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**Eurofins  
Environment,  
Social and  
Governance  
Report 2021**



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# 2021 HIGHLIGHTS

## Environment



Significantly increased scope of carbon footprint data collection

2020 ESG report

**20%**

FTEs/10% sites



2021 ESG report

**77%**

FTEs/55% sites

Appointed **100+ Local CO2 champions** covering all Business Lines and regions

**3.8%** reduction in carbon footprint (tCO2e/FTE) compared to baseline year (2019)

Increasingly strong female representation in leadership roles

**49%**

female leaders at all leadership levels

**30%**

National Business Line leaders/Business Unit Managers

**21%**

Senior Leadership/Regional Business Line Leaders

## Social



Listed in the Human Rights Campaign HRC 2022 Corporate Equality Index (CEI), the United States' foremost benchmarking survey and report measuring corporate policies and practices related to LGBTQ+ workplace equity

Eurofins Foundation is supporting **92** projects around the world, 17 more than in 2020, and twice as many as during its first year of existence in 2019

## Governance



Established Sustainability and Corporate Governance Committee at Board level and an Executive Sustainability Committee

Board development with the appointment of two new independent directors and **achieving gender parity at Board level**

Upgrades from eight ESG rating agencies during 2021



# CEO Message



I am delighted to share with you our 2021 ESG Report that summarises our performance and accomplishments of the past year and our progress towards our sustainability goals. A strong commitment to our people, our customers, our products and services, and our planet is central to our business philosophy, and this commitment is fully aligned with our vision to be the global leader in Testing for Life.

Every day, millions of people across the globe rely on our test results, in the knowledge that Eurofins experts meticulously apply scientific principles to ensure that the food we eat, the air we breathe, the medicines we need and the products we use are safe.

In 2020, I announced the ambitious goal of achieving carbon neutrality by 2025 through a focused programme of CO<sub>2</sub> emission reduction and carbon offsetting. In 2021, we made significant progress towards this goal by increasing the scope of our carbon footprint measurement, expanding the Group level Corporate Sustainability team, and identifying over 100 local CO<sub>2</sub> Champions from all regions and business lines. I am encouraged to see that we are reporting a reduction in tonnes of CO<sub>2</sub> emissions per FTE since our baseline year of measurement in 2019. Reflecting the importance of these topics and our focus on them, Eurofins' Board of Directors expanded the scope and duties of the Corporate Governance Committee to include the scrutiny of environmental and social matters relevant to the Group and its stakeholders to become the Sustainability and Corporate Governance Committee. Alongside this committee, an executive-level sustainability committee has been established (the Executive Sustainability Committee) to provide an operational framework for the delivery of these key initiatives.

We continue to remain at the forefront in support of the response to the ongoing COVID-19 pandemic providing critical support to healthcare providers, government authorities and the pharmaceutical industry. Over the past year, our scientists and support teams have been contributing to global health and safety efforts in countless ways. In 2021, as the pandemic developed, we responded to the increased demand for affordable and accessible testing in schools, the requirement for increased testing capabilities and capacity in airports, ports, and train stations in order to facilitate safe and efficient international travel, and we developed innovative rapid test solutions for some of the concerning COVID-19 variants that have surfaced over the past year.

Our Equality Driving Excellence initiative continues to provide training and resources to our leadership teams and all employees by facilitating monthly virtual sessions that offer a safe forum for information sharing and open and honest discussions on these topics. Furthermore, all Eurofins leaders now have in their annual remuneration at least one target to improve female representation in leadership positions. Our Board of Directors continues to strengthen, with a number of new members joining in 2021. It is now comprised of four men and four women, achieving gender parity. The percentage of women in senior leadership positions continues to grow year over year. In 2021, this positive momentum was sustained by increasing from 18% to 21% female representation in Group Operating Council (GOC) members and Regional Business Line leaders. Based on current data, Eurofins is comprised of 56% female employees. We firmly believe that the diverse nature of our organisation, which promotes equitable career opportunities for all, regardless of gender, race, nationality, sexual orientation, disability or age, directly contributes to the strength, innovation and success of our highly entrepreneurial organisation.

I am pleased to report that our initiatives aimed at ESG improvement continue to be acknowledged by the leading global ESG rating agencies, and our scores with agencies such as MSCI, Sustainalytics, ISS, S&P Global and CDP all improved in 2021. The Group will look to make further progress in 2022. We also continue to focus on the United Nations Sustainable Development Goals as a roadmap to enhance and improve our Corporate Sustainability priorities.

Finally, as you will see throughout this report, I am encouraged by the passion and commitment that our employees all over the world have for the topic of sustainability. Our teams contribute to the health and safety of people and the planet every day through the many testing services that we offer. Furthermore, I am also extremely proud to see the many local initiatives driven directly by our employees at many of our sites that contribute to conservation efforts, habitat protection and creation, health and well-being and giving back to local communities. It further illustrates that in order to achieve a sustainable future for all, it requires the efforts of all of us. I am confident that Eurofins will continue to play a significant role in making a positive social impact by being a Group that consistently finds innovative solutions, defines effective risk management strategies, and ensures that ESG performance and values are woven into the very framework and culture of our organisation.

**Dr. Gilles G. Martin**  
CEO



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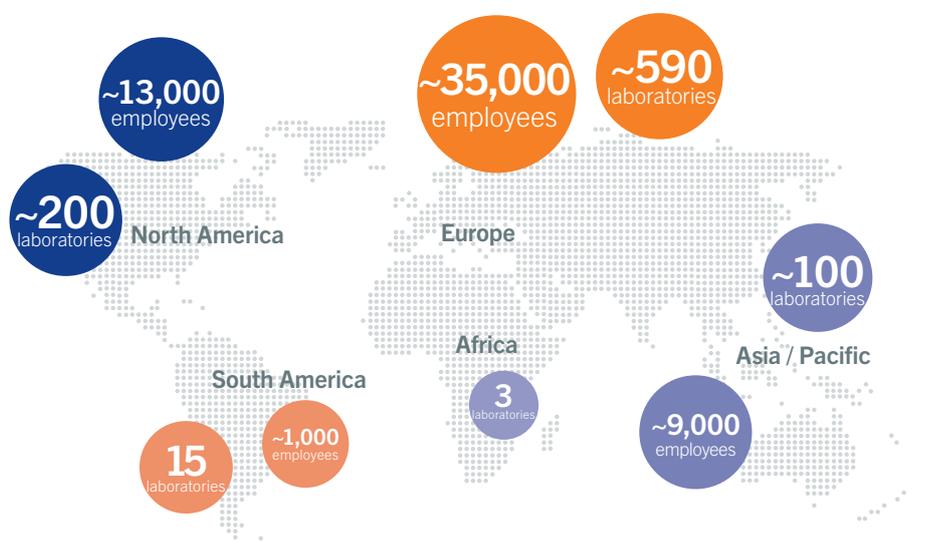
# THE EUROFINS GROUP

# Overview

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 1000 independent companies in 54 countries generally specialised by end client markets and operating 900 laboratories, with 58,000 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.

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. Our employees have also set up local social and environmental initiatives to reduce our environmental impact and give back to their own communities at a regional level. 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 that work towards a more sustainable future.



# 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 diverse team of talented and competent staff;
- Investing in training and creating rewarding and equitable career opportunities;
- Recognising and encouraging outstanding performance.

### Integrity

- Behaving ethically and socially responsibly in all our business and financial activities;
- Demonstrating respect and inclusivity towards our customers and our staff;
- Operating sustainable 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.**

# Sustainability at Eurofins



## SUSTAINABILITY AT THE HEART OF WHAT WE DO

At Eurofins, we believe that sustainability is at the heart of what we do. We are guided by our vision to be the Global Leader in "Testing for Life", our mission of contributing to a healthier and safer world and our core values that provide a strong foundation towards Environmental, Social and Governance (ESG) initiatives. Eurofins consistently enhances the way its business is conducted and governed around the world. In recent years, a particular focus has been placed on further improving Eurofins' governance practices to achieve best-in-class standards on as many levels as possible. We are now beginning to expand the scope of our data collection and site engagement in order to measure, manage and drive a company culture that builds sustainable ESG behaviours, policies and actions into every aspect of our business.

In 2021, Eurofins' Carbon Footprint Reduction programme was officially implemented at the regional level, and management responsibilities for this programme have been extended to local CO2 Champions and Business Leaders. All Business Units and more Senior Leaders now have ESG targets focused on gender diversity, safety, environment and compliance, conditioning a part of their variable compensation.

The Group continues to work relentlessly to ensure the health and safety of every employee. In addition, safety has been a major focus for those on the front line developing and delivering critical COVID-19 testing capacity, with site-specific COVID-19 protocols (e.g. social distancing, masking, enhanced cleaning etc.)

Eurofins will continue to seek to engage with its stakeholders actively and make consistent improvements in its services and the way its business is conducted and governed. In 2021, we introduced specific ESG targets focused on employee health and safety, quality management, honesty, integrity and human rights, and climate change risk. We also continued to make meaningful improvements to our ESG governance framework with the formation of an Executive Sustainability Steering Committee and a Board level Sustainability and Corporate Governance Committee.

We strengthened our procurement and supply chain management practices by confirming our Supplier Code of Ethics with significant vendors accounting for more than 30% of the Group's purchasing spend. Furthermore, in 2021, an analytics tool was implemented that facilitates collation of real-time information, providing insights to the Group Procurement team, facilitating more oversight of supplier selection, utilisation and qualification.

Eurofins is also an ESG enabler, helping many other corporations, organisations and governments test and improve their environmental and social impact. For example, Eurofins Environmental Testing has been collaborating recently with scientists to assist with studying the toxic effects of 6PPD-quinone on salmon in the Pacific Northwest region of North America. This contaminant comes from the worn rubber on tires that eventually leach from roads into waterways via rain run-off. Eurofins Environment North America was the first in the world to develop a commercial testing method for quantification of trace levels of 6PPD-quinone, which will support testing not only for the health of wild salmon but also of other species that are likely to be similarly affected by the compound. Also, in an effort to support our clients' sustainable practices, Eurofins has developed multiple services aimed to help Corporate Social Responsibility (CSR) managers as well as product developers to monitor their respective sustainability strategies better and to deliver and produce compliant products. For example, Eurofins is an accredited test laboratory for various Ecolabels and Quality labels for low emitting products, for VOC emission testing for LEED and BREEAM Green/Sustainable building certifications, and for Vegan Verification of chemicals, materials and products.

Eurofins continues to contribute to communities across the world through its CSR activities, which are led by the Eurofins Foundation, and its investments in the Livelihoods Carbon Funds. In 2021, the Eurofins Foundation, active across all three ESG dimensions and committed to the UNSDGs, is supporting 92 projects around the world, 17 more than in 2020, and twice as many as during its first year of existence in 2019. The progress made on ESG topics reflects Eurofins' commitment to building a more sustainable future.

This ESG report has been prepared for stakeholders to understand our sustainability strategy better, actions, performance and key material issues for the year ended 31 December 2021. The report was approved by Eurofins' Board of Directors on 17 February 2022.

Employees are our most important asset, especially as the Group continues to grow significantly. Eurofins has continued investing significant resources in training and talent development in 2021. Eurofins Connect, our first flagship Campus virtual recruiting event, TechTalk, an innovative online IT collaboration platform, and the Eurofins Fast Forward Graduate programme, which offers an attractive and accelerated career path to students from some of the best European schools, were all launched in 2021. Also, Eurofins is proud to have continued to create new jobs during the ongoing global pandemic, with a 12.6% increase in headcount between 2020 and 2021.

Eurofins Equality Driving Excellence (EDE) initiative continues to be a driving force in creating a safe and inclusive work environment for all employees. In 2021, the EDE launched its first Global Leadership Mentor Pilot Programme, which encompassed over 200 Eurofins employees from every region of the world in order to mentor the next generation of leadership within Eurofins. The EDE also facilitates monthly Equality Conversations and Leadership development forums that provide a virtual platform for learning and growth specific to topics related to diversity, equity and inclusion.

# Eurofins' Contribution to United Nations Sustainable Development Goals

**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, governments and organisations.**

At Eurofins, we believe in positively contributing to societal development through our testing services, responsible corporate business practices, environmental stewardship and community engagement efforts. We continue to find innovative ways to expand our services through cutting edge technology and development of new test methods to meet societal and environmental needs that relate directly to and enhance our alignment with the UNSDGs. Our testing services provide support and necessary data quickly and accurately, which allows decision-makers, whether medical physicians, governments, the biopharmaceutical sector, and numerous other industries, to make choices that positively impact people the environment and mitigate risks.

As outlined in the table below, Eurofins believes its businesses are consistent with and support 16 of the 17 of the 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.

The table below sets out the areas where Eurofins activities specifically align with the UNSDGs across our various businesses:

	TEST FOR PHARMA / BIOTECH / AGROSCIENCES	FOOD & FEED TESTING	ENVIRONMENT TESTING	CLINICAL DIAGNOSIS	GROUP SERVICE CENTRES (Foundation + Academy + LCF + EDE)
<b>1</b> NO POVERTY 					✓
<b>2</b> ZERO HUNGER 	✓	✓	✓		✓
<b>3</b> GOOD HEALTH AND WELL-BEING 	✓	✓	✓	✓	✓
<b>4</b> QUALITY EDUCATION 					✓
<b>5</b> GENDER EQUALITY 					✓
<b>6</b> CLEAN WATER AND SANITATION 	✓		✓		✓
<b>7</b> AFFORDABLE AND CLEAN ENERGY 			✓		✓
<b>8</b> DECENT WORK AND ECONOMIC GROWTH 				✓	✓
<b>9</b> INDUSTRY, INNOVATION AND INFRASTRUCTURE 	✓	✓	✓	✓	✓
<b>10</b> REDUCED INEQUALITIES 					✓
<b>11</b> SUSTAINABLE CITIES AND COMMUNITIES 			✓	✓	✓
<b>12</b> RESPONSIBLE CONSUMPTION AND PRODUCTION 	✓	✓	✓	✓	✓
<b>13</b> CLIMATE ACTION 	✓	✓	✓		✓
<b>14</b> LIFE BELOW WATER 		✓	✓		✓
<b>15</b> LIFE ON LAND 	✓	✓	✓		✓
<b>16</b> PEACE, JUSTICE AND STRONG INSTITUTIONS 	✓				✓



## Goal 1 - No Poverty

Goal 1 is to end poverty in all its forms everywhere.

Eurofins Foundation addresses this goal through many of the projects it supports.

For example, in 2021, Eurofins Foundation supported Centrepoint (UK). As the UK's leading youth homelessness charity, Centrepoint helps to support over 14,000 homeless 16-25-year-olds each year. Centrepoint provides a long-term, holistic model of support. They aim to help each homeless young person recover their mental and physical health, return to education, training, or employment, and ultimately move on to a home of their own.

In 2021/2022, the Eurofins Foundation provided funds to help refurbish 52 Oldham Street, where Centrepoint's Manchester service is based. Since it first came to Manchester in 2017, Centrepoint has provided over 4,000 homeless young people in crisis with safe and stable accommodation through their prevention and relief service.



## Goal 2 - ZERO Hunger

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

The world's population is expected to increase by 2 billion persons in the next 30 years, from 7.7 billion currently to 9.7 billion in 2050 and could peak at nearly 11 billion around 2100, according to current estimates from the [United Nations](#). Statistics like this see more responsibility falling on the Agrosience industry to provide effective, scalable solutions. Pest and disease control is vital now more than ever to help achieve global food security - for families today and generations of the future. The ability to conserve and enhance natural resources while producing food on an economically viable and sustainable foundation is based on a good understanding of the interactions between biology, environment and land management systems.

