food testing for example, help clients collect the right data and provide insight into soil and crop health, fertilisation, feed safety and value, including nutrients.

Recognising the importance of the environment and our own impact on it, in 2020 we announced the ambitious goal of achieving carbon neutrality by 2025, through a combination of CO₂ emission reduction projects and carbon offsetting including the purchase of carbon credits. Beyond this, we are taking action on several other fronts, including:

- Establishing a dedicated team driving and coordinating the topic at Group level, with a clear mandate to drive the Group's environmental efforts beyond the existing local initiatives
- Increasing the number of laboratories for which the carbon footprint is calculated. In 2020 the footprint of roughly 10% of our laboratories was calculated (10 times more sites than 2019) and we are targeting to cover over 50% of FTEs and sites in 2021
- Working on improving and refining our carbon footprint accounting methods and analyses to identify the best reduction opportunities for each business and geography, particularly detecting what our biggest emission sources are for Scopes 1, 2 and 3
- Launching a number of additional suitable carbon reduction projects in 2021 together with our individual businesses, based on the results of the aforementioned analyses
- Continuing to offset CO₂ through the purchase of carbon credits. In 2019 we offset 53,000 tons of CO₂. This was increased to 100,000 tons in 2020 to roughly correspond to the emissions calculated from the increased scope.

1.6.1 Environmental standards within Eurofins laboratories

Environmental Risk Management

The majority of Eurofins laboratories have developed and set up dedicated training programmes on environmental risk management (e.g. safe use of chemicals and their application, proper waste disposal, autoclaving systems for decontamination, etc.). Some laboratories have their own department or person responsible for safety ("Safety Officer") and regular inspections and internal training on safety and environmental risk management. Furthermore, in countries such as France, Sweden, Spain and Ireland for example, several laboratories have opted for voluntary ISO 14001 accreditation, an international standard for environmental management, to reflect their commitment to safeguarding the environment.

Pollution and Contamination

Eurofins uses solvents and chemical products which are kept in secure locations. After use, these products are collected and recycled by specialist waste disposal businesses. Several of our sites have implemented solvent use reduction programmes.

Consumption of Scarce Resources

In general, the activity of Eurofins as a provider of testing and analysis services necessitates the use of water, raw materials and energy (principally electricity) in line with industry standards. The Group is aware that the long-term conservation of scarce resources will benefit not only the planet but also its own profitability. As water, raw materials and energy are all costs to the business, managers aim to reduce their consumption as part of good operating practices.

Subsidiaries in Brazil, the Benelux and Scandinavia, among others, already use renewable energy, such as that generated by wind, water or sunlight, wherever possible. Several laboratories also use energy created from recycled heat or from waste-fired energy generators.

Business units across the Group use multiple energy saving measures, such as sleep modes for IT equipment, timers on electrical devices, or investing in new equipment with lower energy consumption.

Furthermore, Eurofins' significant investment in building and maintaining state-of-the-art laboratories results in more energy efficient, environmentally friendly facilities. For example, in the U.S., green improvements and conservation design initiatives were strategically incorporated in Eurofins Lancaster Laboratories' 168,000 ft² building expansion that opened in 2019 as well as significant green improvements to reduce energy usage. As a result, carbon footprint was reduced by over 25,000 pounds of CO₂ annually, a campus-wide recycling programme was implemented, new ENERGY STAR® rated equipment was purchased and, where possible, water consumption was reduced through water monitoring programmes and energy usage minimised through the installation of LED lighting and motion sensors. New heating equipment is more efficient than old equipment and modern insulation is also better at retaining heat.

Recycling

A number of Eurofins Consumer Product Testing laboratories offer recyclability evaluations that support producers by certifying the recyclability of their products.

In terms of internally adopted measures, in addition to the chemicals mentioned above, where possible, Eurofins laboratories recycle a wide range of products including paper, glass, plastic, cardboard, batteries, aluminium and IT equipment. Complementing this, in certain countries in which Eurofins operates, such as the United States, dedicated training programmes are developed for laboratory personnel in order to limit their impact on the environment.

1.6.2 Environmental impact assessment

We are committed to finding and developing solutions to promote environmental sustainability. Wherever possible, we will prevent, or otherwise minimise, mitigate and remediate, the harmful effects of our operations on the environment and we will promote, encourage and prioritise reusing and recycling methods throughout our business.

At Eurofins, we strive to promote improvements in the protection of the environment through the adoption of best practices in environmental protection and sustainability across our sites. Several Eurofins laboratories have developed dedicated training programmes in relation to good practice in terms of environmental risk management (e.g. safe use of chemicals and their application, proper waste disposal, autoclaving systems for decontamination, etc.).

Eurofins actively encourages its business leaders to introduce and adopt best practices to ensure that our sites and operations are consistent with our mission of contributing to health and safety, which includes the protection of the environment.

The principal risks related to environmental matters and Eurofins' operations are described in detail in the Risk Factors section of this report, including an outline of how Eurofins manages these risks.

At regional level, local business unit leaders are strongly encouraged to implement policies and measurement systems locally to improve the efficiency and sustainability of laboratories. At Group level, Eurofins is striving to implement a set of relevant environment-related key performance indicators (KPIs), so that it can report and monitor such measures and set meaningful targets in the future.

Several sites have established employee teams of environment champions who work together to reduce consumption, encourage recycling, promote conservation, and educate their colleagues and relevant workforce with the goal of

improving efficiency, reducing costs, and minimising the environmental impact of our operations. As and when appropriate and according to local regulations, our laboratories have their own department or individual representative responsible for safety ("Safety Officer"), to carry out regular inspections and internal training on environmental risk management.

Eurofins' food and environmental testing services directly support the identification and minimisation of substances such as pesticides, heavy metals, dioxins, persistent organic pollutants, and chemical contaminants that are harmful to humans and the planet. Eurofins' environmental testing laboratories support clients in doing the same and identifying and remediating past pollution.

1.6.3 Estimate of and measures to reduce Eurofins' carbon emissions

Eurofins' businesses are committed to measuring and reducing their carbon emissions. As an organisation, embedding corporate sustainability principles in our business strategy and operations is an essential component in both creating long-term value and achieving our mission of contributing to a safer and healthier world.

As part of our continuous effort to improve environment-related disclosures, in 2020 the Group set up an internal team of experts who are leading our carbon reduction efforts and driving the process that will enable the Group to calculate its CO₂ footprint and produce reliable results under a consistent methodology that can be tracked over time. The calculations conform to the ISO 14064 standard and the European Emissions Trading Scheme (EU ETS / Directive 2003/87/EC).

Given its large scope and recent launch, this project is still in a learning and investigation phase. However, in 2020 we continued to make significant progress, doubling our sample size to cover 20% of Full Time Employees and increasing it tenfold to 10% of sites (2019: 10% of FTEs and 1% of sites). The 2020 sample included all sites in Belgium and Germany, as well as the 2019 pilot sites in France and the U.S.

The methodology, data accuracy, consistency, and emission factors used were verified and validated by CO2logic, an external carbon footprint consultancy. The Greenhouse Gas Protocol was used as guiding methodology for this carbon footprint measurement exercise.

For the selected laboratories, the total 2020 carbon emissions for Scopes 1, 2 and 3 have been determined as 80,000 metric tonnes of CO₂ equivalents. Scope 1 includes emissions from heating (on site emissions), company cars and refrigerants. Scope 2 covers purchased electricity and heating (off site emissions, e.g. district heating). In Scope 3 the following sources of emissions were considered: commuting, business travel, waste, chemicals, freight and paper use. While Scope 1 and 2 emissions could be determined bottom up for the majority of sites, a screening was performed for Scope 3 emissions. Scope 1 emissions account for ca. 20% of all emissions, Scope 2 for ca. 30% and the examined Scope 3 for ca. 50%.

The largest single source of emissions was electricity, representing roughly one third of all emissions. Other major emission sources were commuting, heating, and chemicals purchased. Although the sample size was still limited in geographical reach, some variation between the countries could be observed. For example, in Belgium and France, the share of electricity was lower than in Germany and the U.S. owing to lower emission factors (tCO₂/kWh) and higher share of nuclear power in the countries' electricity mix.

The relative emissions for Scopes 1, 2 and 3 were in the range of 8 - 10 metric tonnes of CO₂ equivalent per FTE (2019: 5 – 11 metric tonnes of CO₂ equivalent per FTE).

Comparing only the 8 sites reported in 2019, CO₂ emissions were reduced, mainly due to the impact of the Coronavirus pandemic on commuting and business travel. To obtain a more meaningful comparison, additional analysis was performed where people-mobility related emissions were extrapolated from 2019 data using the higher 2020 FTE values and otherwise using the 2020 data (i.e. using 2020 emission values for electricity, heating, chemicals purchased, but 2019 emission values multiplied by the increased 2020 FTEs versus the 2019 FTEs for fleet, commuting and business travel). This analysis showed a decrease in CO₂ emissions per FTE of over 8%.

The overall decrease compared to 2019 has been mainly driven by the reduction in commuting and business travel as well as local energy efficiency initiatives. For example, a reduction of close to 10% of CO₂ emissions at the Brussels Group Service Centre was achieved by switching the site to 100% green energy in 2020.

Based on the range observed across this sample of sites covering over 20% of Eurofins' FTEs, and using the upper end of the range determined (10 metric tonnes of CO₂ equivalent per FTE), Eurofins' total current annual emissions for Scopes 1, 2 and 3 would be roughly equivalent to 500,000 metric tonnes of CO₂ (2019: 500,000).

With respect to carbon neutrality, Eurofins has more than compensated the measured emissions of 80,000 tonnes for the increased scope of our laboratories included in 2020 by purchasing 100,000 metric tonnes of carbon credits in 2020 (2019: 53,000). Combining the reduction efforts and offsetting remaining emissions, carbon neutrality was achieved for the measured 2020 scope.

Eurofins' extensive and diverse footprint both in terms of geography and business requires further in-depth analysis with a larger scope to establish a comprehensive carbon footprint inventory. We will continue to expand our sample size in the future, aiming to reach over 50% of FTEs and sites in 2021 and 90% of FTEs and sites in 2022. To further improve data quality, reduce uncertainty and be able to collect specific values for main Scope 3 categories, Eurofins will implement a standardised methodology for carbon footprint accounting across the Group. This will help to identify the largest emission sources and pinpoint differences between business lines and countries to develop targeted emission reduction strategies.

Additionally, at local level, the majority of Eurofins laboratories have ongoing sustainability programmes in place to reduce their carbon footprint, for example, through better insulation, energy exchange in air handling systems, use of LED lights and replacing travel by teleconferencing.

1.6.4 Examples of local ESG initiatives

Given Eurofins' decentralised structure and culture of entrepreneurship, various entities run their own local sustainability programmes and initiatives aligned to their business activities.

For example, Eurofins Agrosiences Services and Eurofins Lancaster Laboratories publish their own sustainability reports which can be found on the local Eurofins websites, respectively at:

- <https://www.eurofinsus.com/biopharma-services/laboratories/lancaster-laboratories/about-us/corporate-social-responsibility/> ; and
- <https://www.unglobalcompact.org/participation/report/cop/create-and-submit/active/445698>

Furthermore, since 2018, Eurofins Agrosiences Germany is a voluntary signatory of the United Nations Global Compact, committing to regular communication on its progress towards targets.

Some examples of key sustainability initiatives being carried out by individual Eurofins laboratories and businesses can be found below.

Eurofins Lancaster Laboratories

Eurofins Lancaster Laboratories Inc. (ELLI) is one of our flagship laboratories and one of the largest single-site environmental testing laboratory facilities in the world. They have committed to:

- Reducing their carbon footprint by over 25,000 pounds of CO₂ each year;
- Converting all lighting to LED by 2021, following Leadership in Energy and Environmental Design (LEED) guidelines; and
- Completing action items identified during a 2020 waste and energy audit in order to evaluate the efficiency of waste disposal and energy consumption. Centralised waste stations and minimising single-use plastic bin bags has already been accomplished as a result of the waste audit.

ELLI continued to collaborate with The Alliance for the Chesapeake Bay to improve the campus by implementing a number of green initiatives, including planting over 1,000 native trees and shrubs that will serve as a natural habitat for wildlife, and obtaining a grant to plant a rain garden on campus that will serve as a native habitat while filtering out pollutants in runoff from surrounding parking lots and farmland.

Providing green commute options for employees has been a long-term goal for ELLI. The laboratory offers employees several commuter benefit options and was rated one of the Best Workplaces for Commuters in 2020 by the National Standard of Excellence authority for the second consecutive year. Multiple electric vehicle charging stations were

installed during the year for employees and, in recognition of its commitment to green initiatives, ELLI was also recently awarded a USD 80,000 grant to purchase two electric shuttles in 2021.

Eurofins Food Testing Germany

Eurofins Food Testing Laboratories in Germany have committed to integrating social, environmental and economic sustainability practices into their day-to-day business and operations. In 2020, a sustainability manager was appointed, and a Sustainability Governance Board was set up, with the aim of defining clear roles and communicating responsibilities from top management to operational departments with regards to sustainability issues.

Eurofins Food Testing Germany also conducted its first materiality analysis in accordance with GRI standards to ensure the network of laboratories focuses its sustainability efforts on those topics that are most relevant in terms of the impact of core business practices and the expectations of internal and external stakeholders.

For example, in recognition of its commitment to operating in accordance with international sustainability standards, Eurofins WEJ Contaminants GmbH laboratory, was awarded the 2020 EcoVadis silver medal for the second consecutive year.



Moreover, Eurofins Food Testing Germany implemented measures in the following areas in 2020:

- Diversity and Equality Opportunity: renewed their commitment to the German Diversity Charter and set up a local equality task force that will implement a number of measures, including a female leadership mentorship programme in 2021, to foster gender equality at all career levels throughout the organisation;
- Talent Recruitment, Development and Retention: regularly hosted “Discovery Days”, during which talented young graduates and students can learn about Eurofins activities, and the laboratories can identify and recruit new talent. In 2020, 16% of applicants were invited to join the digital event. In addition, a new leadership programme was launched in 2020 and the “Eurofins Heroes” Award continues to be a success;
- Energy efficiency and carbon reduction: climate-friendly commuting is encouraged by subsidising bikes and tickets for local public transport. Additionally, in 2020, the Hamburg-Harburg campus installed five charging stations for E-cars and plug in hybrids. Five more charging stations will follow in 2021;
- Waste management: two central waste and recycling stations are in place at the Hamburg-Harburg campus and several food testing laboratories work with a specialised contractor tasked to turn food waste from retained samples into biogas. Many also collaborate with the AfB Group, a social initiative that remarkets, refurbishes and recycles IT devices to expand their lifespan and create safe, valuable resources; and
- Corporate volunteering: Colleagues from the Hamburg-Harburg campus take part in an annual public cleaning initiative, organised by the local city council.

1.6.5 Carbon Offset Programmes: Investment in Livelihoods Carbon Fund

Launched in 2011, the Livelihoods Carbon Fund (LCF) is an impact investment fund, financed by 10 European companies to support the restoration and conservation of natural ecosystems in developing countries, while improving the lives of the local communities. The fund directly invests in projects that leverage the carbon economy to deliver in three main areas:

- Carbon sequestration and avoidance to help corporates offset their unavoidable carbon emissions;
- Restoration and preservation of key natural ecosystems with strong carbon potential; and
- The generation of positive social and environmental impacts for the local communities engaged in these projects.

To date, the Livelihoods Carbon Fund has launched two sub-funds which directly invest in carbon projects with high environmental and social value.

The Livelihoods Carbon Fund 1 (“LCF1”) has an investment capacity of EUR 40 million. Today, it is fully invested, and manages a portfolio of 9 projects across Africa, Asia and Latin America. Through its portfolio of projects, LCF1 has financed the planting of 130 million trees, the distribution of 120,000 efficient cooking stoves, and has improved the livelihoods of 1.5 million people. The Fund is expected to deliver a carbon offset of 10 million tonnes to its investors.

Launched at the end of 2017, the Livelihoods Carbon Fund 2 (“LCF2”) has an investment capacity of EUR 55 million and is also fully invested. Eurofins has committed to invest EUR 3 million to offset its unavoidable carbon emissions, along with other large corporations. This investment will allow Eurofins to access carbon credits with strong social and environmental value, by supporting projects such as those described below.

Araku Valley, India: tree planting for food, biodiversity and economic growth

Since 2010, the Livelihoods-Araku 1 project has been helping farmers develop high-quality coffee production and food crops through regenerative agriculture and agroforestry, thus helping to improve the lives of 100,000 inhabitants in the remote valley of Araku. Together with Naandi Foundation, a local NGO, Livelihoods has helped rebuild a habitat that had been damaged by deforestation and erosion, thanks to the planting of 6 million trees, 3 million of which provide coffee crops.

These practices are helping restore the soil’s fertility and improve resilience across the entire valley. The Livelihoods-Araku 2 project will store 2.3 million tons of CO₂ in trees and soil over 20 years and help improve the lives of a total of 170,000 inhabitants.

[\(http://www.livelihoods.eu/the-landscapeapproach-of-the-livelihoods-araku-2-project/\)](http://www.livelihoods.eu/the-landscapeapproach-of-the-livelihoods-araku-2-project/)

Mangroves, Indonesia: 10,500 hectares restored to revitalise the coastal villages and create income generating opportunities for the local populations

Replanting coastal mangroves significantly buffers coastal communities from future tsunamis akin to the one that hit the Banda Aceh region in 2004. Mangrove forests also restore vital agricultural land and generate new sources of income. 5,000 hectares have been restored already. The restoration of another 5,500 additional hectares started in 2019.