Eurofins Agrosience Testing services such as seed and plant health analyses, crop protection, and bio pesticide and bio stimulant product testing assist in supporting these critical efforts. In addition, Eurofins offers services to help dairy farmers to make informed decisions in favour of food safety and animal welfare using a wide range of tests to provide insights into the origin of milk, the total yield, cow's health, feed efficiency, environmental impact, quality, and adherence to all relevant regulations. The dramatic milk yield increases achieved since the 1960s are testament to the effectiveness of this precision farming and precision testing, with the average yield increasing from 4,200 litres per year to over 10,000 litres per year for an average dairy cow in Denmark.

Eurofins' Food Testing portfolio includes reliable analytical methods for characterising the safety, purity, composition, quality, and origin of food products and ingredients. Our global network is composed of diverse teams of leading food, feed, and supplement scientists who provide a broad range of resources, experience, and expertise that enable our customers to bring innovative, sustainable, safe products to market faster.

In 2021, the Eurofins Foundation renewed its support to the organisation Soils, Food and Healthy Communities Organization (USA), a farmer-led non-profit organisation that aims to increase the amount of locally grown nutritious food, promote environmentally friendly farming practices and develop healthy communities. The Eurofins Foundation supported SFHC's project to improve nutrition, gender equality, and well-being for 500 food-insecure farming households in Malawi. This participatory project responds to the intersecting challenges of food insecurity, poor health and nutrition, and poor soil health, all of which are exacerbated by climate change and underlying gender inequalities.



## Goal 3 - Good Health and Wellbeing

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

Eurofins businesses contribute daily to the health and well-being of people all over the world. The BioPharma Product Testing laboratories perform testing on all starting materials, process intermediates, drug substances and finished products to support all phases of the drug development process for both pharmaceutical and biopharmaceutical drug products. These activities ensure availability of prescription drugs to patients and support to work towards new and novel treatments of deadly diseases.

Through our food 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 they do 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.

Furthermore, Eurofins Clinical Diagnostics Testing, BioPharma Product Testing, Consumer Product Testing, Medical Device Testing, and Central Laboratory Business Lines continue to stand together with clients and local communities in working non-stop to provide COVID-19 testing support wherever needed as we all strive to make the world healthier and safer.

In 2021, the Eurofins Foundation granted funds to Maya Health Alliance | Wuqu' Kawoq, an organisation aiming to eliminate barriers to health and wellbeing for all Guatemalans. Led by indigenous healthcare workers, they unite medicine, culture, and language to provide high-quality care in rural Guatemala. While more than half of the Guatemalan population speaks the Mayan language, most healthcare services are delivered in Spanish. Maya Health Alliance | Wuqu' Kawoq provides care in the communities where patients live and in the languages they speak.



## Goal 4 - Quality Education

**Goal 4 is to ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.**

Since spring 2021, Eurofins has been supporting schools in Europe and the USA through COVID-19 monitoring programmes in collaboration with local health and education authorities. Group companies pioneered case studies, early in the pandemic, in schools in the U.S. and Germany to assess the effectiveness of pooled PCR testing. The findings of these studies have allowed Eurofins to develop customer-focused, cost-effective testing solutions for schools and universities.

These school monitoring programmes are effective and easy to carry out and have been proven to quickly identify positive cases from symptomatic and asymptomatic individuals to enable rapid isolation and contact tracing, increase confidence in in-person teaching among school staff and parents and distinguish between seasonal flu and COVID-19 infections and avoid unnecessary isolation measures.

Having ramped up capacity very significantly, Eurofins intends to continue to support communities around the world with innovative and cost-effective COVID-19 testing solutions and expand its partnerships within the education sector to facilitate schooling in safe environments.

Eurofins Foundation promotes 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 and healthier world.

Since 2019, the Eurofins Foundation has contributed to the Sebastienne Guyot grants, aimed at supporting female students in their engineering degrees at CentraleSupelec (FR), a public institution of scientific, cultural and professional nature. CentraleSupélec is a reference centre in the field of engineering sciences and systems and a leading school in higher education and research, ranked among the best institutions in the world.

In 2021, the Eurofins Foundation also supported Politecnico di Milano, a historic Italian university globally renowned for its high-level research and education. It is a public scientific-technological university that trains engineers, architects and industrial designers. Nearly 50,000 students are enrolled at the university for the school year 2021/2022. It's also ranked first, of Italian Universities, in the QS Ranking 2022. The Eurofins Foundation supported the "Girls@Polimi Programme", a dedicated programme designed to reduce the gender gap and support female students in Engineering courses, where female attendance is low. The programme provides scholarships to female students who enrol in Engineering courses for the first time.



## Goal 5 - Gender Equality

Goal 5 is to achieve gender equality and empower all women and girls.

At Eurofins, we believe that equality for all of our employees makes us stronger together and drives excellence in our business.

In 2019, Eurofins launched the Eurofins Equality Driving Excellence (EDE) initiative. To drive this initiative, a Chief Diversity Officer was named for executive sponsorship of the programme. The Chief Diversity Officer established a dedicated team to progress the programme globally, including a global Equality Ambassador Council. Senior Business Line leaders nominated Equality Ambassadors to facilitate the advancement of equality, prioritising gender equality in collaboration with business leadership and HR business partners. The Council's main objective is to not only ensure compliance with the Eurofins Group Equal Opportunities and Fair Employment Policy but also to embrace, celebrate and expand Eurofins' diversity and inclusion culture.

Realizing that there are many forms of equality, the Council has prioritised gender equality as its first social action.

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.

Women at Eurofins represent approximately 56% of its total workforce and hold approximately 49% of all management roles, starting from team leader/supervisor roles up to Group Operating Council (GOC) members. In addition, Eurofins increased female representation at regional leadership level up from 18% in 2020 to 21% in 2021. Finally, Eurofins has increased its [Board of Directors](#) seats this year and now has 50% women at the Board level.

Eurofins has formalised its gender equality talent acquisition activity with targeted recruitment efforts to attract qualified women and men. Additionally, talent acquisition resources are dedicated to diversity and inclusion outreach.

Targeted recruitment to attract both equally qualified female and male candidates is in place and will help to improve our gender equality further with regards to external recruitment.

Eurofins has significantly contributed to gender equality outreach and advancement by supporting initiatives such as Girls, Inc., Black Girls Do Stem, Denmark's Girl Child, and STEM Sisters, where female scientists and leaders volunteer time to mentor and encourage young girls to pursue careers in STEM fields.

In addition, the Eurofins Foundation supports gender-specific initiatives to empower gender advancement and equal rights. Refer to Goal 4 above for an example of this effort.



## Goal 6 - Water and Sanitation

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

Water is the most important resource we have on planet earth. It is rightly the focus of numerous environmental laws and regulations. This relates not only to drinking water but also ultimately to the entire water cycle, for example, surface and groundwater, process and wastewater.

When it comes to water testing, the flexibility to use either instrumental analysis methods or field-based systems can provide distinct advantages to our customers. As an example, Eurofins Technologies, through its subsidiary Eurofins Abraxis, Inc., provides innovative field and laboratory-based solutions for water testing. Some testing products include immunoassay kits that detect algal toxins, pesticides, estrogen, industrial chemicals/hydrocarbons and surfactants. Of particular interest, Eurofins Abraxis offers the only commercially available ELISA kit for the detection and quantification of glyphosate in water, with additional applications in soil, crops, food and biological samples. Glyphosphate (a common herbicide) is a primary drinking water contaminant that is known to cause reduced infant body weight and skeletal changes; therefore, quick and accurate detection is critical in order to keep communities safe.

In terms of COVID-19, wastewater testing can often detect infection from 3 to 7 days before the emergence of symptoms. Industries utilizing other relevant applications of wastewater monitoring programmes are in correctional facilities (prisons), hospitals, and long-term care facilities. Eurofins continues to partner with many industries to develop site-specific solutions to mitigate infection spread.

Since 2019, The Eurofins Foundation has supported the organisation Water for People (USA). In 2021, the Eurofins Foundation's grant contributed to many aspects of the project, including:

- The construction or renovation of six community water systems, bringing improved water services to 3,576 people in six communities;
- A collaboration with municipal governments to construct or renovate water infrastructure, resulting in the creation of 82 temporary jobs;
- The organisation of 18 hygiene education workshops for 611 representatives from the Ministry of Education, school principals and staff, parents, and teachers in five municipalities;
- In the Arani and San Pedro municipalities of Bolivia, the achievement of the 'Forever milestone' for water indicating that a sustainable water service has been established, and communities and the local government have the skills and capacity to ensure water services continue for future generations.



## Goal 7 - Affordable and Clean Energy

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

In general, the activity of Eurofins as a provider of testing and analysis services necessitates the use of limited amounts of water, raw material and energy (principally electricity).

There is a strong push within the network to use and convert to renewable energy such as that generated by wind, water or the sun. Several laboratories also use energy created by recycled heat or from waste-fired energy generators.

Furthermore, Eurofins' large investment programmes in new and better laboratories result in more environmentally-friendly facilities. New heating equipment is more efficient than old equipment, and modern insulation is also better at retaining or protecting from heat.

Eurofins E&E and Industrial laboratories offer a variety of compliance services for manufacturers, installers and operators involved in renewable energies, including testing for equipment used for wind turbines, solar and photovoltaic modules and electric vehicle charging stations. Examples of services include, but are not limited to electromagnetic compatibility (EMC) design advice and testing for high power electronics, EMC Management for single or multiple Wind turbine generators (WTGs), electrical safety assessments of installed systems and electrical safety assessments of equipment and apparatus to be integrated into a wind turbine installation.

In 2020, the Eurofins Foundation supported Geres, an international development NGO that works to improve the living conditions of those facing poverty and tackle the causes and impact of climate change, with a strong focus on energy transition. In 2020, the Eurofins Foundation provided Geres with a donation to support a project entitled "Women's entrepreneurship, a source of energy in rural Myanmar", aiming to ensure access to affordable, reliable, sustainable and modern energy for all, as well as to promote local economic development through the dissemination of sustainable energy solutions (SEDs) to isolated rural populations in Myanmar. Through the creation of a social business that brings together female entrepreneurs that sell improved cookstoves, certified solar products and electric cooking appliances, local communities can have access to cleaner energy sources. Specifically, the Eurofins Foundation's grant supported 16 women who became distribution entrepreneurs and 3,560 households that are now using more economical cooking methods.



## Goal 8 - Decent Work and Economic Growth

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

With 58,000 employees, Eurofins is a global leader in Testing for Life and, over the last 20 years, has been one of the fastest-growing companies in the world, thanks to innovation in technology and customer service. We now are the global market leader in environmental, food, pharmaceuticals and cosmetics testing as well as in agro-sciences CRO (Contract Research Organisation) services. We are also among the world's market leaders in advanced material sciences, genomics, forensics, consumer products and clinical testing services.

Eurofins is a meritocracy, where people are empowered to make entrepreneurial decisions and are rewarded for their success, allowing them to advance quickly. The Employment Creation (page 60) and Human Capital Development (page 63) sections outline more information about how the Eurofins network has grown in 2021 and the continued investment in our employees through training and leadership development.

In 2021, the Eurofins Foundation supported PLAN International France and its programme "Tamkeen, Towards an inclusive socio-economic empowerment of youth in Egypt", committed to promoting access to decent, formal and stable employment for young women and men through vocational training adapted to local opportunities, in Egypt.

The Eurofins Foundation's grant helped the NGO achieve important milestones. First, five information sessions were carried out in Cairo with 1,163 attendees (72% women). In addition, 27 sessions were carried out in Alexandria, along with sports days, reaching 785 young people (73% girls). Secondly, a new training centre was established in Cairo and equipment was provided to an existing training centre in Alexandria. The training curriculum was revised with the integration of gender analysis to identify the specific needs of women, including learning needs, training hours, career counselling, and job mentoring, etc. Finally, three protocols were signed with large private sector companies to provide job training. A total of 1,861 young people received training from technical training institution partners.



## Goal 9 - Industry Innovation and Infrastructure

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

Scientific innovation is a key focus at Eurofins. We are proud of our scientists' discoveries and advancements in a wide range of industry sectors, ranging from food to biopharmaceuticals to forensics testing. One example is related to a long-term collaboration with the United States National Aeronautics and Space Administration (NASA). Eurofins companies' close working relationship with NASA continues today as they consistently develop new, more stable, and better-tasting foods for their astronauts. As NASA develops food to be used in the International Space Station and food to be used in the first manned space mission to MARS, which must remain stable for even longer, up to a five-year period, Eurofins companies perform all quality control testing on these foods used in space.

In response to the COVID-19 pandemic, Eurofins continued to take action in 2021 to provide innovative solutions to support governments and medical institutions to protect human health by bringing urgently required tests to market, utilising its laboratory services to facilitate testing and supplying raw materials and pharmaceutical products required to fight the pandemic.

In 2021, Eurofins Technologies announced the launch of its GSD NovaType III SARS-CoV-2 RT-PCR assay, developed for the rapid detection of SARS-CoV-2 Variants of Concern. These assays play an important role in the fight against COVID-19 by enabling the rapid identification of new variants that may endanger the success of global vaccination campaigns and may indicate the need for implementation of enhanced isolation, testing and vaccination measures in affected areas. Eurofins Technologies is committed to continuing to rapidly adapt its product offering to meet the evolving challenges of SARS-CoV-2.

To support millions of business and leisure travellers, Eurofins rapidly expanded its network of strategically located COVID-19 testing centres to about 1000 across Europe in 2021, adding around 500 centres to the network over the summer months alone. In about 20 countries across Europe, these sampling stations cover most major business and tourist hubs. Eurofins provided unparalleled testing coverage to facilitate European and global travel. Airports play a major role as travel gateways, and Eurofins has established test centres in 40 airports in Europe. Over 30 testing centres in and near major train stations, such as Brussels-south and Paris Roissy airport train stations, and seaports for cruise ship testing, such as Southampton, Athens and Barcelona complement Eurofins' existing network of testing centres at travel hubs. Additionally, Eurofins offers drive-through testing centres on several major highways and airport access roads and the deployment of an increasing number of mobile sampling buses across Europe. These efforts significantly contributed to building a resilient infrastructure through innovative solutions by helping to facilitate safe travel and tourism during a very challenging time for our global society.

More about Eurofins' scientific contributions can be viewed here [Scientific Innovation - Eurofins Scientific](#).



## 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 specialities, we work to make this a reality across the world by helping healthcare professionals make the best decisions for their patients. In 2021, Clinical Enterprise, Inc., a Eurofins Scientific company, was awarded a U.S. Government [agreement](#) to expand national COVID-19 testing. The agreement with the U.S. Department of Health and Human Services, in coordination with the U.S. Department of Defense (DOD), expanded testing opportunities in K-8 schools, underserved populations and congregated settings such as homeless shelters. Eurofins has been awarded the agreement to test up to 24.6 million people in the Northeast and South regions. The goals of the government-funded programme are to help identify and minimise asymptomatic transmission, curtail broader community transmission, prevent outbreaks in institutional and community settings, and protect vulnerable individuals and populations.

Green or sustainable buildings are an important and fast-growing global movement. Sustainable building means that energy consumption, use of resources, impact on the environment, and human health are considered and optimised during planning, construction, use and demolition – throughout the whole lifecycle of the building. Motivation is either to raise the quality and sustainability of a building in general, support environmental protection, or contribute to Corporate Social Responsibility. Examples of certification schemes for sustainable buildings are LEED, BREEM, Well Building, DGNB, HQE, Ska Rating, Minergie and many more. Eurofins companies offer testing according to the requirements of LEED and BREEAM International. Eurofins is also an accepted and accredited test laboratory and can perform Volatile Organic Compound (VOC) emission testing in accordance with the certification schemes for sustainable buildings.