[\(http://www.livelihoods.eu/projects/yagasuindonesia/\)](http://www.livelihoods.eu/projects/yagasuindonesia/)

Eurofins will also support projects directly concerned with addressing the needs of local populations in areas where LCF projects are run through empowerment and education. Moreover, the fact that the projects are managed by non-profit organisations and NGOs around the world is aligned with the objectives of the Eurofins Foundation, which aims to support such initiatives in local communities. This investment is the first of its kind at Group level and Eurofins is looking forward to a successful collaboration with the Livelihoods Carbon Fund.

Furthermore, Eurofins is currently considering an investment of EUR 20 million in the Livelihood Carbon Fund 3 (“LCF3”). The LCF3 is an investment fund mobilising private and public financial investors to invest in community-based Nature Base Solutions (NBS) to restore natural ecosystems, facilitate access to rural energy, and establish agroforestry and regenerative agriculture systems in developing countries that will ultimately reduce GHG emissions, increase carbon sequestration, generate certified carbon offsets to climate-responsible corporations and contribute towards UN Sustainable Development Goals while delivering a steady and positive financial return to financial investors.

1.6.6 Carbon Neutrality by 2025

These efforts to compensate part of Eurofins’ unavoidable carbon footprint are voluntary and based on Eurofins’ understanding of the vital importance of the de-escalation of global warming.

Based on measures taken so far, Eurofins aims to become carbon neutral by 2025, through a combination of emission reductions and compensation initiatives centred around energy efficiency and electricity usage, identified as areas with significant potential for carbon emission reductions at Group level. At current CO₂ equivalent tonnes costs, this seems a realistic objective for Eurofins, especially considering the emission reduction programmes that several laboratories have either put in place or plan to implement over the next 5 years.

1.7 Social

Employees are our most important asset. Their safety is our highest priority as a Group. We are committed to providing a safe working environment and providing a safe and suitable environment for all those present at Eurofins' premises. Health and safety is a natural priority and core element of all of our activities. Further details on Eurofins' Group Health and Safety Policy can be found in the dedicated section below.

Furthermore, our mission, vision and four key values, namely Customer Focus, Competence and Team Spirit, Quality and Integrity set out the conditions for our long-term success and are a core part of the way we expect employees of the companies belonging to the Eurofins Group to conduct themselves. Our global community of more than 50,000 entrepreneurial, fast moving, high-energy, positive, resilient, team-spirited and caring employees in 50 countries share the same vision, Testing for Life, and aim to have a positive impact on people's lives and the environment by helping our clients improve their operations and practices.

1.7.1 Diversity and Equality

As a diverse organisation working across more than 50 countries, Eurofins is focused on the advancement towards equality in all aspects of its business. Seeing the imperative both from a social standpoint and a commercial perspective, Eurofins defines a diverse workforce as one which is reflective of different genders, generations, cultures, professional experiences, nationalities, races, origins and all the other factors that make each employee individual. Eurofins believes that equality for all its employees makes the Group stronger and drives excellence in its business.

To promote greater equality, the Group has fully endorsed and formalised diversity and inclusion through a comprehensive global Equality Driving Excellence (EDE) initiative, which launched in 2019 and completed its first full year in 2020. This initiative reflects not just mere legal compliance, but rather a social imperative. Eurofins is aligning and calibrating its endeavours, using the Women's Empowerment Principles established by UN Women and the United Nations Global Compact as guidance. By dedicating full-time resources and with the support of executive sponsorship, the EDE team designed a comprehensive intranet, providing resources, education and equality best practices.

As part of the EDE initiative, Eurofins is continuing to actively encourage the advancement of gender equality in senior leadership roles and women hold approximately 50% of leadership positions. The Board of Directors currently comprises four independent, non-executive directors and three executive directors. However, with the appointment of two additional independent directors, proposed at the April 2021 AGM, one of which will replace a retiring member, the total number of independent directors will rise to eight, including four women, hereby reaching gender parity.

As at January 2021, seven women held senior leadership positions within Eurofins, either as part of the Group Operating Council or as Regional Business Line (RBL) Leaders, increasing their proportion to over 18% compared to 10% the previous year:

	January 2020	January 2021
Total Group Operating Council (GOC) and Regional Business Leaders (RBL)*	29	38
Male	26	31
Female	3	7
% Male	90%	82%
% Female	10%	18%

**Senior Leaders groups represented the top 29 people in 2020 vs the top 38 in 2021 and are composed by all Regional Business Leaders and above.*

To reinforce our commitment to progressing equality efforts, Eurofins introduced annual equality and diversity targets as part of the non-financial objectives in the remuneration of key executive, operational and functional support leaders. The focus of these diversity targets is to create systems and action to internally advance and externally hire top female talent demonstrating success with year on year improvement of the percentage of women at each level of leadership

including management roles. Leaders are also asked to prioritise diversity in terms of recruitment, development, succession and STEM (Science, Technology, Engineering and Mathematics) and STEAM (Science, Technology, Engineering, Art and Mathematics) outreach, targets are set and progress is measured to determine remuneration.

To help determine actionable priorities at local level, Eurofins launched its first all-employee gender equality survey. Fostering our spirit of decentralised entrepreneurial leadership, the EDE team met with business line leaders and equality ambassadors to establish equality priorities. Based on overall feedback, priority focus was given to increasing visibility of internal mobility, formalising career pathways, development and mentorship.

In response to employee feedback, an internal jobs site was launched to increase visibility and mobility, a best practices tool kit was established to support business leaders to formalise career pathways, training and development was established to target leadership competencies, and a mentorship pilot programme has been formalised and launched in Q1 2021. The pilot's insights will inform best practices as the programme is expanded to a broader audience.

A 50% gender balance of qualified candidates is expected for the external recruitment of senior leadership positions. Minority recruitment efforts have significantly increased, to improve our outreach to and inclusion of diverse populations. This is complemented by support through the Eurofins Foundation for minorities in STEM.

To support a renewed and collective sense of solidarity regarding racial equality, Eurofins' CEO and the Group EDE Executive leader co-authored Eurofins' Stance Against Racism, reinforcing the Eurofins Group Equal Opportunities and Fair Employment Policy, which in turn reinforces Eurofins' stance towards equality and fair employment. In addition to written communication, a video was distributed internally, to emphasise Eurofins' global commitment to racial equality and inviting employees to share videos of their perspective and experiences with the global Eurofins community.

As part of the EDE initiative, we designed an equality training for all employees in 2020 with a global rollout in Q1 2021, using the global Eurofins Learning Management Platform. This training explains our equal opportunity policies and outlines how employees can get involved with the EDE initiative to encourage inclusion. In addition, Equality Conversation events are held monthly as a means of empowering employees to facilitate equality conversations that will educate, motivate and reinforce our stance against racism.

In celebration of the Eurofins LGBTQ community, a Pride video was distributed internally in June, featuring inspiring quotes from employees.

Group Marketing has established guidelines to ensure all marketing content and releases incorporate diversity prior to publication. EDE marketing and social media campaigns were designed to celebrate diversity and inclusion, including testimonials from equality leaders. A quarterly EDE newsletter is distributed to educate and inspire Eurofins employees globally, which features interviews with role-model leaders and updates on equality best practices across our business lines.

Building on Eurofins' global equality initiatives across the world, the Eurofins Foundation revised its mission to include improving equality. Several projects supported by the Eurofins Foundation help to advance the health, safety and empowerment of vulnerable individuals throughout the world. Examples include projects supporting students of colour or providing entrepreneurial support to women-owned social enterprises. Many outreach and networking efforts are being fostered and are focused on women and girls, including STEM and STEAM outreach.

A dedicated global Equality Ambassador Council, nominated by senior business unit leaders, works in collaboration with business leadership and HR business partners globally to drive equality, celebrate diversity and foster inclusion across Eurofins. The Council's main objective is not only to ensure compliance with the Eurofins Group Equal Opportunities and Fair Employment Policy, but also to expand, embrace, and celebrate Eurofins' diversity culture. The Equality Ambassador Council meets monthly to advance all EDE initiatives and showcase equality best practices.

1.7.2 Employment Creation

Eurofins is one of the fastest growing listed European companies. This exceptional growth would not have been possible without the commitment of our staff. Founded in 1987 with initially four employees, today our talented workforce numbers more than 50,000 employees across 50 countries.

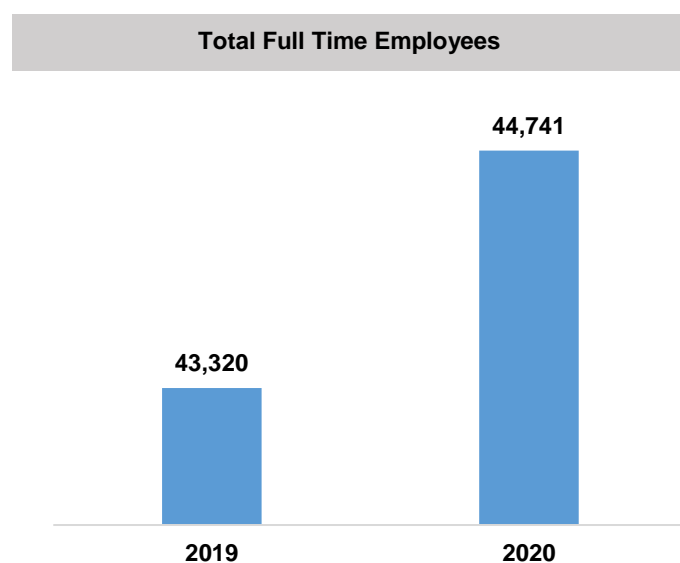
With a decentralised operating structure, the leaders of Eurofins' companies are empowered to ensure that the relationships with and between their employees are respectful, honest, safe, professional, and aligned with the Group's governing Core Compliance Documents. Our businesses and all of their employees must respect the different cultures, traditions and employment practices of the communities in which they operate. We share common goals in this matter

and are committed to good corporate values and ethical behaviour. We strive to recognise achievement and to create equal opportunities for employees at all levels of our businesses.

To promote a healthy work life balance, several business lines have implemented flexi time and advanced remote working to accommodate both work and domestic needs, especially during the COVID-19 pandemic.

In light of the burden that the COVID-19 pandemic has put on people worldwide, Eurofins' founders, directors and Group Operating Council members earlier this year set up a Solidarity Fund within the Eurofins Foundation. The fund provides support to employees and their dependants who have experienced exceptional hardship due to the impact of this health crisis. So far, 181 colleagues have received direct support from the fund. The fund has, for example, helped to pay for medical costs not covered by social security and supported the families of colleagues who have been furloughed.

As shown in the graph below, the Group's total headcount as per the end of 2020 was 51,516, with more than 85% on permanent contracts. The average weighted number of employees, expressed as full time equivalent (FTE), was 44,741, a 3.3% increase from 2019, due to the continued growth of the Group and in spite of the impact of COVID-19.



The geographical distribution of Eurofins' FTEs is as follows:

Region	2019	2020
Europe	59.6%	60.1%
North America	26.9%	27.2%
Rest of the World	13.5%	12.7%
Total	100.0%	100.0%

1.7.3 Talent Recruitment

Global talent hiring is critical to the continued growth and development of the Group. Social distancing and travel restrictions have not prevented Eurofins from meeting and interviewing new candidates, whether online or in person, as permitted by local public health advice. The Talent Acquisition Team has continued to fill senior positions and grow Group leadership in spite of these challenges. Additionally, Eurofins' Campus Team, as part of Talent Acquisition, has attended 48 recruitment events globally, either virtually or physically, between September and December 2020, including in the UK, U.S., Belgium, France, Poland, Italy and Sweden. These events have included job fairs but also

company presentations, speed interviews, webinars, mock interviews and one-to-one introductory meetings. For 2021, we aim to increase our presence further and have already planned attendance at 40 events.

The pandemic has also not slowed Eurofins' progress in developing strong connections with top universities and forming partnerships with student associations, in order to further build the Eurofins brand and showcase opportunities to top talent. Significant collaborations have included:

- **The AOAC/Eurofins "Testing for Life" Student Award**

The Eurofins Foundation is proud to be actively supporting the next generation of promising scientists exploring novel solutions to analytical science challenges through its contributions to the AOAC Award, a unique mentoring programme aimed at student researchers and up-and-coming scientists advancing basic or applied science in analytical or molecular testing.

Upon completion, the winners have received a cash prize of USD 3,000 and funding to attend the 2020 AOAC INTERNATIONAL Annual Meeting September 11-17 in Orlando, Florida. The programme is also closely aligned with the Eurofins Foundation's mission "to contribute to a safer and healthier world by advancing testing technologies".

- **The Eurofins Foundation Undergraduate Prizes**

In August 2020, in a virtual ceremony attended by 176 students and staff of Imperial College (UK), the first Eurofins Foundation Undergraduate Prizes were awarded to four students for their outstanding performance and contribution to life sciences.

Eurofins is also supporting students lacking financial resources to continue their studies, for example at Oxford University (UK) and AgroParisTech (FR), and has partnered with several university student societies.

However, in 2020 the Group has not only focused on continuing to hire and support new talent, but also on ensuring that career development within Eurofins is prioritised. This begins with all employees having access to internal opportunities that will strengthen their career development. The Internal Mobility Platform was enhanced in 2020 to facilitate employees in their search for internal opportunities to progress their career. In a similar initiative, candidate experience surveys are now sent to every candidate who has been in direct contact with Eurofins, for them to provide feedback on their recruitment experience and, if relevant, on their transition into the Group. Feedback has, overall, been positive, and had the benefit of driving improvements in the Group's recruitment processes. During a time in which much recruitment activity must be conducted virtually and job anxiety can be high, these have been particularly important initiatives for candidate and employee retention.

1.7.4 Training and Career Development

Best Practice Sharing

It is a Group priority to drive permanent improvement and best practices in our laboratories and across our operations. Our network of scientific experts and Permanent Improvement Programme (PIP) project managers strive to identify and disseminate best practice per test segment, driving standardisation and leveraging Eurofins' network to benefit from economies of scale.

In 2020, our expert teams have defined best practice processes for most major test segments in food and environment testing and initiated systematic benchmarking. This includes process times, consumables choices and retest ratios.

This opens many learning opportunities for our team members and possibilities to work with colleagues from around the world active in similar activities.

Lean experts

Another source of permanent improvement and learning opportunities for our staff is our global network of Lean experts. From laboratory layouts and blueprints to equipment utilisation and automation projects, we teach our team members to look at all elements of process optimisation to achieve the maximum improvements to our operations.

Our Lean Team's network of experts ensures a harmonised use of Lean language, concepts and tools and Lean best practice, and fosters cooperation between Lean professionals.

The Lean Academy, which trains hundreds of operations managers each year, shares knowledge, challenges existing solutions and trains our operational leaders on how to apply Lean thinking and practices in their laboratories.

1.7.5 Eurofins Academy

Eurofins believes in empowering employees by systematically building their skills and capabilities. Eurofins has therefore invested in rolling out a comprehensive Learning Management System and training library across the Group.

In 2018, Eurofins founded the Eurofins Academy to provide high quality training to improve employees' knowledge of technologies, methods and processes. The Eurofins Academy has an international team of dedicated staff, who develop trainings in coordination with our experts across the Group.

In June 2020, we launched the Eurofins Learning Centre (ELC), the global Eurofins Learning Management System (LMS). The ELC provides some new and enhanced training features such as high-quality video streaming and user-friendly interface, available in 16 languages and featuring robust reporting.

To ensure that training modules benefit the maximum number of Group employees, the Eurofins Academy also creates all trainings then translated into 16 languages (English, French, German, Polish, Portuguese, Spanish, Slovakian, Chinese, Dutch, Danish, Swedish, Finnish, Italian, Norwegian, Japanese, and Vietnamese) and made available to all employees. Eurofins continues to make efforts to increase the number of languages in which these courses are offered.

As of 2020, Eurofins Academy offers a suite of 42 courses covering various subjects and 6 mandatory training programmes which are to be taken by every employee across the Group. These include The Eurofins Group Code of Ethics, IT Security Awareness Reminder, Phishing Awareness (Volume 1 and 2), COVID-19 Prevention in the Workplace (Laboratory and Office Space) and Eurofins in a Nutshell (for all new starters). Over 80,000 training hours were allocated across all courses in 2020, with an average pass rate of 93%.

The courses mandatory for most employees were assigned to 49,211 employees in 2020, except for the Eurofins in a Nutshell course which is assigned to new joiners only. Each of the mandatory courses is accompanied by a multiple-choice questionnaire at the end of the course. Employees must pass the test to complete the training. The ELC collects granular statistics on attendance and test scores. Non-attendance and low scores are escalated to appropriate managers who can provide necessary additional training, to prevent and mitigate risks. For example, the Group ran three global Phishing Awareness campaigns in 2020, sending a total of 45-50,000 emails per campaign, and deployed two mandatory e-learning to train employees to recognise phishing attempts. Plans are in place to continue at the same pace in 2021.

In addition to the aforementioned trainings, there are also 3 compulsory trainings for Key Employee Leaders (KELs): 'General Guidelines on Eurofins Structures', which provides an overview of the various legal entities and business line structures of Eurofins, 'CEO Fraud Awareness', which covers the identification of fraudulent activities and the supporting reporting structures in place and Cybersecurity Training, which provides a strategy on how to enhance cyber resilience.

Eurofins managers of specific divisions and functions can assign trainings relevant to specific sets of employees through the ELC. The list contains a mix of technical as well as general trainings which are updated regularly by Eurofins Academy experts. These trainings include 'Eurofins Insider Dealing Policy for all Employees', 'Managing Trademarks at Eurofins', 'Group Accounting Principles and Guidelines', 'Quality Metrics definition and data collection', and 'Best Practice Training - Entering the microbiology laboratory, workstation and sample preparation'.

We are committed to increasing and improving the user experience and the scope of trainings covered in terms of content, outreach, relevance and subject matter.

1.7.6 Eurofins, a School of Entrepreneurs

Eurofins is, by choice, a decentralised group of companies sharing the same values and a hub of entrepreneurship. We believe in excellence for every customer and understand that this is only possible when our laboratory leaders are empowered to make their own decisions for their respective company.