## Goal 12 - Responsible Consumption and Production

**Goal 12 is to ensure sustainable consumption and production patterns.**

Sustainable consumption and production is a key consideration in the way Eurofins conducts our business. As outlined by the UN for Goal 12, three important targets that we are already contributing towards are:

- Substantially reduce waste generation through prevention, reduction, recycling and reuse
- Encouraging companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle
- Promoting public procurement practices that are sustainable, in accordance with national policies and priorities

For specific examples of waste reduction and recycling initiatives at Eurofins, refer to the Energy and Waste Management and Responsible Consumption of Scarce Resources sections on pages 46–48 in this report.

One way Eurofins is supporting and encouraging sustainable practices is through Vegan Verification. Vegan Verification is an innovative programme from Eurofins Chem-MAP®, which risk assesses materials and components and provides testing of chemicals and materials to establish whether any animal or animal by-products have been used. Vegan Verification helps manufacturers, brands, and retailers correctly specify materials using a phased approach, covering the manufacturing of materials, chemical management, risk assessment, and testing to achieve vegan certification of materials. Recently, there has been quite a bit of focus on how vegan products and meat consumption reduction benefit the environment by reducing greenhouse gas emissions and conserving water.

Eurofins BLC also offers leather and textile industry supply chain mapping services to inform traceability. Risk analysis is also performed on regions where customers have a high concentration of suppliers, considering issues such as environmental and social sensitivities, legislation and governance.

Social compliance audit services are also offered to prove that suppliers' organisations and practices are compliant with local laws and international initiatives and standards, and the buyers' internal codes of conduct. Eurofins' auditing teams are, among others, a member of the Association of Professional Social Compliance Auditors (APSCA), and are approved to conduct audits for Amfori BSCI, Sedex Members Ethical Trade Audit (SMETA), Initiative for Compliance and Sustainability (ICS) and Social and Labor Convergence (SLCP). In addition, Eurofins teams offer the Eurofins Market Standard Audit; an in-house programme specifically focused on the consumer product industries.



## 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. Eurofins also recognises the vital importance that the reductions in greenhouse gas emissions play in achieving this goal. Eurofins companies are committed to measuring and reducing their carbon emissions. 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. Refer to the Climate Change section on page 36 for detailed information about actions taken in 2021 specific to carbon reduction.

In addition, many sites have now publicly committed to local carbon reduction strategies, including limiting commuting and business travel by utilizing video conferencing and remote and hybrid work opportunities where possible and encouraging carpooling. For example, Eurofins ADME Bioanalysis SAS publishes an eco-responsible charter on their website (refer to the link below) that outlines the provisions and commitments made by the company to act in a sustainable and responsible manner on a daily basis in the deployment of its activities. Some examples include installing LED lighting, encouraging eco-responsible behaviours (e.g. turning off lights, powering down equipment/devices when not in use, monitoring reasonable temperature settings based on areas of activity etc.)

### » [Our commitments and actions in favour of the environment](#)

In December 2020, the Eurofins Foundation made a donation to Conservation Research Africa (UK) in Malawi to combine research, conservation and community capacity building to reduce deforestation, conserve biodiversity and improve livelihoods in Malawi.

In 2021, the grant helped Conservation Research Africa to work towards its goals by teaching farmers about the sustainable intensification of agriculture (SIA) through practical demonstrations, focusing on basic techniques, minimising tilling and using biochar.

The project benefits the environment, as fuel-efficient stoves reduce wood consumption, which in turn reduces deforestation and the unsustainable harvesting of wood.

In addition, through its partnership with a local organisation, Kutu, Conservation Research Africa is conducting tree-planting projects within communities. This helps to increase carbon sequestration and reduce reliance on unsustainable fuel sources.



## Goal 14 - Life Below Water

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

With global plastic and microplastic contamination becoming one of the most important environmental discussions of our time, Eurofins Environment Testing business line and its partner laboratories offer microplastic testing and plastic-type analysis and quantification using the latest technology. These methods combined with microfiltration, collection and scanning electron microscopy (SEM) photography techniques enable detailed analysis of water, watercourses, sludges, sands, salts, and marine matter, which can assist in the efforts to determine contamination levels of these water sources in order to support new regulations that reduce and prohibit the use of single-use plastics.

In 2021, the Eurofins Foundation renewed its support to the Tara Ocean Foundation, the first public interest foundation dedicated to the ocean in France, which is developing open, innovative and ground-breaking scientific methods to help predict and react to the impact of global changes. The grant was directed towards Mission Microbiomes, the 12th scientific mission to study the ocean's microbiome and the future of the ecosystem in the context of global changes in the South Atlantic, Antarctica and Chile. Partnering with nearly 200 scientists worldwide, this mission hopes to broaden our understanding of the impact of climate change and pollution on marine organisms.

One year after the beginning of the CEODOS project, several Chilean research centres have begun collaborating with the Tara Ocean Foundation's scientific community, whose holistic approach will be applied to study the impact of climate change on marine ecosystems off the coast of Chile.

Five virtual stopovers were organised by the Tara Foundation to raise awareness of the project, which were attended by more than 3,000 people, including schoolchildren, university students, members of the wider public and Chilean government representatives.



## Goal 15 - Life on Land

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

Environmental changes, including increased pesticide usage, mean high levels of concern globally about pollinator safety in the present agricultural climate. Eurofins companies are leading efforts to support and protect bee health and reverse the trend. Some of our forward-thinking approaches in this area are now becoming part of standard industry protocols. Eurofins' Agrosience Services division developed an innovative method for fully investigating the effects of pesticides on the homing behaviour of honey and bumblebees using tiny radio

frequency transponders. Just as innovatively, we pioneered a field application method to assess the impact of eroded dust from pesticide-treated seeds on honeybees that can prove toxic to bees actively collecting pollen and nectar. We also take a cutting-edge approach to breeding methods for honeybees, using genome-wide DNA analysis. Working alongside the Institute for Bee Research in Hohen Neuendorf, Germany, and deploying next-generation sequencing technology, we selected bees with increased resistance to deadly natural parasites and virus infections in combination with the varroa mite. This guarantees breeding success, helping to develop healthy bee populations and to maintain functional ecosystems for the world's most important and most threatened pollinator.

In addition, many Eurofins sites are finding ways to protect and create healthy and native habitats to co-exist with plants and wildlife on our campuses in a sustainable manner.

In 2021, a site in Lancaster, Pennsylvania (US) partnered with the Alliance for the Chesapeake Bay to convert over a 1/4 acre of land into a native rain garden. This space serves as a natural filtration centre for the rain run-off from surrounding roads, parking lots, and a bordering farm. The ecosystem works to trap metals in the soil and take up excess nutrients in the plants. It is also a beautiful space that provides food and habitat to pollinators, birds, and small mammals. In total, this site has dedicated over seven acres of land to native habitat as part of its commitment to protecting and enriching its local environment.

At an Environment Testing site in the Netherlands, efforts are underway to replace grassy areas on campus with wildflowers.

At a BioPharma Product Testing site in Saint Augustin, France, six beehives have been established on-site with a beekeeper with responsibility for their care. The site also has lots of woodland surrounding the laboratory, which serves as a biodiversity haven. It is a home not only to bees but also to deer, boar and hares.

In 2021, the Eurofins Foundation supported Mountains To Sea Wellington (MTSW), a not-for-profit environmental trust based in Wellington, New Zealand. Their mission is to inspire kaitiakitanga (guardianship) for rivers, harbours, and coasts and motivate people to make positive environmental changes. The organisation's skillsets build collaborative working relationships and provide science, education, environmental expertise, and outreach experiences.

Eurofins Foundation contributed to the "Love Rimurimu Restoration project", a collaborative effort to pilot the regeneration of rimurimu (seaweed) forests in Whanganui-a-tara, New Zealand.

Due to anthropogenic activities and global changes, temperate kelp forests are declining, particularly on urbanised coasts. In Wellington Harbour, kelp forests provide vital ecosystem services. They also have significant cultural and social values for Māori and the wider community. However, these forests have been degraded due to various stressors and are reducing in the range and diversity of species present.

The Mountains to Sea Wellington Trust initiated the project, supported by science expertise and local government, industry, community and mana whenua interests in mind. This initiative will trial effective seaweed regenerative methodologies, learn from and share the outcomes, and engage widely with the community.

The Eurofins Foundation's funds were directed towards the Knowledge Stream of the Love Rimurimu Restoration project. The project will generate critical information for this ground-breaking, community-led restoration project. The Foundation's donation will support two part-time research assistant positions to build new knowledge essential for the project's success: identifying species, sites, and methodologies to help achieve the best restoration outcomes.



## 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 companies provide forensics services that use a wide range of technologies to support law enforcement agencies around the world, including crime scene analysis and genetic analysis. Eurofins is also approved to conduct security audits for Supplier Compliance Audit Network (SCAN), while our Eurofins Market Standard Audit can be customised to additionally meet the full checklist of the Customs-Trade Partnership against Terrorism (C-TPAT) global and regional requirements.

# Materiality Assessment

## MATERIALITY MATRIX

Eurofins seeks to make a positive and meaningful impact on a wide range of ESG categories by both its own actions and by the work it does supporting and assessing others' ESG initiatives. In 2021, Eurofins conducted a Group-level exercise to define the materiality of the potential impact 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.

### Methodology

The newly formed Executive Sustainability Steering Committee identified and reviewed the key ESG risks to Eurofins' operations across all regions.

Discussions between management personnel, local internal experts and other stakeholders have taken place to support our materiality review. Also, now with over 100 local CO2 Champions from around the world and from all of our different business lines, we had the opportunity to review this matrix in more detail, which serves as a guiding exercise behind Eurofins' 2021 ESG report.

Combining internal and external factors, 16 ESG themes have been identified for further materiality analysis, which are summarised in the materiality matrix below.

Each year we review our material sustainability issues. Following our review in 2021, we have added Climate Change, Sustainable Procurement and Supply Chain Management, People Health and Safety, Sustainability Governance, Honesty & Integrity and Human Rights, Enterprise Risk Management and Product and Service Quality as priority issues considered critical to our stakeholders.

### ESG Materiality Matrix

The Materiality Matrix maps 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 the 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.



### ENVIRONMENT

Safeguarding the environment through our products and services		✓	✓			✓	✓	
Environmental Risk Management			✓			✓		
Climate Change			✓				✓	
Energy and waste management			✓			✓	✓	
Responsible consumption of scarce resources		✓	✓			✓	✓	
Sustainable Procurement and Supply chain management								✓

### SOCIAL

Diversity and equality	✓	✓	✓	✓	✓			✓
Employment creation	✓	✓			✓			✓
Human Capital Development				✓	✓			✓
Eurofins School of Entrepreneurs								✓
People Health and Safety			✓					
Giving Back	✓	✓	✓	✓	✓	✓	✓	✓

### GOVERNANCE

Sustainability Governance			✓	✓	✓		✓	✓
Corporate Social Responsibility	✓	✓	✓	✓	✓	✓	✓	✓
Honesty, Integrity and Human Rights			✓	✓	✓			✓
Quality Management			✓					✓
Product and Service Quality								✓



### ENVIRONMENT

Safeguarding the environment through our products and services	✓		✓	✓	✓	✓	✓	
Environmental Risk Management	✓			✓	✓	✓	✓	
Climate Change			✓	✓	✓	✓	✓	
Energy and waste management			✓	✓	✓	✓	✓	
Responsible consumption of scarce resources				✓		✓	✓	
Sustainable Procurement and Supply chain management		✓	✓	✓	✓			✓

### SOCIAL

Diversity and equality		✓	✓					✓
Employment creation	✓	✓	✓					
Human Capital Development		✓						
Eurofins School of Entrepreneurs	✓	✓						
People Health and Safety	✓		✓	✓				
Giving Back	✓	✓	✓	✓	✓	✓	✓	

### GOVERNANCE

Sustainability Governance	✓	✓	✓	✓	✓	✓	✓	✓
Corporate Social Responsibility	✓	✓	✓	✓	✓	✓	✓	✓
Honesty, Integrity and Human Rights		✓						✓
Quality Management				✓	✓			✓
Product and Service Quality	✓			✓				✓



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# ENVIRONMENT

As a group of companies that work to safeguard the environment through many of our testing activities, considering our own impact on the environment is a priority, as is a commitment to sustainably operating. The sense of urgency to improve and protect the health of our planet is at the forefront of many of our testing services within multiple business lines that offer services to help our clients reduce their environmental impact. We also embed these values into our own actions by continuing to reduce consumption and improve environmental stewardship and energy conservation at sites all over the world.

Our laboratory testing of water, air, soil, food, and consumer and biopharmaceutical products not only ensure quality but also assess the impact on the environment and health. Refer to the Safeguarding the Environment through our Products and Services section on page 31 for details about how many of our Business Lines offer testing that benefits and monitors the health of our planet and its hundreds of unique ecosystems.

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. Refer to the Climate Change section on page 36 for detailed information about actions taken in 2021 specific to carbon reduction.

## EUROFINS SUSTAINABILITY IN ACTION | CASE STUDY | BIODIVERSITY

(Eurofins BPT - Kyoto, Japan)



Eurofins Analytical Science Laboratories, Inc. in Kyoto, Japan, initiated a project to focus on biodiversity conservation. Activities were organized to conserve and revitalize rare and endangered plant species that have supported Kyoto's traditional festivals and culture. Leaves of the plant species *Asarum caulescens* are used as decorations in festivals such as the Aoi Matsuri, one of the three major festivals in Kyoto. Employees and their families volunteered to grow *Asarum caulescens* at work (in a green area in front of one of the buildings on-site) or at home (with employees playing the role of plant foster parents). The volunteers planted, watered, fertilised, and divided the plants on a weekly basis and reported on progress monthly. The ultimate goal was to replant the *Asarum caulescens* grown by Eurofins at the Kamigamo Shrine and dedicate the new plants at the Aoi Matsuri (hollyhock festival) in May. The festival aligns with the "wabi-sabi" concept (finding beauty in the imperfection of nature) and is known as the most elegant festival in Japan.



# Safeguarding the Environment through our Products and Services

Our laboratories around the globe contribute to a safer and healthier world by helping our clients safeguard the environment, protect crops, promote human health, improve cancer treatments, tackle antibiotic resistance, optimize kidney transplantation outcomes, identify prenatal conditions, ensure food, air, soil, water safety and fight viruses like COVID-19. Our broad portfolio of testing services contributes to a more sustainable society and planet in countless ways. A few examples of how we contribute through a select few of our business lines are highlighted below.



## AGROSCIENCE SERVICES

- Establishing that plant protection products (PPPs) pose a low risk to human health and safety.
- Performing field studies to assess environmental risks and potential impact of plant protection products (PPPs) on birds, mammals, pollinators and soil organisms (e.g. earthworms, nematodes etc.).
- Providing a broad range of services to the seed industry through a global network of field stations and laboratories supporting seed development and testing needs.
- Performing a range of plant and crop diagnostic services for the detection of pests and diseases in order to detect crop damage proactively.