However, we also understand that a decentralised approach only works when a business has complete confidence in the judgement and competence of its leaders. This is why we have created a Leadership Charter that makes clear the high standards that Eurofins leaders are expected to maintain. Our entrepreneurship model, based on meritocracy, enables young talent and successful leaders to be rapidly offered increased areas of responsibility, personal development and growth opportunities.

Through our school for entrepreneurs, we also offer talent the opportunity to grow a business by funding start-ups to build the right laboratory from scratch to meet market demand. We provide the start-up capital, a bespoke IT system and a suite of tools, processes, and laboratory blueprints, as well as access to the talent and know-how of our proven entrepreneurs around the world. Between 2000 and 2020, the Group created over 175 new start-up laboratories.

We believe that our ability to nurture entrepreneurs and support their success really sets Eurofins apart, creating unparalleled opportunities for our people and outstanding returns for our shareholders.

1.7.7 Customer Satisfaction and Loyalty

Eurofins is a customer-centric Group and customer focus is one of our four key values: Customer Focus, Competence and Team Spirit, Quality and Integrity. In many regions, measuring customer loyalty has been a longstanding practice, performed at least on an annual basis. These customer satisfaction surveys are tailored to local market conditions and end customers and, thus differ in content. However, client responses serve as a valuable feedback mechanism to identify areas for service improvement and, in turn, improve customer satisfaction. In addition to these local customer loyalty tracking processes, in 2019 Eurofins started a Group initiative to generate an international business line-wide customer loyalty score in the form of a Net Promoter Score (NPS). The assessment of the score is standardised across business lines and geographies to enable comparison and tracking over time.

In 2020, great progress has been made in introducing NPS survey tracking in Eurofins business lines. Before the end of the year, the majority of food and feed testing and several environment testing national business lines had begun tracking NPS on a quarterly basis in a standardised format.

NPS surveys are accompanied with a follow-up questionnaire in relation to elements to be improved within a Business Unit. Some predefined categories of improvement are proposed, such as turnaround time, quality of communication, IT tools and related support, technical expertise, and invoicing processes.

This initiative allows each business to receive customer satisfaction feedback regularly and to promote the continuous improvement of the services provided to our customers. Further down the line, benchmarking efforts will allow each business to learn from the highest-performing companies in this area.

This year has also seen an increase in the adoption of NPS tracking by other business lines, such as BioPharma product testing and consumer product testing. Scope expansion will continue in 2021.

1.7.8 Employees' Health and Safety

The safety of our employees always comes first, and we conduct our business in compliance with responsible social and safety policies. Apart from our broad offering of tests for COVID-19 provided free of charge to Eurofins employees in Brussels for example, Eurofins has put in place a number of measures to protect our employees and ensure we will be able to continue supporting our customers to the high standard they expect from us.

Eurofins operates several laboratories that have opted for voluntary accreditation according to OSHAS 18001, a standard for occupational health and safety and/or ISO 45001, an ISO standard for management systems of occupational health and safety. For example, some laboratories in France and Ireland have been accredited according to OSHAS 18001 to reflect their commitment to workers' health and safety.

11 Eurofins environment testing laboratories in France hold the HSE (Health Safety & Environment) certification. These laboratories hold one or several of the following certifications: ISO45001 (International Standard for occupational health and safety), OHSAS18001 (British Standard for occupational health and safety), MASE (HSE management system) and ISO 14001 (environmental management international standard).

Eurofins companies have local employee Health and Safety teams to monitor and implement measures in compliance with locally applicable health and safety rules and to reduce the incidence of work-related injuries. Most laboratories track and report internally on incidents that occur at work. For example, Eurofins Lancaster Laboratories (ELL) discloses as part of its annual Sustainability Report on a number of metrics including the total number of incidents, which were 31 in 2019 and the Total Recordable Incident Rate (TRIR), which fell from 2.00 to 1.75 between 2016 and 2020. ELL also has a solid safety record of zero Occupational Safety and Health Administration (OSHA) or EPA notices of violation in over 50 years and had zero violations from the Department of Transportation (DOT) since 2011.

1.7.9 The Eurofins Foundation

Background

The Eurofins Foundation is a Public Interest Foundation, which was legally established in Belgium in September 2019. Its primary areas of focus include supporting initiatives aimed at:

- Protecting the environment: protecting ecosystems in the sea and on land and conserving our planet's scarce resources for future generations;
- Improving nutrition: supporting projects and initiatives feeding deprived communities in developing countries, as well as programmes aimed at decreasing food waste and facing the challenges of feeding a growing world population in a sustainable manner;
- Improving health: facilitating access to clean water and sanitation, supporting research on cancer, organ transplants or addressing other significant challenges in modern healthcare;
- Helping social, not-for-profit businesses working in the fields of environment or health protection and improved nutrition, in line with Eurofins' DNA;
- Promoting inclusion, diversity and equality at all levels of society through advocacy, education, mentorship, training and development programmes and STEM and STEAM outreach where this is contributing to a safer, healthier world;
- Helping non-profit organisations active in the local communities where Eurofins' laboratories operate and their staff live and work; and
- Supporting students who study or carry out research in fields aimed at contributing to safer and healthier lives but who lack sufficient financial resources.

The Eurofins Foundation also plans to develop a network of doctorate and post-doctorate researchers, students and experts in these fields, who can collaborate with Eurofins' employees and leaders, supporting existing initiatives and developing innovative projects, while benefitting from extensive cumulative practical experience and knowledge.

Furthermore, through the Eurofins Foundation, we aim to support the efforts of a number of other international organisations such as [Plan International](#), whose objective is to alleviate child poverty; [UNICEF](#), whose mission is to improve children's rights, their development and survival; and a number of international charities and NGOs. More specific information on this topic can be found on the Eurofins website at <https://www.eurofins.com/eurofins-foundation/some-supported-projects/>.

A Eurofins Foundation Steering Committee has been established, comprised of 17 Eurofins employees representing Eurofins' major business lines and its geographic footprint. The Steering Committee selects the projects which are supported by the Eurofins Foundation.

Beyond the Group's contributions, many Eurofins subsidiaries and laboratories engage in social activities locally and donate to charitable organisations independently, in addition to those undertaken at Group level.

Our donations in 2020

Eurofins significantly exceeded its objectives in 2020 and, as a result, was in a position to give back more and to treble the Eurofins Foundation's budget for 2020. The Eurofins Foundation's Steering Committee selected 76 initiatives for support, almost twice as many non-profit organisations worldwide as in 2019. Nine universities and research institutes will receive funding for student bursaries, scholarships, prizes, hardship funds and research projects in the fields of environment protection, health protection and improvement, along with 57 NGOs and non-profit organisations whose objectives are aligned with those of the Foundation.

An increasing number of projects are specifically targeting underprivileged and underrepresented populations, globally, such as HBCU First and Still I Rise ONLUS.

Eurofins Foundation's support spans from Australia to Costa Rica, the U.S., Nepal, Uganda, Niger, France, Norway and many more countries. A few examples are presented below, and all selected projects can be found on the Eurofins Foundation's [webpage](#).

Noé – Cocoa Under Shade (Gabon/France)

As an NGO, Noé's mission is to protect and restore biodiversity, in France and abroad, for the good of all living beings, and particularly, humankind.

The Cocoa Under Shade project in Gabon adopts a holistic approach to sustainable development that addresses both species and ecosystem conservation and the economic development of local communities along with social aspects, such as access to healthcare and basic education.

With the climate being particularly favourable to cocoa farming in this region of Gabon, the project's goal is to support populations in promoting their natural environment through the development of agroforestry, associating cocoa farming under shade with timber and non-timber forestry products, without causing any deforestation.

Eurofins Foundation recognises the importance of diversifying and increasing the earnings of local populations, and is supporting Noé in this project.

The Max-Planck Institute (Germany)

The Max Planck Institute for Chemical Ecology (MPI-CE) investigates ecological interactions with molecular, chemical and neurobiological techniques and is one of the most acclaimed research institutes in chemical ecology.

Eurofins Foundation is supporting a research project investigating the role of the microbiome of conifer bark-consuming insects in the detoxification of host tree defence compounds.

The research findings generated from this project will provide new insights into how insects are able to survive on trees such as spruce with abundant chemical defences, and thus suggest new strategies to combat these forest pests.

Girls Inc. (U.S.)

Girls Inc. inspires all girls to be strong, smart, and bold, providing more than 130,000 girls across the US and Canada with life-changing experiences and solutions to the unique challenges they face.

Eurofins Foundation provides a grant to their STEM Programme, implemented 30 years ago to create opportunities for girls to develop skills in and knowledge of STEM-based topics, thus providing or enhancing career options and, ultimately, improving girls' outlook for their professional futures.

Through hands-on activities, girls explore, ask questions and solve problems. By interacting with women and men pursuing STEM careers, they view these careers as exciting and realistic. This programme engenders strong life skills such as resilience, risk-taking and critical thinking.

Iracambi (Brazil/U.S.)

A migos de Iracambi is a non-profit organisation located in Brazil's Atlantic Forest, a biodiversity hotspot that has been experiencing increasingly severe droughts brought on by centuries of environmental degradation and exacerbated by climate change. Because of the exceptional climatic conditions of recent years, including the loss of many water sources, people, both locally and regionally, are beginning to associate climate change with environmental degradation and realise that urgent action needs to be taken.

Eurofins Foundation is providing a grant to the Forests for Water Programme (F4W), an ongoing project that fosters and practices community-led reforestation, helping to improve livelihoods, encourage sustainable farming practices, increase soil integrity, reduce pollution in freshwater systems, and build stronger community relations between local farmers.

HBCU First (U.S.)

HBCU First is an early-stage non-profit organisation with a mission to increase college success and career access for young Black people. They aim to help these young people move America forward — economically and socially.

By focusing on what students want and what leading employers need, HBCU First has established itself as America's source for exceptionally prepared Black talent. Their graduates are ready to add value on day one as interns or early career professionals.

Eurofins Foundation is providing funds to the HBCU's Leadership Incubator, developed in 2020 and consisting of a remote, part-time, 10-week internship programme focused on leadership development and designed for and by Black college students. This programme helps students attending historically Black colleges to bridge the gap between learning and doing.

Chimalaya Charity (Denmark/Nepal)

Chimalaya Charity is a Danish/Nepalese NGO, founded in 2010 to support mothers and give newborns the right start in life by fighting malnutrition. Chimalaya Charity's overall objective is to reduce malnutrition and promote child health and development by empowering and training mothers and their families. Its aim is to ensure that mothers are healthy before and after giving birth, that more newborns survive childbirth and early life, and that the negative growth curve in children under five in Nepal is reversed.

Eurofins Foundation is supporting the renovation and extension of current healthcare facilities in Bode, Nepal, to improve its functionality, learning environment, and capacity to further leverage the strong support offered by local Health Authorities. Post-renovation, the clinic will be better equipped to educate local mothers about nutrition and hygiene, and thereby improve the health and survival chances of their children.

UNICEF Democratic Republic of Congo

UNICEF works in over 190 countries and territories to save children's lives, defend their rights, and help them fulfil their potential, from early childhood through adolescence.

Eurofins Foundation supports UNICEF's Health Kits Programme in the Democratic Republic of Congo.

Despite significant progress in the last 20 years, the Democratic Republic of Congo (DRC) is characterised by excessive child mortality. A lack of availability of basic medicine at household level, a financial burden on poor families which prevents them from accessing their local health centre and limited engagement with communities in terms of preventive healthcare results in preventable diseases such as malaria, pneumonia, diarrheal diseases, as well as malnutrition and neonatal infections. To tackle and reduce mortality rates, UNICEF has partnered with the Government of DRC to distribute family kits to children and pregnant women.

The first kit is designed to treat diarrhea and fever in children under five. It also includes multiple micronutrient supplements for children between 6 and 23 months. The second health kit is for pregnant women, designed to facilitate a clean and safer delivery and newborn aftercare.

Both kits contain the basic medicines and necessary materials to reduce expense and increase access to quality treatment. Parents and caregivers are also informed and educated about different health risks and diseases and how to adequately respond to them.

Emergency support in 2020

Wastewater testing for aged care facilities in Pennsylvania

Eurofins had the opportunity to conduct pro-bono wastewater sampling for a number of Long-Term Care facilities in Pennsylvania to provide the Montgomery County Department of Health with information regarding the COVID-19 viral prevalence at those premises. Testing was performed during the months of July and August 2020 and through the various analyses, at least one of the facilities was found to be discharging waste that tested positive for SARS-CoV-2. Given the potential impact on the health and safety of entire communities, this initiative, facilitated by the Montgomery County Department of Health, afforded the opportunity to pursue conversations with the State of Pennsylvania Department of Health regarding the potential for re-engaging with Long-Term care facilities in support of a possible state sponsored resident testing effort.

US Clinical Diagnostics' social use of COVID-19 capacity

In an effort to help underserved patient populations that might not have access to, or resources for, SARS-CoV-2 testing, Eurofins US Clinical Diagnostics is in the process of arranging tens of thousands of dollars' worth of testing donations to the following organisations, the payment for which is provided by the Eurofins Foundation:

- A foundation focused on educating and treating disadvantaged and underserved populations, with a particular focus on diabetes, hypertension, cancer, insurance issues and organ and tissue donation;
- A nationally-recognised charitable organisation that deploys programmes geared toward saving lives and strengthening communities that are affected by or most vulnerable to crises;
- A food bank responsible for serving one of the largest cities in Massachusetts;
- A faith-based urban primary school serving underprivileged children.

Partnership with the Real Madrid Foundation

Eurofins Megalab has agreed with the Real Madrid Foundation – an internationally renowned brand and one of Spain's strongest brands - to provide, free of charge, hundreds of PCR tests for several community groups, including a senior community engaged in physical activity, a basketball foundation for disabled persons, a school for disabled persons and groups working with the homeless.

Australia

As part of its support for organisations dealing with the Australian bushfire crisis, Eurofins Foundation contributed to the efforts of three non-profit organisations:

- Conservation Volunteers Australia (CVA), who coordinated the national environmental volunteering response to the crisis;
- Red Cross Australia, who relocated people to evacuation and relief centres;
- WIRES (NSW Wildlife Information, Rescue & Education Service Inc), the largest wildlife rescue organisation in Australia, who cared for and supported wildlife during the bushfire crisis.

Mauritius Island

Eco-Sud is an NGO working to protect the environment and the biodiversity of Mauritius Island. It aims to educate the public on ecological issues, cultivating and mobilising a strong and engaged civil society. It also aims to defend and save endangered species and sites in Mauritius, while promoting economic and social development.

Eurofins Foundation supports Eco-Sud's ongoing work following an oil spill caused by a shipwreck off the coast of the Island of Mauritius in August 2020.

1.8 Governance

Eurofins' corporate governance practices are governed by Luxembourg laws and its articles of association (the "Articles"). We make efforts to orient our corporate governance towards the general principles of corporate governance set forth in the Ten Principles of Corporate Governance of the Luxembourg Stock Exchange (available at <https://www.bourse.lu/csr-corporate-governance>) (the "Ten Principles") and we have adopted a [Corporate Governance Charter](#) which provides an overview of Eurofins' corporate governance practices and is updated as often as necessary in order to provide an accurate reflection of Eurofins' corporate governance framework and to reflect new rules which may be adopted from time to time by Eurofins in order to enhance its corporate governance.

In 2020 the Group continued to embed best practices in its Corporate Governance framework, notably with the appointment of a fourth independent director with over 40 years of experience in audit and accounting to the Board of Directors and the proposal to bring the Board of Directors to eight members comprising four women and five independent directors at the April 2021 AGM.

1.8.1 Corporate Social Responsibility

Eurofins consistently looks to enhance the way its business is conducted and governed around the world. Eurofins' corporate governance practices are defined by Luxembourg laws and its articles of association (the "Articles") and the requirements defined in the Ten Principles of Corporate Governance of the Luxembourg Stock Exchange. Eurofins has adopted a Corporate Governance Charter whose primary purpose is to consolidate the corporate governance rules and procedures applied by Eurofins.

The [Corporate Governance Charter](#) can be found on our website.

1.8.2 Eurofins Group Code of Ethics

The Eurofins Group Code of Ethics sets out the key elements of the Eurofins Compliance Programme and provides guidance for every Eurofins employee, in respect of good business practices, fair competition, prohibition of insider trading, anti-bribery, proper recordkeeping, trade and export controls and sanctions, laws promoting human rights, equality and non-discrimination at work. This also helps the Group guarantee full respect of confidentiality, intellectual property, privacy and data protection, the safeguarding of company assets and compliance with approved external communication rules to prevent reporting breaches of the principles laid out in the Code (whistleblowing).

The Eurofins Group Code of Ethics addresses the most relevant compliance-related topics for Eurofins. It is regularly reviewed, taking into account comparisons with Eurofins' peers and leading companies in other industries known for high ethical and compliance standards. It takes into account broader international frameworks (e.g. the United Nations' Sustainable Development Goals).

The Eurofins Group Code of Ethics addresses a variety of audiences. First and foremost, it provides guidance for Eurofins leaders and employees. It also provides Eurofins' suppliers and customers with an overview of Eurofins' compliance, procedures and how they drive our approach to doing business.

In a Board meeting held on 2 October 2020, Eurofins' Board of Directors approved a revised version of the Eurofins Group Code of Ethics to formally adopt two new "Core Compliance Documents": The Eurofins Group Policy on Ethical Behaviour at Laboratories (with Examples of Prohibited Behaviour and Information about Whistleblowing Channels) and the Eurofins Group Policy on Ethical Behaviour during Audits, Inspections and other Offsite Operations. Further details are outlined below and on [Eurofins Core Compliance Documents](#) webpage.

The full [Eurofins Group Code of Ethics](#) can be found on our website.