## BIOPHARMACEUTICAL SERVICES

- Promoting greater health of society by helping our clients ensure that the drugs and medicines that consumers rely upon are safe and effective
- Ensuring post-approval quality control by assessing the safety and long-term effectiveness of end products
- Supporting drug discovery research and the development of novel medicines and treatments
- Contributing to the advancement of science in testing for life across many fields – from testing of medical devices to gene and cell therapy products which have made significant progress in the treatment of many diseases, including cancer, genetic, and autoimmune disorders



## FOOD AND FEED TESTING

- Establishing the safety, composition, authenticity, origin, quality, traceability and purity of food and feed through 200+ million assays per year
  - Providing testing, consulting, auditing and inspection services across the entire food supply chain, from farm to fork
  - Testing for persistent organic pollutants, dioxins and organic contaminants, pesticides, mycotoxins, allergens, pathogens and vitamins
  - Helping manufacturers, suppliers, retailers, processors, and warehouse providers to implement consistent and high-quality food safety measures
  - Supporting companies in developing alternative protein sources for meat
- 



## ENVIRONMENT TESTING

- Contributing to the safety and sustainability of the environment through testing of water, air, soil, pollutants and waste
  - Promoting the highest standards of hygiene through testing of surfaces, water and pipe systems in buildings such as hospitals and offices
  - Offering analyses to classify products by industry specifications for biofuels that benefit the environment due to reduced emissions, smog, wastewater and hazardous waste
  - Ensuring quality control by testing for routine and non-routine parameters in polluted sites, building materials, sediments, sludge and compost
  - Contributing to every stage of patient care, from genetic predisposition to prevention, diagnostics, treatment monitoring and prognosis
- 



## CLINICAL DIAGNOSTICS

- Promoting health by ensuring patients' access to the most specialised, innovative techniques for diagnosis, monitoring and therapeutic decision
- Contributing to the advancement of science across specialities, including genomics, oncology, transplantation and women's health
- Supporting efforts to combat diseases and pandemics, such as COVID-19, by developing the best scientific innovations and testing capabilities
- Helping practitioners select personalised treatments thanks to genetic and metabolic profiling of patients as well as therapeutic drug monitoring
- Helping create a safer world by ensuring that everyday products across regulatory systems worldwide meet required quality and safety standards



## CONSUMER PRODUCT TESTING

- Contributing to human health through testing of products in direct contact with the human body, including textiles, cosmetics, apparel and toys
- Helping clients deliver and produce compliant products by testing for environmental impact, flammability, sustainability, composition and more
- Promoting products' compliance with standards along the entire lifecycle through accredited certification services and expert testing
- Supporting our clients by offering industry-specific, regulatory courses as well as social, environmental or customised audits and inspections



## EUROFINS TECHNOLOGIES

- Supporting the R&D industry by developing, producing and marketing customised environmental, food and life science test programmes
- Supporting bioanalytical testing across industries, including food, feed and biopharma, by providing reliable diagnostic test kits and instruments
- Enabling the identification of allergens, pathogens, GMOs, toxins, veterinary drug residues, vitamins, food viruses and pesticides
- Supporting molecular (DNA and RNA) testing and virus detection by producing probes, primers and positive controls
- Developing a wide range of cutting-edge methods, including In-Vitro Diagnostics (IVDs), essential to support advances in personalised medicine

## EUROFINS SUSTAINABILITY IN ACTION | CASE STUDY | MICROPLASTICS

(Eurofins Environment Testing companies in US/Norway/Austria/New Zealand).



Microplastics (MP) as an analytical focus is a new, emerging contaminant of concern in the environment. They are slow to degrade and can carry bacteria and persistent organic pollutants (POPs) like pesticides, dioxins, and PFAS compounds that are hazardous to both human and animal health. It is estimated that over 80% of the world's potable water is polluted with microplastic fibres. These microparticulates eventually end up in our lakes, rivers, municipal treatment plants, and ultimately tap water. The specific transmission of the toxins to humans is still being studied; however, there is data supporting MP health effects on fish and small organisms. Eurofins Environment Testing in the Americas, Eurofins EAG, and Eurofins business units in Norway and Australia are combining their analytical experience and expertise to support this new testing need to identify and quantify microplastics.

# Environmental Risk Management

Effective Environmental Risk Management must take into consideration site and building factors, as well as safety and waste processes.

Real Estate is considered a key enabler in driving down the carbon footprint through the delivery of construction projects and leasehold improvement investing in on-site renewable energy generation to replace fossil energy (e.g. heat pumps, solar panels) and projects reducing the energy needs of a premise (e.g. insulation improvements, installation of LED lighting). Throughout 2021, an ongoing mapping has been taking place on a site-by-site base to assess the possibility and timing of such projects. Based on the outcome, new Real Estate projects will be initiated and integrated into the overarching Real Estate roadmap, with a runway until 2025.

While this roadmap is being developed on a continuous basis, Eurofins is spearheading by integrating carbon footprint reduction measures into new construction projects/Leasehold improvements, as well as by embarking on dedicated 'carbon footprint reduction' projects.

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## Some examples (non-exhaustively) include:

- The integration of renewable heating and LED lighting in newly constructed laboratories.
- The delivery of carbon footprint dedicated projects, for example, a renewable heating project in Lancaster (USA). This project allows for passing all exiting hood exhaust beside a closed-loop glycol system. The greatest energy benefit is that during the winter months, the warmer air exiting the building can be used to preheat the incoming air, which requires less energy from the steam boilers.
- The initiation of renewable electricity projects, for example, Elst (Netherlands) with a new heat pump and solar panels allowing an annual CO<sub>2</sub> reduction of 180 tons, Rossens (Switzerland) with a roof renovation project planning to add 445 m<sup>2</sup> of solar panels and Castellon (Spain) with almost 1000 m<sup>2</sup> of solar panels being installed on a new state-of-the-art building, currently in construction.

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In addition, 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 employee responsible for safety (Safety Officers or Health & Safety Managers) and regular inspections and internal training on safety and environmental risk management. Furthermore, in countries in different regions such as Canada, France, Sweden, Spain, The United Kingdom, India, Japan, and Thailand, for example, several laboratories have opted for voluntary environmental management accreditation by following international standards (such as ISO 14001), to reflect their commitment to safeguarding the environment. By the end of 2021, almost 50 laboratories in the Eurofins network with more than 4700 Full-Time Equivalents (FTEs) were operating under ISO 14001 accreditation or equivalent standard.

## EUROFINS SUSTAINABILITY IN ACTION

### ISO 14001 ACCREDITATION

(Eurofins BPT – Europe)

In 2021, the BioPharma Product Testing (BPT) companies in Europe made the decision to pursue ISO 14001 accreditation for all sites. The team worked to establish their Environmental Management System (EMS) framework in the first half of the year and were able to complete the necessary documents, including an EMS manual and policy, by June 2021.

The next steps consisted of organizing the necessary audits and management review meetings for all sites. Next followed a Stage 1 audit of the central team and management system at the Vimodrone (Italy) site in September, followed by subsequent audits (Stage 2) of the BPT sites in Milan (Italy), Dungarvan (Ireland), Barcelona (Spain), Fontenilles (France), Nazareth (Belgium) and Munich (Germany). The target is to obtain ISO 14001 certificates in March 2022.

This successful effort of the BPT business line in Europe will increase Eurofins ISO 14001 accredited operations by 25 sites and 2000 FTEs, further demonstrating our commitment to managing environmental responsibilities and risks.



# Climate Change

Climate change can generate risks and opportunities for Eurofins as a number of our sites are located in areas of the world where climate conditions are expected to change. This will require an adaptation for our people, assets, and operations and may also create opportunity for the business.

## TCFD framework

For the reason mentioned above, Eurofins is gradually implementing the recommendations of the Task Force on Climate-related Financial Disclosure (TCFD) as guiding principles to identify and assess climate-related risks and opportunities and ensure that the disclosed climate-related information is being disclosed is decision-useful for investors and stakeholders.

## Board's oversight of climate-related risks and opportunities

The Board of Directors has delegated to the Sustainability and Corporate Governance Committee, which is exclusively composed of independent and non-executive Board members, the assessment of the impact of the Group's operations on the environment and the oversight of climate-related risks and opportunities. The committee directly reports to and advises the Board on such matters. In addition, in alignment with the overall Risk Governance framework (described in the Enterprise Risk Management section on page 84), the climate-related risks are regularly reviewed by the Executive Risk Committee that supports the Board of Directors, the Board-level Committees (Sustainability and Corporate Governance Committee and Audit and Risk Committee), and the Group Operating Council with the execution of their risk management functions.

## Timeframe

In the context of climate change, the Group considers short-, medium-, and long-term risks like the following:

- **Short-term risks** – risks that may impact near-term financial results, including those that may materialise within the current annual reporting cycle.
- **Medium-term risks** – risks that may materially impact the objectives of our strategic planning, over a 5-year timeframe.
- **Long-term risks** – risks that may materialise over a period longer than five years. For example, the scenario analysis related to heatwaves and riverine flood risk described in the following paragraphs is performed considering long-term climate projections to 2030 and 2050.

## Type of climate change risks

In alignment with the TCFD framework, we have defined the following risk categories:

- **Transition Risks:** transitioning to a lower-carbon economy may entail extensive policy, legal, technology, and market changes to address mitigation and adaptation requirements related to climate change. Depending on the nature, speed, and focus of these changes, transition risks may pose varying levels of financial and reputational risk to our organisations.
- **Physical Risk / Acute (event-driven):** increasing frequency/severity of extreme weather events, such as cyclones, hurricanes, or floods. This may have financial implications such as direct damage to assets and indirect impacts, and supply chain disruption.

- **Physical Risk / Chronic:** referring to longer-term shifts in climate patterns (e.g., sustained higher temperatures) that may cause, e.g. chronic heat waves. Extreme temperature changes could affect organisations' premises, operations, supply chain, and employees' working conditions.
- **Opportunities:** efforts to mitigate and adapt to climate change also produce opportunities, for example, through resource efficiency and cost savings, the adoption of low-emission energy sources, the development of new products and services, access to new markets, and building resilience along the supply chain.

### Organisational process and management's role in assessing and managing climate-related risks

Climate-related risks and opportunities are managed in accordance with the overall Risk Management framework (described in the Enterprise Risk Management section on page 84 and based on the standard ISO 31000). The Group Risk Manager coordinates a risk identification process, performing risk interviews with Business and Functional Leaders. Identified risks that are material at Group level are analysed, evaluated, and reported in the Group Risk Register together with their respective mitigations. The outcome of the process is regularly discussed by the Executive Risk Committee that initiates mitigation actions, assigns accountabilities, monitors the development of mitigation plans, and eventually escalates relevant information to the Board-level committees or directly to the Board of Directors.

Identification and assessment of climate change risks were performed for the first time in 2021 at Group level, with a focus on physical risks, both acute and chronic. The identified risks have been assessed with the standard risk management methodology, prioritised within the Group risk register among the other risks and discussed by the relevant Committees. The standard assessment methodology has been enhanced with scenario analysis (as described in the chapter "Scenario Analysis" of this report).

The analysis will be repeated on a yearly basis, coordinated by the Group Risk Manager (building on local initiatives that were established without central coordination in the past) and progressively extended to the other categories (i.e. transition risks and opportunities).

### Scenario Analysis

The process identified a few physical (acute or chronic) climate change risks, which could be potentially relevant to Eurofins operations. During 2021, Eurofins decided to assess two of them: riverine floods and heatwaves. Considering the underlying uncertainty and the long-term perspective, several scenarios have been analysed, using two different timelines (i.e. 2030 and 2050) and two global warming scenarios selected from the Representative Concentration Pathway (RCP) model. In the RCP model, several different pathways describe different climate futures, all of which are considered possible depending on the volume of greenhouse gases (GHG) emitted in the years to come. The selected scenarios are:

- RCP4.5: global average temperature increase of ~2°C by the end of the century
- RCP8.5: global average temperature increase of ~4°C by the end of the century

Through this analysis, Eurofins simulated how current assets' exposure to such risks could change in the future and defined adaptation strategies as outlined in the following sections.

## 1. Development of river flood risk exposure driven by climate change:

Most Eurofins' sites (representing ~94% of total assets) have been analysed at Group level using their geo-localisation coordinates to assess how the current exposure to the risk of a riverine flood could change in the future as a result of climate change. The outcome of the analysis is reported in Table 1:

**Table 1. Percentage of Eurofins' assets located in regions likely to become more exposed to flood risk.**<sup>1,2,3,4</sup>

Riverine Flood Risk	2030		2050	
	RCP4.5 +~2°C by 2100	RCP8.5 +~4°C by 2100	RCP4.5 +~2°C by 2100	RCP8.5 +~4°C by 2100
Unchanged exposure	84.7%	86.0%	84.9%	98.5%
More exposed - moderate increase	14.0%	11.3%	12.4%	1.5%
More exposed - strong increase	1.3%	2.7%	2.7%	-

1. Source: Eurofins elaboration on Aqeduct database.

2. Method: Baseline for the calculation is the currently expected inundation depth at a given flooding return period. Future scenarios use projected inundation depth at the same return period. Reported proportions show the percentage of assets located in regions where the projected inundation depth in the future scenarios is expected to remain unchanged, moderately increase or strongly increase.

3. Note: The analysis has been conducted with the sole purpose of understanding the general risk tendency and to identify the geographical areas where a more detailed analysis is necessary to confirm the above indications.

4. Note: The scenario RCP 8.5 in 2050 shows a significant risk decrease compared to the projections in 2030. This risk reduction is probably due to the fact that the underlying strong temperature increases may lead some of the analysed regions to shift to a completely different (drier) climate group, with different seasonal precipitation and temperature patterns.

### Findings:

In 2030, a portion of Eurofins assets could be progressively more exposed to riverine flood risk, facing a moderate increase and, in minor part, a strong increase (results are similar in the two analysed scenarios).

The flood risk will increase only in locations that are currently already exposed and where Eurofins' sites already implement flood mitigating measures and response plans on a regular basis.

Eurofins' sites that are currently not exposed to flood will remain as such; consequently, no adaptation is necessary.

### Adaptation:

A more precise assessment will be carried out on the Eurofins sites, where a strong increase of risk exposure is expected. These assessments will evaluate if pre-existing flood response and mitigation measures are sufficient in response to changing conditions and assess the involvement of local HSE functions and the Group real estate function.

## 2. Development of heat waves driven by climate change:

Across the globe, hot days are getting hotter and more frequent. A significant increase in heat waves may be a relevant threat to our operations and require a certain level of adaptation. To analyse this trend, we investigated the expected number of very hot days within one year (i.e. days with a max temperature above 35 degrees Celsius) in the selected scenarios. This analysis was performed at the regional level for most of Eurofins' sites (representing ~99% of total assets). The outcome is reported in Table 2:

Table 2: Percentage of Eurofins' assets located in regions likely to become more exposed to heatwaves. <sup>1,2,3</sup>

Very hot days	2020 - 2040		2040 - 2060	
	RCP4.5 +~2°C by 2100	RCP8.5 +~4°C by 2100	RCP4.5 +~2°C by 2100	RCP8.5 +~4°C by 2100
Unchanged exposure	93.2%	91.9%	76.8%	70.2%
More exposed - moderate increase	6.8%	7.6%	16.6%	17.8%
More exposed - strong increase	-	0.5%	6.6%	12.0%

1. Source: Eurofins elaboration on CCKP database (World Bank Group, Climate Change Knowledge Portal).

2. Method: the analysis is performed at a regional level, being a region defined as the first administrative level below the country. Baseline for the calculation is the yearly average number of very hot days in a given region in the CMIP6 Historical Reference Period, 1995-2014. Future scenarios for periods "2020-2040" and "2040 - 2060" are calculated using the projected yearly average number of very hot days within the respective period. Reported proportions show the percentage of assets located in regions where the number of very hot days in a year is expected to remain unchanged, moderately increase or strongly increase.

3. Note: The analysis has been conducted with the purpose of understanding the general risk tendency and the geographical areas where a more detailed analysis is necessary to confirm the above indications.

### Findings:

In the earlier observation period (2020–2040), only a small portion of Eurofins assets (between 6.8% and 8.1%) is likely to become more exposed to heatwaves, facing (mostly) only a moderate increase. The trend will most probably become more relevant in the very long term. In fact, the later time period analysed (2040–2060) indicates that a larger portion of Eurofins' assets (between 23.2% and 29.8%, respectively, in the scenario RCP 4.5 and RCP 8.5) is likely to become more exposed.

### Adaptation:

In consideration of the findings, Eurofins believes that the direct impact on its operations of heatwaves in the short- and mid-term is limited. In the long term, employees and operational equipment may require additional cooling to work and operate optimally, potentially resulting in additional investments and increased energy consumption.

In the next years, Eurofins will facilitate a more detailed analysis in the regions where a strong increase of risk exposure is expected, aimed to timely evaluate if local adaptation measures are necessary.

## Carbon neutrality OBJECTIVE



The topic of climate change is high on the global agenda, and safeguarding our planet and its resources is in line with our mission of Testing for Life. Eurofins considers its positive impact on the environment and humanity as a priority. Eurofins further acknowledges its role as a global company to act responsibly by reducing its negative impact on the environment and on the climate specifically. The rise in temperatures is already having observable effects on the environment and has the potential to impact human, plant and animal life negatively. 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.

In response to these challenges, and because it is the right thing to do, Eurofins' leaders and Board have set a public target for the Group to become carbon neutral by 2025. To achieve carbon neutrality, the following three goals must be met:

- 1** Measure the carbon footprint of the entire Eurofins Group
- 2** Reduce the Group's carbon footprint
- 3** Offset any remaining emissions

Whilst carbon neutrality is a challenge to achieve in a decentralised organisation, measurement is the foundation of pursuing this goal. Quantifying Eurofins' greenhouse gas emissions (GHG) will allow the Group to analyse its carbon footprint and to identify the best reduction opportunities to launch appropriate reduction projects guided by sound data and a strategic assessment of expected returns. Furthermore, it is imperative to monitor our emissions to be able to adjust where needed and to track progress. The quantification of Eurofins' carbon footprint has resulted in the development of the Eurofins Greenhouse Gas Inventory.

As part of our continuous effort to improve environment-related disclosures, in 2021, the Group expanded the Corporate Sustainability team of experts who are leading the carbon reduction efforts and driving the process that will enable the Group to calculate its CO<sub>2</sub> footprint and produce reliable results under a consistent methodology that can be tracked over time. The calculations conform to the ISO 14064 standard, the Greenhouse Gas Protocol and the European Emissions Trading Scheme (EU ETS / Directive 2003/87/EC). The Group Sustainability team will also support and harmonise measurement for all entities, assist with the development of reduction strategies, facilitate training and encourage knowledge exchange and sharing of best practices across the global network.

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Furthermore, over 100 local CO<sub>2</sub> Champions have been appointed in all regions and business lines to collect data, implement reduction initiatives and drive the continuous improvement and expansion of the Corporate Sustainability Programme.

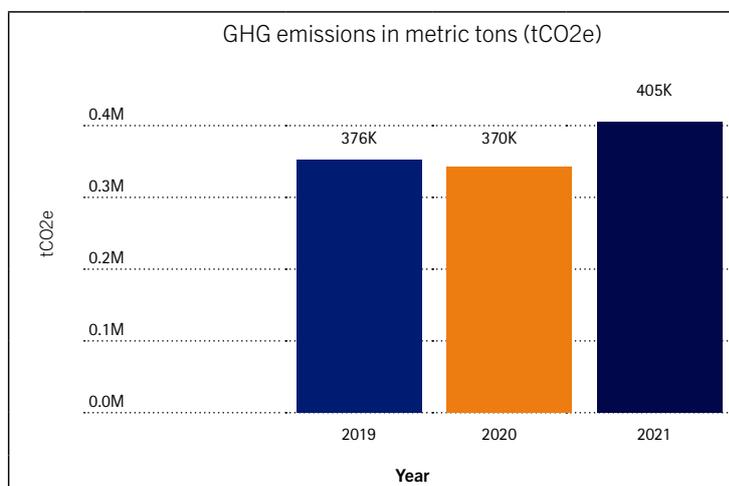
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Given its large scope and recent launch, this project is still in an expansion phase. However, in 2021 we made significant progress, more than tripling our sample size to cover 77% of Full-Time Employees (pro-forma) and significantly increasing coverage to ca. 55% of sites (2020 report: 20% of FTEs and 10% of sites). The 2021 sample analysed included the majority of sites in Argentina, Australia, Austria, Belgium, Brazil, Canada, Chile, China, Denmark, Finland, France, Germany, Ireland, Japan, Luxembourg, Malaysia, New Zealand, Netherlands, Norway, Singapore, Sweden, Switzerland, UK, the U.S. and Vietnam. A few legal entities and sites in these countries were excluded due to lack of data availability or as a result of being acquired only late in 2021. Note the total number of sites also includes very small sites (e.g. drop-off points, storage) that do not provide very significant data relevant to CO<sub>2</sub> emissions.

The Greenhouse Gas Protocol (GHG) was used as a guiding methodology for this carbon footprint measurement exercise. The operational control approach has been used to define organisational boundaries and consolidation criteria. All figures below refer to market-based emissions. All figures, including location-based emissions, are provided in the data tables on page 96. In accordance with the GHG Protocol (GHG), all figures relating to CO<sub>2</sub> are pro-forma, i.e. all units, including acquisitions, and the related FTE and revenues, are accounted for the period 1 January 2021 through 31 December 2021.

The methodology, data accuracy, consistency, and emission factors used were verified and validated by CO<sub>2</sub>logic, an external carbon footprint consultancy company. CO<sub>2</sub>logic validated the methodology according to the GHG Protocol.

For the selected laboratories (ca. 77% of the Group's FTE), the total 2021 carbon emissions for Scopes 1, 2 and part of 3 have been determined as ca. 405,000 metric tonnes of CO<sub>2</sub> equivalents. For the scope analysed for 2021 (ca. 77% of the Group's FTE and ca. 55% of sites), 2019 and 2020 emissions were also determined. Refer to the graph below for total carbon emissions values for 2019, 2020, and 2021.

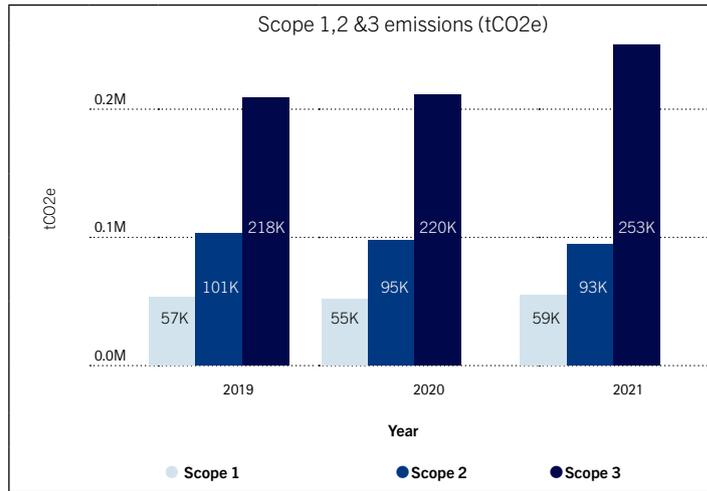


Scope 1 includes emissions from stationary combustion (heating on-site), mobile combustion (company cars) and fugitive emissions (refrigerants). Process emissions were determined to be immaterial. For the few units where process emissions were measured for regulatory requirements, they were deemed insignificant.

Scope 2 covers emissions related to purchased electricity and heating (off-site emissions, e.g. district heating).

In Scope 3, the following sources of emissions are considered: selected purchased goods and services (chemicals, Information and Communication Technology (ICT) purchases (eWaste), paper, water/wastewater), employee commuting, business travel, waste generated in operations, upstream and downstream transportation and distribution (freight), and fuel- and energy-related activities not covered in scopes 1&2 (indirect emissions from electricity, heating and car fleet). Emissions from purchased goods and services have been mainly measured using the screening method, and more detailed analysis is required to determine them more accurately. Capital goods have been excluded from the current inventory but will be considered in years to come. All other Scope 3 categories defined by the GHG protocol are estimated to cause none or immaterial emissions: upstream leased assets, processing of sold products, use of sold products, end-of-life treatment of sold products, downstream leased assets, franchises and investments.

In 2021, Scope 1 emissions account for ca. 14% of all emissions, Scope 2 for ca. 23% and the examined Scope 3 for ca. 63%.



The largest single source of emissions was electricity (direct and indirect emissions), representing more than one-fourth of all emissions (27%). Other major emission sources listed in order of magnitude were purchased chemicals, freight, employee commuting and heating.

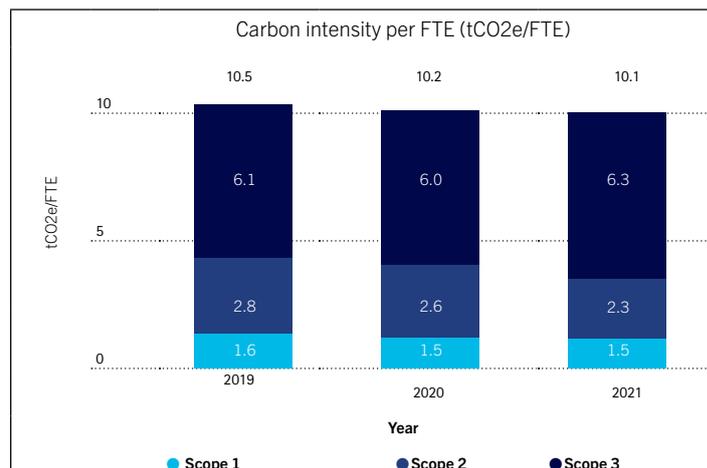
The relative emissions in 2021 for Scopes 1, 2 and 3 were approximately ten metric tonnes of CO2 equivalent per FTE, which is comparable to the range of 8-10 metric tonnes of CO2 equivalent per FTE that was measured for the limited scope and reported in 2020.

In comparison to what was published in the 2020 report, this year's report:

- Covers a larger sample size (2021: 77% of FTEs and ca. 55% of sites, 2020 report: 20% of FTEs and 10% of sites)
- Is comprised of more accurate data (enhanced data collection tools and refined methodologies)
- Includes additional categories (ICT purchases(eWaste), water/wastewater)

In particular, emissions from freight (+0.9 tons/FTE) and waste (+0.4 tons/FTE) were underestimated in the 2020 data collection due to limited data availability and quality and required extrapolations.

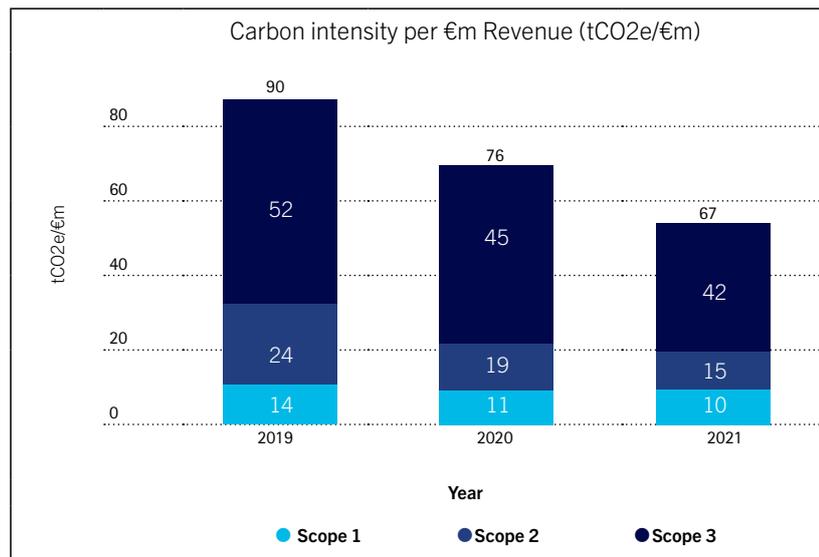
When analysing the evolution of the relative footprint, we observe a slight but consistent reduction of Eurofins' CO2 footprint over the past two years with a 3.8% reduction in 2021 compared to 2019 (10.5 tCO2e/FTE:2019 vs 10.1 tCO2e/FTE:2021) and a 1.0% reduction compared to 2020 figures (10.2 tCO2e/FTE:2020 vs 10.1 tCO2e/FTE:2021).



**Some items note include:**

- Lower electricity emissions (ca. -0.3 tonnes / FTE vs 2020 and -0.6 tonnes / FTE 2021 vs 2019, market-based) due to lower overall electricity consumption and more green energy usage.
- Higher freight emissions due to larger volumes of shipments to other laboratories and customers as well as COVID-19 related associated business costs (e.g. shipping of test kits, managing supply chain considerations) (ca. + 0.3 tonnes / FTE vs 2020) impacted the increase in Scope 3 emissions.
- Higher emissions from chemical purchases, in particular by laboratories involved in COVID-19 testing and kit manufacturing (ca. + 0.1 tonnes / FTE vs 2020).
- Some variation between the countries and business lines could be observed. This will be to identify improvement potential and inform target setting.

A positive trend to note is that Carbon Intensity per Revenue (tCO<sub>2</sub>e/€m pro-forma) shows a decrease year over year (c.a. 2019:90, 2020:76, 2021:67). This improvement is partially driven by the strong increase in revenues brought on by COVID-19 related business demands and testing needs that our laboratory operations support. However, it does also indicate sustainable efficiency of operations in the midst of this pandemic related financial growth.



Extrapolating the emissions determined for ca. 77% of Eurofins' FTEs (10.1 metric tonnes of CO<sub>2</sub> equivalent per FTE), Eurofins' total current pro-forma annual emissions for Scopes 1, 2 and 3 would be equivalent to ca. 525,000 metric tonnes of CO<sub>2</sub>.

At Group level, 2021 activities were largely focused on measurement. At a local level, many Eurofins laboratories have put ongoing sustainability programmes in place to reduce their carbon footprint. For example, through the purchase of renewable electricity, promoting CO<sub>2</sub>-efficient commuting options (e.g. carpooling, biking, utilising public transport etc.), converting to LED lighting, and investing in renewable heating and electricity projects.

On the path to carbon neutrality in 2025, Eurofins has increased by 50% the carbon certificates bought to offset part of the emissions caused by its operations. Eurofins purchased and retired 150,000 metric tonnes of carbon credits in 2021 (2020: 100,000).

To date, Eurofins has also committed to invest €12m 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.

We will continue to expand our coverage next year, aiming to analyse a sample for the 2022 report, which covers over 90% of FTEs and sites. Our central carbon footprint data collection is still in an early phase, and after having established the methodology used for the Eurofins Greenhouse Gas Inventory this year, we will continue to refine the tools and approaches used, particularly for Scope 3 categories.

## EUROFINS SUSTAINABILITY IN ACTION CARBON FOOTPRINT REDUCTION COMMUTING

(Eurofins Discovery – France and Eurofins Food Testing – Germany).

To help reduce their commuting carbon footprint, the following actions were taken at two sites in France (Eurofins Cerep SA at Celle-Lévescault):

- Carpooling campaign: Facilitated the connection of people who want to carpool and provided an incentive for carpooling through financial compensation
- Self-service bicycle for employees (pictured)
- Installation of a professional, free bike repair station



Eurofins Food Testing companies in Germany started an initiative called "Bike-friendly Employer" at the site in Hamburg-Harburg to make biking to work continuously more attractive to employees. The European Union and the ADFC e.V. Germany, who provides a framework of bike-friendly measures and criteria, led the initiative. Based on this framework, the site improved and expanded its bike stands installed a bike repair station and took part in a Germany-wide initiative called "Bike to Work". From April through September 2021, 130 colleagues participated in the initiative and tracked their biking distance to work and around the home office individually or in a team with co-workers. In total, they saved approximately 8 tonnes of CO<sub>2</sub>e through biking to work. In November 2021, they also took part in an external audit by the ADFC and received the "silver certificate" (pictured below) for their efforts as a bike-friendly employer.



# Energy and Waste Management

Eurofins companies take pride in our approach to both energy and waste management through our testing services and internal policies and practices. Specific to waste management, local regulations for waste disposal and recycling are strictly adhered to. Many sites have local facilities management procedures that provide guidance for disposal based on waste stream (e.g. hazardous laboratory waste, non-hazardous waste, wastewater etc.) and recycling. In addition, energy conservation is considered and encouraged in new building and laboratory design, modern and innovative equipment purchases, building project upgrades and behavioural changes. Many sites are actively converting to LED lighting and have recycling initiatives that go beyond what is required by their local districts and municipalities.