Eurofins' strong commitment to compliance and ethical behaviour was confirmed and strengthened by the recent introduction of a new set of more detailed statements and policies, the Core Compliance Documents, which further expand on the principles laid out in the Eurofins Group Code of Ethics. They were developed and/or revised in collaboration with reputable law firms to improve Eurofins' governance framework, and were formally adopted over the course of 2019 and 2020.

These policies are listed below and further outlined on subsequent pages of this section:

- Eurofins Group Anti-Bribery Policy
- Eurofins Modern Slavery Statement
- Eurofins Group Fair Competition Policy
- Eurofins Group Equal Opportunities and Fair Employment Policy
- Eurofins Group Health and Safety Policy
- Eurofins Group Privacy Policy
- The Eurofins Group Policy on Ethical Behavior at Laboratories (with Examples of Prohibited Behavior and Information about Whistleblowing Channels)
- The Eurofins Group Policy on Ethical Behavior during Audits, Inspections and other Offsite Operations
- Eurofins Group Supplier Code of Ethics

In support of these policies, we continue to improve and ensure the Group's employees' understanding of them. In 2020, a mandatory eLearning module for the Eurofins Group Code of Ethics has also been developed and rolled-out globally for all employees, available in 16 languages through the Eurofins Academy (more details available further down in this section).

Eurofins Group Anti-Bribery Policy

Integrity is at the heart of the business of all members of the Eurofins Group. We are proud that integrity, impartiality and independence form a key part of our Group culture. Eurofins Companies adhere to a zero-tolerance approach towards any form of bribery and corruption.

The policy applies across all Eurofins Companies and to all of their leaders, directors and employees or any other person working for, on behalf of, or with any Eurofins Company. The Eurofins Group Supplier Code of Ethics also refers to this policy to emphasise Eurofins' expectations of ethical conduct on the part of its business partners.

The policy provides information on anti-bribery laws across the world, such as US Foreign Corrupt Practices Act (FCPA), UK Bribery Act and Loi Sapin II, and the possible consequences of their violation. Separate sections of the policy are devoted to gifts and hospitality, charitable gifts and contributions, and prohibition of political contributions. The policy outlines requirements that must be adhered to in every Group entity, but each entity is encouraged to strengthen such a policy so that it accurately reflects local best practice.

As compliance matters are governed by local laws, this policy is meant to set a general standard applicable throughout the Eurofins Companies. It does not override requirements of local laws: whenever a local law specifies stricter requirements than this policy, the local law shall always prevail.

An anti-bribery training programme is being developed through Eurofins Academy and will be mandatory for all Eurofins leaders and most employees in 2021.

The [Eurofins Group Anti-Bribery Policy](#) can be found on our website.

Eurofins Group Fair Competition Policy

Eurofins is committed at all levels to fair competition and to comply with competition rules applicable in the countries in which it operates. As clearly described in Eurofins Group Code of Ethics: "Companies in the Eurofins Group aim to compete vigorously with their competitors, but in a fair and ethical way."

The policy sets out in detail the general standards on fair competition. Two main competition rules are the basis of fair competition and at the core of Eurofins' business ethics, namely the prohibition of:

- entering into agreements or engage in concerted practices between companies, with the object or effect of restricting competition.
- abusing a dominant position in any relevant market.

All our employees and leaders are reminded that non-compliance with competition law can lead to severe sanctions and penalties, which may not only be imposed on the Eurofins' Companies committing a breach, but also on higher level holding companies.

Typical cases of breaching competition law comprise, in particular, cartels, bid rigging, abuse of dominance, and unlawful mergers.

The Eurofins Group Fair Competition Policy establishes clear rules and recommendations to avoid such breaches. It includes a section outlining specific guidelines, which provides immediate best-practice advice for the most frequently occurring potential situations. As compliance with competition law is determined to a significant extent by local law and its interpretation, it remains the responsibility of the local leaders to make sure that, in addition to adhering to the rules established in the Eurofins Group Fair Competition Policy, all applicable local laws and regulations are complied with.

The [Eurofins Group Fair Competition Policy](#) can be found on our website.

Eurofins Modern Slavery Statement

Eurofins has a zero-tolerance approach to any form of human abuse and exploitation, be it slavery, servitude, forced or compulsory labour, whether adult or child, as well as human trafficking. We are committed to creating and enforcing effective systems and controls to safeguard against any form of modern slavery, which could potentially be taking place within Eurofins businesses or our supply chains. We expect all those within our business and supply chains to adhere to the same principles and commitments.

The Statement on Measures Undertaken to Prevent Slavery and Human Trafficking in our Organisation and Supply Chain (Modern Slavery Statement) for the financial year ending 31 December 2020 explains the steps that Eurofins has taken during the 2020 financial year to ensure that slavery and human trafficking is not taking place in any of its supply chains, nor in any part of its own business. It includes, among other things, Eurofins' assessment of the risk of modern slavery in its own business and supply chains, information about Eurofins policies adopted to fight slavery and human trafficking, and the training about slavery and human trafficking available to Eurofins employees. The statement is made, among other purposes, in accordance with section 54 of the UK Modern Slavery Act 2015. Similar statements are required by a number of other national laws addressing transparency in supply chain topics. Therefore, the Board of Directors took the position that a Modern Slavery Statement should be prepared for the entire Group annually and adopted by all its subsidiaries.

The [Eurofins Group Modern Slavery Statement](#) can be found on our website.

Eurofins Group Equal Opportunities and Fair Employment Policy

The Board of Directors of Eurofins believes that everybody working for a Eurofins Company deserves the same basic level of protection against discrimination, harassment or abusive behaviour, irrespective of where they are working. The Eurofins Group Equal Opportunities and Fair Employment Policy sets out in detail the policy on non-discrimination and non-harassment set out in the Group Code of Ethics. Working at sites located in more than 50 countries worldwide, Eurofins is fortunate to have a diverse workforce. Eurofins values and promotes a workplace that is inclusive and fair and which fosters respect for all employees, customers and business partners. The Eurofins Group Equal Opportunities and Fair Employment Policy outlines the Group's approach to equal opportunities and fair employment as well as harassment, discrimination and bullying. Where local law demands additional requirements, it remains the responsibility of the local leaders to make sure that all applicable local laws and regulations are complied with.

Where standards defined in the Eurofins Group Equal Opportunities and Fair Employment Policy are more stringent than applicable local law, the global standards of the policy shall nonetheless be implemented locally.

The [Eurofins Group Equal Opportunities and Fair Employment Policy](#) can be found on our website.

Eurofins Group Health and Safety Policy

The Eurofins Group is committed to providing a safe and suitable environment for all those present at Eurofins. Health and safety are a natural priority and a core element embedded in all of our activities.

The Eurofins Group Health and Safety Policy provides guiding principles applicable to all employees and sets out Eurofins' approach to the assessment and control of health and safety risks arising from business activities. Eurofins actively promotes and demands a culture where health and safety problems are addressed immediately to prevent work-related accidents, injuries or illness.

As health and safety matters are governed by local laws, this policy has to be read as recommendations and guiding principles, not as a legally binding document committing any Eurofins Company. It needs to be implemented in local policies, rules and processes by each Eurofins Company according to the locally applicable laws.

The [Eurofins Group Health and Safety Policy](#) can be found on our website.

Eurofins Group Supplier Code of Ethics

Our customers expect us to be exemplary in our integrity in rendering our services and carrying out our business, and so untainted integrity is one of our most important assets. The Eurofins Group Supplier Code of Ethics supports Eurofins Companies in upholding the highest ethical and professional standards in their business dealings and relationships with suppliers wherever they operate. It is applicable to all suppliers and service providers, including their employees and agents who provide goods or services to Eurofins Companies. Eurofins' direct suppliers must ensure that any sub-contractors, agents or third parties engaged by them in support of Eurofins' business also comply with this code.

More specifically, Eurofins expects its Suppliers not to engage in any improper or illegal conduct in the course of acting for, or on behalf of, Eurofins as well as maintain confidentiality about their business dealings with Eurofins. Eurofins' suppliers must have in place systems and procedures that are designed to assist them in upholding high standards of integrity, honesty and ethics in all their activities and must prevent any conflict of interest by avoiding any interaction with any Eurofins leader, director or employee or any other person acting for, or on behalf of, any Eurofins Company that may conflict or appear to conflict with that Eurofins Member or Associate acting in the best interests of Eurofins. They also must not share with Eurofins Companies, Members or Associates any non-public information they have about Eurofins' competitors.

The [Eurofins Group Supplier Code of Ethics](#) can be found on our website.

Eurofins Group Policy on Ethical Behaviour at Laboratories (with Examples of Prohibited Behaviour and Information about Whistleblowing Channels)

As part of the Eurofins Group Code of Ethics, the Eurofins Group Policy on Ethical Behaviour at Laboratories (with Examples of Prohibited Behaviour and Information about Whistleblowing Channels) was formally adopted in 2020 to codify the standards of ethical behaviour required from all employees that work at a laboratory, whether owned by Eurofins, its client or a third party, and/or is involved in any way in the testing process (irrespective of where the relevant activities are conducted). Such persons are required to comply with the terms of this policy, as implemented locally, at all times.