Testing services that support energy and waste management include:

**Eurofins Electrical and Electronics (E&E)** business line offers accredited energy efficiency testing and certification services enabling manufacturers, retailers and their supply chains to demonstrate product quality and energy efficiency. Examples of some of the efficiency testing and certifications are the US ENERGY STAR® Program & EU Directive 2012/27/EU, the European Eco-design Directive 2009/125/EC, the EU Regulation (EC) 1275/2008, (EU) No. 801/2013 for power consumption limits, the European Energy Labelling Directive (EU) 2017/1369, testing and certification for products being imported to the U.S. and Canada, and energy efficiency, functionality and labelling compliance services for Australia, New Zealand, Saudi Arabia and South Africa. Products analysed under this testing include, but are not limited to, are large and small household appliances (e.g. refrigerators, freezers, coffee machines, dishwashers etc.), IT equipment (e.g. personal and business computers, tablets etc.), interior and exterior lighting, and electric vehicle charging stations.

**Eurofins Environment Testing** business line offers a wide array of waste testing services, including sampling and testing of generic waste (industrial and civil sectors), asbestos and lead, chemical, hazardous waste and wastewater (contamination and nutrient identification, oxygen input and support for self-monitoring).

## EUROFINS SUSTAINABILITY IN ACTION | CASE STUDY | SUSTAINABLE PRODUCTION (EUROPE)

Sustainable production is a key method of reducing waste. Eurofins Genomics companies have focused on packaging as a way to make some positive changes. Environmentally friendly paper bags for the shipment of sequencing samples and primers in tubes have replaced plastic bags. In addition, the Böxle, a plastic mini container for sample shipment, is now also environmentally friendly with the introduction of the ecoBÖXLE.

The ecoBÖXLE is smaller and lighter than the plastic Böxle and metallic sample box, which results in less CO<sub>2</sub> emissions during the transport of samples for sequencing and oligos/genes. The cleaning and reprocessing of the previously used plastic Böxle and metallic sample box involved additional transport routes that are now eliminated. Additionally, the plastic Böxles and metallic sample boxes were often never returned or came back in unusable conditions and, therefore, had to be disposed of, generating plastic waste. The switch to paper bags for samples and the innovative design of the ecoBÖXLE have now contributed to the reduction of harmful plastic waste.



## EUROFINS SUSTAINABILITY IN ACTION | CASE STUDY | LED LIGHT PROJECTS

(Australia, Singapore, France, USA)



Multiple Eurofins sites around the world are actively involved in projects to convert from less efficient lighting to LED lights.

At Eurofins Mecheme Pte. Ltd. in Singapore, the laboratory has converted 142 units of conventional fluorescent light tubes (~36W), which makes up around 30% of the lighting fixtures at the site to LED (~14.5W), estimating a 3% reduction in energy use by Dec 2021, which can be translated to carbon footprint reduction of 2844 kg CO<sub>2</sub>-eq.

At a Eurofins BioDiagnositics site in the U.S., bulbs used in interior high-bay and low-bay fixtures throughout building production areas and replaced all exterior building lights, canopy fixtures and light poles were replaced with LED bulbs covering approximately 24,000 sq. ft.

Eurofins Environment Testing Australia Pty Ltd., based in Dandenong South in Victoria, Australia, upgraded over 400 LED panels throughout the building offices and warehouse. It should be noted that all of the old panels were recycled. Furthermore, the smart LED lights have been fitted with adjustable movement sensors that automatically dim the lights from 100% down to 30% when no movement is detected. Projected energy and CO<sub>2</sub> emissions savings are an annual energy savings of 59,616 kWh and an annual CO<sub>2</sub> emission reduction of 43 tonnes.

## EUROFINS SUSTAINABILITY IN ACTION | CASE STUDY | BIOFUEL

(Eurofins - Denmark)



Figure 1. – Separating preserved milk from plastic bottles



Figure 2. – Organic waste from the microbiology laboratory, cafeteria and Agro Testing Laboratory.

Eurofins companies in Denmark are certified according to ISO 14001 and set goals every year for improving their impact on the environment. One of the goals for 2021 was to send as much organic waste for biogas production as possible as an alternative to disposal by incineration.

In 2021, approximately 228 tons of organic waste were sent for biogas production. The primary sources were milk, cultivation media from the microbiology laboratory and organic waste from the cafeteria. In 2022, this initiative will be expanded to include plant material and slurry.

# Responsible Consumption of Scarce Resources

Eurofins is extremely aware of the impact that excessive consumption has had on our planet. Recently, more attention is being focused on how corporations and individuals can achieve more sustainable and responsible consumption in our daily lives and business practices. This approach is not only becoming increasingly important but will also be critical in order for our society to protect the resources that we all depend on. It is also important to find better ways to achieve economic growth without environmental degradation.

Three important categories of resources that need to be carefully evaluated as identified by the UN are Food, Water and Energy. A few key facts published by the UN (Source: [www.un.org/sustainabledevelopment/sustainable-consumption-production/](http://www.un.org/sustainabledevelopment/sustainable-consumption-production/)) related to these categories are:

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**More than 1 billion people do not have access to fresh water.**

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**An estimated 1/3 of all food produced (equivalent to 1.3 billion tons/\$1 trillion) ends up not being consumed due to spoiling or poor transportation and harvesting practices.**

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**If people all over the world switched to energy-efficient lightbulbs, more than \$120 billion would be saved annually worldwide.**

Multiple Eurofins business lines assist with testing services that help to provide innovative solutions for monitoring quality and maximizing the output of our natural resources and food sources. Eurofins Environment Testing offers testing for seawater to detect toxic invasion of Bluegreen algae, surface water testing to monitor the water quality of rivers, lakes (natural bathing and mining) and dams, groundwater testing to monitor contamination and testing of drinking water offering technical advice for water distribution companies. All of these services are essential to proactively protecting water. Related to food sources, Eurofins Food and Feed Testing has built up a global network of food testing laboratories and Competence Centres to establish the safety, composition, authenticity, origin, traceability and purity of food supporting grain, vegetable and meat products, among others. Finally, Eurofins Agrosience Seed Testing Services assist with providing farmers and seed producers with the technology to maximize crop production.

Related to energy conservation, subsidiaries in Brazil, Germany, the Benelux and Scandinavia, among others, already attempt wherever possible to use renewable energy such as that generated by wind, water or the sun. In October 2021, the campus in Hamburg-Harburg switched to 100% green energy. This amounts to about 1GWh of electricity per year. Several laboratories also use energy created by recycled heat or from waste-fired energy generators. Among other examples of energy-saving measures, several units use sleep modes for IT equipment, set up timers are installed on electrical devices, and investments are made in new equipment with lower energy consumption. Refer to the Energy and Waste Management section on page 46 for more information about energy conservation activities at Eurofins.



## EUROFINS SUSTAINABILITY IN ACTION | CASE STUDY ENERGY AND WATER CONSERVATION

(Eurofins Food Testing Services – Madison, (USA))

In January 2021, the new 108,000 square foot facility in Madison, Wisconsin, for Eurofins Food Chemistry Testing and Eurofins Microbiology was launched into operation. The roof of the building is approximately 3 acres, with much of it unshaded, and although it was not part of the original construction scope, the team at the site saw a great opportunity to install a rooftop solar array that would not only reduce operating costs for the facility but also contribute heavily to Eurofins' sustainability initiatives. Late in the summer, a 408 KWDC rooftop PV (photovoltaic) system was successfully installed, which is expected to produce up to 11% of the building's electrical demand.

Water conservation opportunities were also assessed at this site. There are five high water volume processes in the Food Chemistry laboratory that have historically used cold tap water for reflux or chilling. Previously, the water used for these purposes flowed continuously to waste. As part of the new facility design, these processes were upgraded to use closed-loop chilled water systems. It is estimated that this improvement conserves over 1,000,000 gallons (over 3,700,000 litres) of water annually!



Example: Fat in meats, grains, and nuts are determined by soxhlet, which requires a reflux step for up to 16 hours. This station can analyse up to 60 samples at once, and the large chiller (pictured) provides the cooling in the loop.

# Sustainable Procurement and Supply Chain Management

Eurofins holds suppliers to the highest standards of corporate responsibility. Our procurement activities include management and monitoring of Corporate Social Responsibility (CSR) compliance by our suppliers, ensuring that we work with partners that are focusing on economic, social and environmental performance. Embedding ESG criteria in our sourcing work leads to sustainable efficiency and quality throughout the supply chain.

Eurofins Procurement team is committed to conducting business to the highest ethical standards and has strengthened its Sustainable Procurement programme in 2021. This programme clearly documents the key short and mid-term deliverables and sets these as a focus area for each Eurofins Procurement employee.

## Suppliers CSR Practices Monitoring

Any supplier who is interested in cooperating with Eurofins must comply with [The Eurofins Group Supplier Code of Ethics](#). This code ensures responsible, ethical treatment of employees, stakeholders and the community in which a business operates.

In 2021, Eurofins' Group Supplier Code of Ethics was agreed to by all significant vendors accounting for more than 30% of the Group's purchasing spend. To select these Vendors, Eurofins used a high-level analysis of economic, business continuity and financial aspects.

The Eurofins' Group Supplier Code of Ethics is directly embedded in our terms and conditions and, as of 2022, systematically attached to each purchase order going out from Eurofins global Purchasing system. These terms are automatically shared with each supplier, regardless of the country, market, technology, product or service.

In addition to this, through 2022, Eurofins' key vendors will be invited for Corporate Social Responsibility (CSR) self-assessments covering questions about Vendor practices around three CSR pillars (i.e. the social, environment and business continuity). This will support Eurofins in building the CSR Assessments calendar for 2022 and enhance the Supply Chain Risk Management matrix.

Recognizing that we are in a position to influence more than 50,000 suppliers to follow our principles and values, Eurofins will strengthen its supplier cooperation practices by adding CSR ratings into the formalised Supplier Onboarding and Evaluation policy in 2022. Based on the on-site and on-line assessments, Eurofins will prioritise suppliers for partnerships that have a strong focus on social, environmental and business continuity management.

## **Supply Chain Transparency & Reporting**

To drive improvement in supply chain transparency and reporting, Eurofins decided to implement a Supplier Assessment Matrix. This matrix will integrate CSR data into our procurement process, which is used for supplier selection and reporting.

In 2021, an analytics tool was implemented to monitor the supplier collaboration and provide real-time information to members of the procurement teams across the Group. This reinforces controls on the selection and utilization of suppliers and allows for a more stringent supplier qualification process.

A set of standard KPIs have been defined and are being tracked to monitor the progress of the Eurofins Sustainable Procurement Programme.

## **Internal and External Education on CSR**

Each Procurement Employee is obliged to complete an annual online training available on the Eurofins Learning Platform. Obligatory training include but are not limited to: Code of Ethics Training and Procurement Sustainability Policy Training (CSR, Supplier Code of Conduct, Supply Chain Management, and Supplier Diversification).

## **Related Business Services**

Eurofins BLC Leather Technology Centre Ltd. offers a variety of sustainability and supply chain mapping services designed to improve the efficiency of our clients' supply chains by highlighting risks and creating effective solutions. Their areas of expertise include leather lifecycle and waste, materials traceability, data collection, manufacturing, chemical management, and audits.



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# SOCIAL

# Diversity and Equity

Eurofins defines a diverse workforce as one reflective of people of all gender identities, sexual orientation, generations, cultures, nationalities, ethnicities, races, disabilities, and origins. Eurofins' equality advancement goal is integral to our mission to be the Global Leader in Testing for Life. With a highly entrepreneurial decentralised group of businesses spanning 54 countries, Eurofins Equality Driving Excellence (EDE) initiative has a collective mission to empower business lines throughout Eurofins to advance equality and equity and the sharing of best practice and training initiatives in all forms. The EDE facilitates this process through the empowerment of a global Equality Ambassador Council. Eurofins believes equality is not only the right thing to do but also a smart thing to do to drive innovation in areas such as leadership, talent acquisition and recruitment.

[The Eurofins Group Equal Opportunities and Fair Employment Policy](#) outlines Eurofins stance on equal opportunities and fair employment and is included as part of the core equality training for all employees.

Since its inception, the EDE prioritises the advancement of gender equality. Through comprehensive initiatives including a globally distributed EDE newsletter highlighting role model leadership and initiatives across all business lines, an interactive Intranet, formalised equality conversations, training, mentorship, and equality best practices, the EDE has worked to advance not only gender equality but equality in general.

## **Gender Equality Advancement**

Business lines throughout Eurofins are empowered to create gender and equality advancement goals specific to their business goals and demographics. EDE has prioritised that equality advancement must be a consideration when developing top talent. We have seen positive, intentional impact as a result.

One such example includes Food Testing Business Lines in Germany, where the National Business Line Leader set a goal to increase top female talent in leadership roles by 10% for the 2021 year. On 1 January 2021, 20% of leadership roles in the Food Testing Business Lines (Germany) were held by women. This goal was surpassed, and as of 1 January 2022, 32% of women are holding leadership roles in this business line, a significant achievement in terms of gender equality and talent advancement.

To help facilitate gender equality advancement, the EDE piloted its first Global Leadership Mentor Programme. This pilot programme included over 200 Eurofins leaders from around the world from various business lines interested in leadership development. Current senior leaders mentored current leaders at all levels and high potentials interested in advancing within Eurofins. The pilot was a success with the strategic matching of mentors and mentees based on the level of leadership competencies and desired area of focus. The feedback from both mentors and mentees was overwhelmingly positive. Participants provided feedback ranging from significant personal growth to professional development they believed would not have been possible without the mentor programme. The EDE has committed to 2022 goals to formalise and expand this global mentorship programme to help facilitate development and internal mobility, and advancement across Eurofins.

Eurofins aligns and calibrates its endeavours to the Women's Empowerment Principles established by UN Women and the United Nations Global Compact as guidance. Intentional progress has been made to advancing Eurofins policies and practices as a result. For 2022, a goal has been set to complete the final actions needed to commit to these principles in writing.

Due to intentional commitment to gender equality advancement Eurofins saw a significant double-digit improvement in its year on year positive Net Promoter Score from employees recommending Eurofins as a great place to work for gender equality.

Eurofins' Board of Directors was expanded during 2021 and currently comprises a majority of independent, non-executive directors (five) alongside three executive directors. These recent appointments have also resulted in gender parity at Board level.

In addition, Eurofins continues its commitment to increasing gender equality at the most senior executive leadership level, which combines the Group Operating Council and Regional Business Leaders as reflected below:

	Dec 19	Dec 20	Dec 21
<b>Total Group Operating Council (GOC) and Regional Business Line Leaders (RBL)</b>	29	38	39
<b>Male</b>	26	31	31
<b>Female</b>	3	7	8
<b>% Male</b>	90%	82%	79%
<b>% Female</b>	10%	18%	21%

Note: Eurofins is comprised of approximately 56% women in total, with approximately 50% women represented in all levels of leadership combined, as shown in the below table.

Percentage of Women	Dec 19	Dec 20	Dec 21
Board of Directors	50%	43%	50%
Senior Leadership (GOC - Incl CEO and Regional Business Leaders)	10%	18%	21%*
National Business Line Leaders and Business Unit Managers	30%	30%	30%**
Other leaders (Supervisors and Team Leaders)	n/a	n/a	49%***
All Employees (Incl. all leaders and CEO)	57%	56%	56%****

\*Based on 75% self-declaration and 25% on preferred greeting sourced from payroll data

\*\*Based on 72% self-declaration for NBL and remaining based on preferred greeting sourced from payroll data

\*\*\* Based on 98% preferred greeting sourced from payroll data

\*\*\*\* Based on 87% disclosure from preferred greeting sourced from payroll data

## All Equality Advancements

In addition to gender equality advancements actions, the EDE expanded its Equality Conversations sessions, with dynamic, relevant, and conversational monthly global forums for employees to hear from thought-leaders about diversity, equality and inclusion. These sessions provide a safe place to ask questions, challenge thinking, and build momentum for local and regional changes within the Group. Topics covered in these events included:

Equality conversations:

[From Power to Empower: Using power and privilege to empower those around you](#)

[Bring your Soul \(Whole\) Self: Inclusion of all faiths, beliefs, and religions in the workplace](#)

[Being an Ally \(LGBTQ+\): How to be an ally to the LGBTQ+ community](#)

[Working Across Generations: How to be inclusive with generational differences](#)

[Cultural Intelligence Training](#)

[Unconscious Bias Training](#)

[Training offered for leadership development included:](#)

[How to be a Diversity Champion](#)

[Building Healthy Ecosystems for Equality](#)

[Removing Unconscious Bias in Talent Acquisition and Talent Development](#)

[Utilising DiSC Assessment to Maximize Social Style Diversity](#)

[Values-Driven Leadership](#)

In addition to Global EDE Conversations, EDE Regional Conversations were formalised to help facilitate safe spaces for employees to share the emotional and mental toll employees experienced in relation to equality issues as well as other regionally specific challenges regarding racism and other inequalities.

The EDE advanced its commitment to the LGBTQ+ community with branding for employees to use to celebrate the support of PRIDE in the month of June. This included an internal plan to show Eurofins' commitment to equality for the LGBTQ+ community. In addition, Eurofins EDE created its first [PRIDE external video](#) featuring employees who identify with and support the LGBTQ+ community.

To show commitment to the LGBTQ+ community and to continue advancement in this area, Eurofins participated, initially in 2020, in the "Best Places to Work for LGBTQ+ Equality" initiative by the Human Rights Campaign (HRC) to current benchmark practices. In 2020, Eurofins used the score of 60/100 as a baseline and set 2021 improvement goals to foster a more inclusive environment for the LGBTQ+ community. As a result, Eurofins saw a 25-point improvement year on year with a 2021 score of 85/100 and is now listed in the HRC 2022 [Corporate Equality Index](#) (CEI), the nation's foremost benchmarking survey and report measuring corporate policies and practices related to LGBTQ+ workplace equity. Every company is eligible to get 100/100 points, and an average score is 65. Eurofins (U.S.) is named among 1,271 major businesses in the U.S. that were ranked in the 2022 CEI.

Given our global footprint in 54 countries, by nature, we celebrate diversity and inclusion in all forms, celebrating the LGBTQ+ community, generational wisdom, race, ethnicity, nationality diversity, persons with disabilities, and all ways in which we contribute as individuals by bringing our unique selves to work.

Realising each country has varying legal requirements and cultural norms, we ensure each country, region, and business line is compliant and culturally progressive in fostering diversity and inclusion. In the U.S., for example, where our employee population represents 35% of our total global workforce, we track and measure our progress in diversity and inclusion related to ethnicity and race of minorities against the National Scientific Foundation (NSF) census data most recently collected in 2019. Please see the table below that compares data on our US workforce to NSF data on scientists and engineers working full-time in the United States in respective categories by race.

Ethnicity (based on US definitions)	12/31/2019- NSF Data, % of full-time workforce in STEM (US)	Eurofins US % FTE 12/31/2021	Eurofins in comparison to NSF data (Eurofins Data - NSF Data)
American Indian/Native Alaskan	0.35%	0.27%	-0.08%
Asian	10.12%	14.31%	4.18%
Black	5.48%	6.33%	0.84%
2 or More races	2.33%	2.55%	0.22%
Hispanic	6.68%	7.91%	1.23%
Native Hawaiian/Pacific Islander	0.31%	0.27%	-0.05%
Unknown	0.00%	0.07%	0.07%
White	74.71%	68.34%	-6.37%

As shown, the Eurofins workforce in the US is either employing at equal levels or exceeding employee representation in each ethnic category of relevant workforce categories according to the most recently reported NSF data.

## LOCAL DIVERSITY, EQUITY AND INCLUSION INITIATIVES

The Equality Driving Excellence (EDE) Ambassador Council represents all business lines throughout the globe. By coming together, we set a common vision and goals and share best practices in local diversity and inclusion efforts. By sharing, we can more quickly replicate or tailor similar practices that advance our equality efforts. Here are a few examples of how we have celebrated diversity and advanced equality as a result.

### EUROPE

#### Girls Takeover, International Day of the Girl Child, Norway

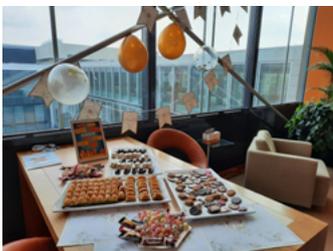


In the light of The International Day of the Girl Child, our team from Norway Food supported Plan International, a development and humanitarian organisation, by participating in a #GirlsTakeover to challenge perceptions and stereotypes of what girls can achieve. A 16-year old girl, who is in high school, took over a senior leadership position for the whole day at Eurofins Food & Feed Testing company in Norway.

She was put into the role of Managing Director and met with leaders throughout the organisation. She said, "I want to be part of this #GirlsTakeover because firstly, it seems incredibly cool, and secondly, it is important to focus on equality and diversity in the workplace. Girls have a lot to contribute, and therefore, we must dare to take a stand, be seen and make our voices heard. The #GirlsTakeover focuses on gender equality, and I want to be a part of it."

To read more, refer to this [Girls Takeover LinkedIn post](#).

#### Celebrating different cultures and traditions, the Netherlands



At the Eurofins Clinical Diagnostics Laboratory in Rijswijk, colleagues from various different nationalities, cultures and religious backgrounds work together. It is common for colleagues not to be fully aware of one another's backgrounds. The leaders and employees felt it was important to share some of their personal views and traditions with their colleagues. Food is something that brings people together and will teach others about different cultures, beliefs, and lifestyles. Employees were encouraged to bring in dishes that reflected their culture and were able to educate one another about these foods.

In 2021, the group had a Ramadan celebration. Food and decorations were placed in the office area, as well as a poster explaining what Ramadan means, why it is important and what happens during this holiday. This resulted in a lot of educational conversations. The team is very enthusiastic about these learning opportunities and are now planning new initiatives. The next holiday they plan to celebrate is Diwali and then the Dutch tradition Sinterklaas.

## LATIN AMERICA, SOUTH AMERICA

### Equal Pay Commitment



In 2019, The UN General Assembly voiced deep concern over slow progress in women's economic empowerment, the undervaluing of work traditionally held by women, and the difficulties in tackling pay inequality. In addition, DIESE, Inter-Union Department of Statistics and Socio-Economic Studies showed in a 2020 survey that in Brazil, women in manager and director positions received only 70% of wages received by their male counterparts. For other types of roles, women received only 81% of wages received by male employees in the same positions.

Aware of the disparities that occur in Brazil, the leadership and the Human Resources teams in Latin America have enforced a common and transparent set of rules on internal salary guidelines, which consider the skills, abilities and knowledge that a given position requires.

## NORTH AMERICA

### Gender-Neutral Restrooms



In 2021, Eurofins companies at the site in Lancaster, Pennsylvania and Eurofins Food Chemistry Testing in Madison, Wisconsin, updated language on single-use restrooms to "Gender Neutral Restrooms". These efforts support members of the LGBTQ+ community who identify as transgender, gender-neutral, and non-binary. An office with a gender-neutral restroom promotes equality and a culture of inclusion for all employees as well as customers. This helps to send a clear message of acceptance and non-discrimination to those who would be negatively affected by only gender-based restrooms.

### Partnerships and Support of local LGBTQ+ and inclusion focused STEM organisations.



A Eurofins BioPharma Product Testing company in Lancaster, Pennsylvania, was recognised by the 'Lancaster LGBTQ+ Coalition' as a 'Verified Affirmed Employer' for LGBTQ+ individuals. In addition, they became a corporate partner to the Keystone Business Alliance (a local LGBTQ Chamber of Commerce). Eurofins companies are encouraged to build connections and support local organisations that are advocating for equality, inclusion and STEM/STEAM efforts in their communities.

Eurofins PSS (US) partners with Black Girls to do STEM through charitable giving. Black Girls do STEM is a grassroots organisation that 'focuses on building opportunities for middle school-aged black girls to further learning and creativity, and build confidence in their abilities to become STEM professionals.

## GLOBAL EFFORT



During 2021, Eurofins recruiting teams across the globe have implemented actions to increase diverse recruiting. This included gender equality goal targets to bring forward more gender-balanced and qualified candidate pools intentionally. Teams implemented the use of gender-neutral pronouns in our centrally posted vacancies, gender evaluation tools to review position descriptions, and increased focus on attracting more female talent into Eurofins companies at all levels through sourcing female talent on LinkedIn and partnering with female-focused networking organisations. Autoscraping of diversity job boards was also used to generate more female leadership candidates in 2021. Additionally, the business now has metrics in place to measure the ratio of female candidates presented to Hiring Managers for each leadership role.

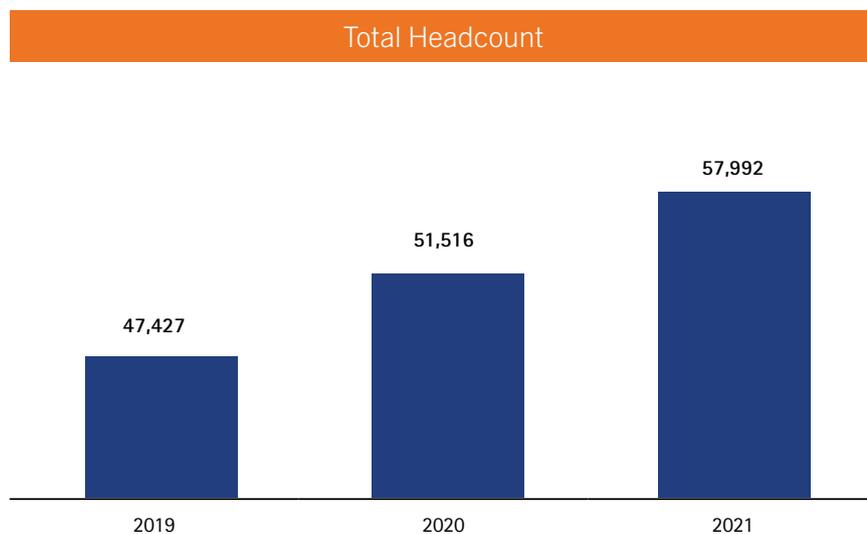
### Recruitment focused on increasing diverse candidates in the US.

A U.S. Recruiting Specialist joined the team in 2021, specifically dedicated to diversity and inclusion recruitment outreach. This new colleague will also outreach to universities and organizations with diverse populations to expand gender, ethnicity, and LGBTQ+ outreach in the U.S. Examples include Black Girls Do Stem, O-Stem, Historically Black Colleges and Universities (HBCU), and Women in Engineering.

# Employment Creation

## GLOBAL HEADCOUNT FIGURES

The Group's total number of employees has continued to grow during 2021, driven by both extensive recruiting activities and new acquisitions. The total headcount at the end of 2021 was 57,992, an increase of 12.6% since the end of 2020.



Total Headcount split by geographical region:

Region	2019	2020	2021
Europe	28,376	31,111	34,258
North America	11,755	12,538	13,460
Rest of the World	7,296	7,867	10,274
<b>Grand Total</b>	<b>47,427</b>	<b>51,516</b>	<b>57,992</b>

### Talent Recruitment initiatives (including how we support science education)

Eurofins' strong growth over the past years has provided our existing employees with many internal career progression opportunities, and therefore, attracting external candidates to fill our open and newly created positions remains critical for the continued growth and development of the Group. Despite social distancing and travel restrictions linked to the COVID-19 pandemic during 2021, Eurofins has continued its relentless search for new colleagues.

Here are some examples of the most significant initiatives put into place:



### **Eurofins Connect**

On 14 October 2021, Eurofins held its first flagship Campus recruiting event, Eurofins Connect, which took place virtually for a European audience. Eurofins Connect aimed to create brand awareness, promote Eurofins' uniqueness and diversity across target universities, inform young talent of the many career opportunities at Eurofins, and attract top candidates to open positions in the participating countries and business lines.

Eurofins Connect received a very positive response of close to 700 applications. The 150 successful attendees, selected on the basis of their academic profiles, interests and achievements, were students of Science, Business, Finance, or Engineering from top universities across 18 European countries. It was also positive to see that this shortlist of young talent was naturally almost perfectly balanced in terms of gender.

Eurofins founder and CEO Gilles Martin opened Eurofins Connect by introducing the Eurofins Group, highlighting our values and the importance of entrepreneurship and following our passion in everything we undertake at Eurofins. The students then had the chance to learn more about Eurofins' expertise by attending one of six simultaneous presentations, showcasing Eurofins' thought leadership in various fields, from Genomics to Digital Testing.

Afterwards, attendees went on to meet informally with several interns and recent graduates, who shared their positive experiences at Eurofins. The event concluded with a careers-fair-style session, during which participants were able to talk directly with recruiters from different business lines all across Europe to find out about relevant job openings in their country.

## TechTalk

TechTalk is an initiative launched in 2021 with the purpose of engaging potential IT candidates and increasing awareness of Eurofins' IT operations among internal and external audiences and establishing a dedicated space to speak about IT related topics. It consists of a series of 1-hour live online events hosted by internal IT staff discussing current IT topics. Two events have been held so far, attracting around 50 participants each.



## Fast Forward Graduate Programme

In 2021, under the sponsorship of Food and Feed Europe and Environment Testing Europe business lines, the Campus Recruiting Team started the coordination of Eurofins' first cross business lines international postgraduate programmes. The purpose of the programme is to offer an attractive and accelerated career path to participants selected from the best European schools. The pilot will have 24 participants who will be assigned to three consecutive projects. Each project will take place in a different country.

During the programme, participants will receive training and coaching to help them improve their management, leadership and entrepreneurial skills. At the end of the programme, the participants will join their permanent positions and will have already accumulated two years of relevant experience and knowledge of our business.



# Human Capital Development

## Training & Eurofins Academy

In 2018, Eurofins founded the Eurofins Academy with the aim of raising the knowledge of Eurofins' technologies, methods and processes among all employees of Eurofins companies by delivering high quality and tailored trainings. The Eurofins Academy also maintains the Eurofins Learning Center (ELC), which is our global Learning Management System.

In 2021, more than 20 new courses were added to the portfolio, resulting in a total of over 60 courses covering a mix of technical as well as general trainings.

The Academy also manages also the nine mandatory trainings, 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, 2 and 3, COVID-19 Prevention in the Workplace (Laboratory and Office Space), The Eurofins Group Policy on Ethical Behavior at Laboratories (for all lab personnel), The Eurofins Group Anti-Bribery Policy, Social Media Etiquette and Eurofins in a Nutshell (for all new starters).

To ensure that training modules benefit the maximum number of Group employees, the Eurofins Academy also aims to create the trainings in 17 languages: English, French, German, Polish, Portuguese, Spanish, Slovakian, Chinese, Dutch, Danish, Swedish, Finnish, Italian, Norwegian, Japanese, Hungarian, and Vietnamese.

Each of the mandatory courses is accompanied by a quiz at the end of the course. Employees must pass the quiz to complete the training. The Eurofins Learning Centre collects granular statistics on attendance and test scores. Non-attendance and low scores are escalated to the appropriate managers who can provide necessary additional training to prevent and mitigate risks.

There are also four trainings which are compulsory for Eurofins Leaders: 'General Guidelines on Eurofins Structures', which provides an overview of the various legal entities and business line structures of Eurofins, '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, 'Spending and contracting authority recommendations' the purpose of which is to ensure Eurofins Leaders are familiar with the network's spending and contracting authorities and 'Eurofins Insider Dealing Rules' which helps all employees learn how to handle Inside Information at Eurofins and that the usage of such information is subject to European Market Abuse regulations.