The policy explains how various responsibilities are generally allocated, underlines the requirement that necessary and appropriate academic, professional and regulatory qualifications, accreditations, training and experience are held by the relevant personnel, and highlights the importance of observing personal safety, which covers rules on alcohol and drug consumption, including the use of controlled drugs, psychoactive or mind-altering drugs and the misuse of prescribed or over-the-counter medication. Topics such as data integrity, recordkeeping, prohibition of manipulation of data and reports and management of incidents are addressed as well.

A suitable global training programme is being developed to supplement local training and will be mandatory for most Eurofins personnel working at laboratories in 2021.

Furthermore, Eurofins has a whistleblowing point of contact that is readily accessible for all employees via Eurofins' intranet, but also on our Group website. This point of contact is intended to encourage and enable employees and/or

external parties to confidentially raise serious concerns so that Eurofins can address and correct inappropriate conduct and actions that breach the Eurofins Group Code of Ethics.

The [Eurofins Group Policy on Ethical Behaviour at Laboratories](#) can be found on our website.

Eurofins Group Policy on Ethical Behaviour during Audits, Inspections and other Offsite Operations

The Eurofins Group Policy on Ethical Behaviour during Audits, Inspections and other Offsite Operations was adopted in 2020 to codify the standards of ethical behaviour required from all employees who carry out or who are involved in any aspect of Eurofins' Offsite Operations ("offsite" meaning located at client or third-party locations or otherwise outside of Eurofins' premises or sites). Such persons are required to comply with the terms of this policy, as implemented locally, at all times.

A separate section of the policy is devoted to Eurofins personnel's interactions with client and third-party representatives during offsite operations. Such personnel are required to strictly adhere to the Eurofins Group Anti-Bribery Policy, which includes avoiding any situation or interaction that is improper, unethical, illegal or that may create undue influence, or the perception of undue influence, on the personnel's activities. Any concerns or 'red flags' in relation to their dealings with client and third-party representatives must be reported immediately using the reporting options specified in the policy.

A suitable global training programme is being developed to supplement available local training and will be mandatory for all Eurofins personnel engaged in audits, inspections and other offsite operations in 2021.

The [Eurofins Group Eurofins Group Policy on Ethical Behavior during Audits, Inspections and other Offsite Operations](#) can be found on our website.

Eurofins Group Whistleblowing Policy and Report on Whistleblowing Processes

Eurofins encourages its employees, leaders, business partners and other stakeholders with genuine concerns about any form of malpractice or wrongdoing in any Eurofins Company to raise those concerns through designated Eurofins channels at the earliest possible opportunity. Eurofins has committed to providing protection to individuals that have disclosed a concern in accordance with the Eurofins whistleblowing policy, and robust procedures have been put in place to ensure unbiased and timely investigation of the reported concerns and implementation of appropriate remediation actions where required.

The [Eurofins Group Whistleblowing Guidelines](#) have been adopted to provide detailed guidance on the scope of reporting, alternative reporting channels, core investigation principles, including confidentiality and, where possible, anonymity, as well as other topics. We have also established a Whistleblowing Point of Contact (<https://www.eurofins.com/investorrelations/corporate-governance/whistleblowing/>) that is monitored and serviced by an independent party and is available on a 24/7 basis, in all languages. It can be reached both via Eurofins' intranet and website.

1.8.3 External Governance Compliance

Within the Group, quality is evaluated by the appropriate National Accreditation or other responsible regulatory bodies via accreditation, certification and other appropriate processes. The Quality Management Systems for Eurofins' food and environment testing divisions are further strengthened by two international Quality Groups: the Food Quality Assurance Management Group (created in 2011) and the Environment Quality Assurance Management Group (created in 2013) whose aim is to standardise the quality assurance practices of laboratories. The main focus is accreditation to the ISO 17025, the international standard specifying the general requirements for the competence, impartiality and consistent operation of testing and calibration laboratories.

Additionally, several sites in the Nordic Region, Spain and South America are voluntarily accredited by ISO 14001, the international standard for effective environmental management systems (EMS). Other sites have begun preparatory

work to achieve ISO 14001 accreditation, for example laboratories in Italy and some of our environment testing laboratories in France. Some laboratories are also voluntarily accredited against ISO 9001, the international standard for quality management systems, OSHAS 18001, a standard for occupational health and safety and/or ISO 45001, an ISO standard for management systems of occupational health and safety. Eurofins Shenzhen laboratory has enlarged its CNAS/CMA/UKAS accreditation scope with accreditation in more than 170 standards.

Eurofins' laboratories in its genomics business line provide products and services to biotechnology and pharmaceutical clients and are typically accredited by ISO 13485. Genomics and pharmaceutical laboratories also follow applicable medical standards, such as GLP (Good Laboratory Practices - the gold standard in conducting non-clinical safety studies), GCP (Good Clinical Practices – standard for clinical services for clinical studies) and cGMP (Current Good Manufacturing Practices – manufacturing of products and testing according to pharmaceutical and biotech industry requirements). In addition, Eurofins' clinical trial operations respect and follow the ethical principles laid out in the World Medical Association's Declaration of Helsinki, the scientific guidelines on human medicines by the International Council for Harmonisation of Technical Requirements for Registration of Pharmaceuticals for Human Use (ICH), as well as the guidelines issued by the U.S. Food and Drug Administration (FDA) and European Medicines Agency (EMA), as applicable.

1.8.4 Quality Management Initiatives

Eurofins' Vision, to be the global leader in Testing for Life, Mission, to contribute to a safer and healthier world by providing our customers with innovative and high quality laboratory, research and advisory services whilst creating opportunities for our employees and generating sustainable shareholder value, and Values, Customer Focus, Competence and Team Spirit, Quality and Integrity provide the basic foundation of how entities within the Eurofins Group shall do business and highlight the importance of delivering high-quality services by providing accurate results on time using the most appropriate technologies and testing methods. Eurofins' commitment to governance best practices is reflected in the Quality Management Systems, which are implemented according to locally applicable standards and regulations in each laboratory.

Eurofins has also continued its efforts in implementing and improving 'Quality Management Systems' throughout its laboratories to ensure the highest level of quality and accuracy in testing provided to customers.

Since Eurofins has a decentralised, entrepreneurial culture, each laboratory has its own Quality Management System and quality manager.

Some of the key tasks of a Quality Manager include:

- developing and maintaining a Quality Management System that complies with the ISO 17025 standard or other applicable standards;
- ensuring that equipment is appropriately calibrated and fit for purpose;
- managing the customer complaints and non-conformity processes;
- performing the root causes analyses, defining corrective and preventive actions, following up with their implementation and measuring their efficiency;
- managing Key Performance Indicators defined by management;
- proactively solving problems or issues to ensure customer satisfaction.

Quality Metric and Data Accuracy Tracking

Eurofins has invested in tools, infrastructure and personnel to record and report on quality metrics at laboratories. As of 2020, over 95% of Eurofins' food and environment testing laboratories in Europe report on quality metrics to the food and environment central support team. Testing methods across this laboratory network also undergo accuracy checks on a periodic basis for their tests, which include:

- Proficiency tests by an accredited external provider to benchmark the accuracy of a given test in one laboratory in comparison to others in the Eurofins network as well as the laboratories of our peers. These tests are mandatory for all Eurofins laboratories to ensure best-in-class, accurate test results;
- Internal proficiency tests run on very challenging matrices to ensure the accuracy of testing methods;

- Undercover proficiency tests/ mystery shopping are led by a cross company team pilot on a selected scope of activity to experience the full customer journey and continuously improve our services.

Eurofins also generally sets its passing threshold for proficiency tests higher than the threshold set by external providers, affirming our commitment to accuracy and excellence in all our services.

Internal Quality Audits

In its food and environment business lines in Europe, Eurofins developed a network of over 50 professionals qualified as auditors by their respective national accreditation bodies who, as part of their role, perform internal audits. In addition to regular statutory audits by accreditation bodies, every laboratory is subject to many other audits, including a peer review by Eurofins' own staff as part of cross-country audits and unannounced audits. With these additional layers of quality assurance, Eurofins believes it is at the forefront of quality assurance practices typical in the laboratory testing industry serving similar end markets. Similar or appropriate initiatives are undertaken in other business lines.

Quality Manager Networks, Communication and Training

A large number of Quality Managers of Eurofins laboratories organise an experience sharing call on a monthly basis to discuss various quality topics, experiences and best practices. These quality stories help the Quality Managers identify if risk or opportunity exists in their own laboratory, allowing them to be proactive in implementing appropriate actions. Best practices are shared at different levels between managers as well as technicians. The teams collaborate with the help of the central quality team who, with results from benchmarking exercises, help to share and implement best-in-class processes that may be in place at other Eurofins laboratories. There are also various trainings undertaken by different Quality Managers to ensure they adhere to accreditation standards as well as Group quality excellence standards.

As of 2020 and out of 49 countries, in our food and environment business line, we have 318 laboratories working under an ISO 17025 accreditation and 269 Quality Managers were invited to join the programme across the Group.