Eurofins managers of specific Business Lines and functions also have the possibility on the ELC to assign trainings relevant to a specific set of employees.

Employees can also benefit from self-assigning courses available on the ELC, created by their colleagues in their scope. This approach allows for the provision of professional courses in local languages adhering to local regulations and meeting local needs.

In addition, CEO Town Halls are published on the ELC, allowing many employees to re-watch the recordings and be familiar with the messages shared during those meetings.

Besides the Eurofins Academy, our employees also enjoy dedicated training and development within their own Business Lines and sites. These programmes are designed to help our employees who have just taken up a new role or are a new hire to build up critical skills and get acquainted with the local way of working. They also focus on training linked to the many certifications that are required in our industry. Last but not least many of these local programmes aim to support our young talent when taking up their first management roles, through training on people management as business specific subjects.

The COVID-19 crisis has transformed most of the delivery formats of the training programmes we offer at Eurofins. Especially the ones which are co-shared amongst multiple sites or organised at Group level. From predominantly face-to-face training delivery, Eurofins has adapted to a mix of e-learning, virtual live programmes using the functionalities of the Microsoft Teams platform and some face-to-face training.

### **Supporting Career Development / Talent Development / Engagement + Performance management**

Investing in development and creating rewarding and equitable opportunities for our employees has always been part of our values. This is even more relevant recently, as we are working in a complex, highly competitive and rapidly changing environment that requires specific expertise and inspiring leaders and managers.

In Eurofins, being a highly entrepreneurial decentralised Group, we implement this value by making our business line leaders, together with their managers and HR teams, the incubators for the processes and tools used to identify, mentor, engage and develop our competent employees throughout their career journey in Eurofins.

Coordinated by the Group HR team, these local and/or business line specific initiatives are shared with other colleagues around the world so that we build and leverage each other's experience, unify best practices and foster co-creation, all while respecting our profound entrepreneurial nature.

For our key employees and all of our leaders and managers, we have a central led common approach to ensure consistency in how we recognise, assess and develop this group and feed our global talent management and succession planning process. During 2021, we have been working on a new tool and approach both in the areas of performance management and talent identification for our key employees and all of our leaders and managers. This will make the data collection easier and will streamline the review process. It will also help senior leadership ensure that the individual objectives of the managers and leaders who report to them are aligned with the global strategic direction and common key group objectives, such as increasing diversity, and are well documented and followed up upon. The Annual Review Process is also the moment where we are not only reviewing "what" has been achieved over the past 12 months but also "how" our key employees, managers and leaders have achieved milestones. For that purpose, we use our leadership charter as the basis for discussion to identify both the strengths and the areas for development to further focus on in the coming year.

As we continue to grow rapidly, the Annual Review Process is also the moment where we discuss the career and growth ambitions of our people and their mobility in the next 12-18 months. All of this data will be used to feed our talent acquisition team with internal candidates and will help the Group and local L&D teams to prioritise programmes for development.

The new tool will also facilitate the gathering of information for our talent management process, which is sustained performance and potential (representing the X and Y axes of the Talent Management 9 box tool) to enrich our talent management and succession planning discussions in Q2 of the following year.

Here are some of our more local and/or business line(s) specific initiatives:

### KEEP Program (USA)

Key Employee Engagement and Preservation (KEEP) strives to increase the retention of key US talent at all levels. Initiative and tools launched include market compensation benchmarking, stay interview guides for leaders to use with their team members, and brand affiliation activities (division newsletters, increased and visible volunteer activities). The KEEP team will also work within the global Eurofins talent management framework to serve as a "matchmaker" for key talent with geographic and cross-business mobility as new advancement opportunities arise in other US businesses.

### Talent Programs for High Potentials

The European Talent Programme for High Potentials targets employees of Eurofins companies who have just moved or have the potential to progress to a Leadership position in the next two years. Started in 2011, the programme was completely revamped in 2021, after a year of pause in 2020 due to the COVID-19 pandemic, and has transitioned into a fully online programme. Its purpose is to develop the future Eurofins leaders by creating a pipeline of employees with the potential to progress to broader, more complex roles, taking up responsibilities at the business unit level across divisions. During the programme, attendees are guided to develop both professionally and personally, gain important insight into the Eurofins way of doing business, create a network with other future leaders, learn through experiences by means of projects, cases and assignments, and receive feedback and coaching on their progress. The programme, which was initially established in the Netherlands, Sweden, Norway and the Nordics, offers both structured learning and experiential events. The main focus areas are Leadership, Finance, Operational Excellence, Sales and Change Management.

Table 1. Career progression data – European Talent Program

Edition	# of participants	Promoted to leadership position		Other promotions / role enlargements		Total promotions	
2013/2014	51	11	22%	9	18%	20	39%
2015/2016	43	10	23%	4	9%	14	33%
2017/2018	49	15	31%	2	4%	17	35%
2018/2019	27	12	44%	3	11%	15	56%
2019/2020*	35	11	31%	4	11%	15	43%
<b>Grand Total</b>	<b>205</b>	<b>59</b>	<b>29%</b>	<b>22</b>	<b>11%</b>	<b>81</b>	<b>40%</b>

Of all the participants of the last five programme cycles, a total of 40% have been promoted during or after the programme, 29% reaching leadership positions (Business Unit Manager or above). Some of the participants progressed very fast through multiple roles arriving, in some cases, to occupy positions of National or Regional Business Line Leaders.

In 2021, a High Potential programme for Environment Testing North America and a High Potential programme in Australia & New Zealand were launched, inspired by the European Talent Programme.

## Top Graduate and Leadership Programme Netherlands

In 2021, the Netherlands implemented their re-designed local two-year Top Graduate Program NL. Sponsored by five different Business Lines, in 2021, the aim was to hire 12 fresh graduates from leading Dutch universities to develop Eurofins leaders of the future. The extensive training and coaching programme (totalling 40 days in two years) has been implemented to support young talent through four Project Rotations to evolve their leadership capabilities. Training includes 8 Expert Sessions hosted by Dutch Eurofins Leaders presenting their expertise in specific functional areas, followed by social events. Over 70 young Eurofins professionals joined the graduates for different training sessions as part of the programme, with the goal of building technical knowledge and competencies and growing a Eurofins network.

## Talent Development Programme Food & Feed, Agro and Sensory Europe

Recognising that talent development is a cornerstone of any organisation, Food & Feed, Agro and Sensory Testing business lines in Europe wanted to get to know internal talent and their strengths better. The vision for this programme is to nurture a talent bench for Food Testing Europe by getting a better understanding of employees' professional and managerial skills and what inspires and motivates them. This will, in turn, help to identify development opportunities and training needs. The aim is to support both junior and senior Eurofins Managers (and Technical Experts in phase 2) to be even more skilled and have access to new and exciting opportunities as a result of this initiative. The target is to be able to develop, support and "see" all talent to then create a pipeline of highly motivated, inspired and skilled talent ready to lead Eurofins in the future. As of today, the implementation of the Talent Identification process is well underway in all countries of the Food Europe scope. The training programme for the nominated talent will follow.



### Eurofins IT Solutions India certified as a “Great Place to Work” for third time in a row

Eurofins IT Solutions India (EITSI) has been certified as a Great Place To Work® (GPTW) for the third year in a row in 2021. The GPTW Certification is the best-known "employer-of-choice" recognition award, which many organisations aspire to achieve. The certification is internationally recognised as the gold standard in identifying and recognising great workplace cultures by employees and employers alike.

EITSI had an inspiring employee response rate of 94% this year on The Trust Index Survey, an anonymous questionnaire covering aspects of the workplace such as work-life balance, company benefits, culture, and leadership. The local HR team collaborated with the GPTW team on a culture audit submission, where EITSI presented examples of initiatives implemented within the company in order to become an employer of choice. EITSI looks forward to applying for the Great Place to Work Certification again next year.

# Eurofins, a School of Entrepreneurs



Eurofins is, by design, 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 companies.

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 expertise of our proven entrepreneurs around the world. Between 2000 and 2021, the Group created over 201 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.

# People, Health & Safety

The safety of our employees always comes first, and we aim at conducting our business in compliance with responsible social and safety policies. [The Eurofins Group Health and Safety Policy](#) sets out Eurofins Group's approach in relation to the assessment and control of health and safety risks arising from business activities and serves as a guiding principle. Sites also have local Health and Safety contacts and policies that comply with regional and local safety laws and regulations.

A successful Environmental Health and Safety (EHS) strategy also depends on capturing the right metrics and then using those metrics to improve. Correcting safety weaknesses often leads to overall business improvement. Given its impact across multiple channels of our business, Eurofins understands the importance of tracking and managing workplace incident metrics. A growing number of laboratories within the Eurofins network are monitoring safety-related incidents. Fatalities (Employee and contractor), Total Recordable Incident Rate (TRIR), and Lost Time Incident Rate (LTIR) are being tracked and reported, and additional efforts are underway to expand the reporting scope of these metrics in order to facilitate consistent measurement of safety performance across all sites.

In 2021, the Group reported zero Employee fatalities and, sadly, one contractor fatality. The contractor fatality was not the result of a workplace accident but was related to a COVID-19 infection following a visit to a Eurofins site in the Netherlands and is therefore considered as work-related.

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. In Eurofins' environment testing laboratories in France, for example, 11 of Eurofins laboratories hold HSE (Health Safety & Environment) certification. These laboratories hold one or several of the following certifications: ISO 45001 (International Standard for occupational health and safety), OHSAS 18001 (British Standard for occupational health and safety), MASE (HSE management system) and ISO 14001 (environmental management international standard).

By the end of 2021, ca. Fifty legal entities in the Eurofins network with ca. 3,700 FTEs were operating under ISO 45001 / OHSAS 18001 accreditation.

In the U.S., with a goal to maintain a high level of safety awareness at all levels within the organisation, Eurofins Lancaster Laboratories Inc. has a solid safety record of zero OSHA or EPA notices of violation in over 50 years. In the UK, national management requests voluntary audits of sites every three months in some laboratories to maintain high safety standards. Eurofins employs over 50 professionals who perform internal audits and also on behalf of national laboratory accreditation bodies.

Eurofins in Denmark



**At Eurofins companies in Denmark, they are working hard to ensure the best conditions for the wellbeing of their employees. Throughout 2021, a wide variety of initiatives were offered to promote both mental and physical health. A few examples include:**

- With assistance from an ergonomics expert, all employees have been offered advice on their specific workstations, including offices, laboratories and receiving departments. This initiative is carried out to ensure an optimal and safe work environment.
- All leaders received training specific to identification and management of stress among employees. The goal is to ensure leaders are well prepared to handle situations where employees are showing symptoms or suffer from stress and consequential mental health issues.
- Smoking cessation support is available to all employees in order to promote healthy lifestyles.
- Counselling services are offered to pregnant employees specific to beneficial adjustments to implement during the workday. This is provided to ensure a safe pregnancy and a healthy work-life up until the scheduled day of maternity leave.

# Giving Back

## **Eurofins Solidarity Fund**

In light of the burden that the COVID-19 pandemic has put on our employees worldwide, Eurofins founders, directors and Group Operating Council members set up a dedicated Solidarity Fund within the Eurofins Foundation in 2020. The fund provides support to employees and their dependents who have experienced exceptional hardship due to the impact of this health crisis.

In 2020, 181 employees received direct support from the fund. In 2021, 109 additional Eurofins employees benefitted from the fund. The fund has, for example, helped to pay for medical costs not covered by social security or insurance and supported the families of employees who were being furloughed.



## **The Eurofins Foundation**

### Background

The Eurofins Foundation is a Public Interest Foundation, which was legally established 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.

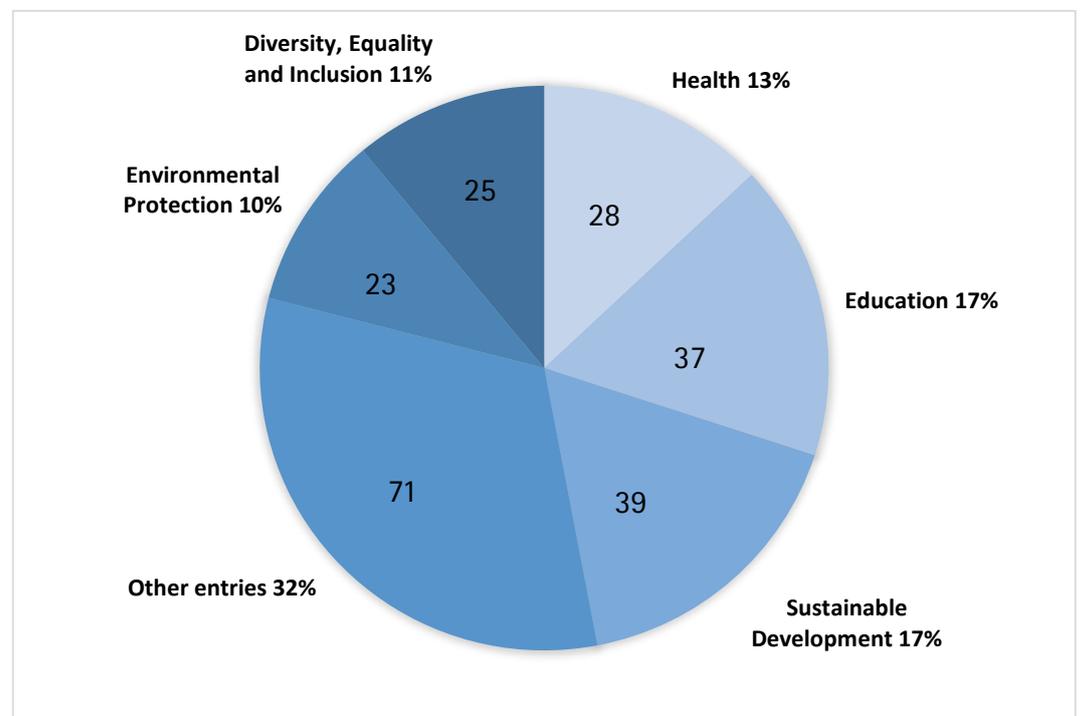
The Eurofins Foundation also plans to develop a network of doctorate and post-doctorate researchers, students and experts in these fields, who can collaborate with Eurofins' employees and leaders, supporting existing initiatives and developing innovative projects while benefitting from extensive cumulative 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 18 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 2021



Projects supported since 2019 - Primary areas of intervention

**Eurofins has  
been supporting  
initiatives across  
the World**



The geographical scope of the projects supported since the creation of the Eurofins Foundation in 2019.

In 2021, the Eurofins Foundation's Steering Committee members reviewed 185 initiatives and selected 50% of them for support (92 initiatives worldwide), 18% more than in 2020. Thirteen 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 76 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, for example, Maya Health Alliance | Wuqu' Kawoq (Guatemala) and İmece İnisiyatifi Derneği (Turkey)

The Eurofins Foundation's support touches organisations and initiatives from Australia to Brazil, the U.S., Nepal, Rwanda, France, Germany and many more countries. A few examples are presented below, and details on all supported projects can be found on the Eurofins Foundation's [webpage](#).

### [Malaysian Primatological Society \(Malaysia\)](#)

The Malaysian Primatological Society is an NGO focusing on research on and protection of Malaysia's unique wildlife, especially primates, as well as training and capacity-building for emerging wildlife biologists and conservationists in the country. As an umbrella species, primates represent a wide range of species that make up the rainforest's biodiversity, and their protection is a vital part of maintaining this and the functions of the ecosystem in tropical habitats.

In 2020/2021, the Eurofins Foundation provided a grant to support the work of the research team in assessing the impact of oil palm plantation management on the health of the wildlife that forages in plantations, starting with macaques which

act as a natural biological pest control in plantations. Facilitating plantation access through forest corridors in fragmented landscapes may provide economic benefits to farmers and create a win-win situation for the industry and biodiversity.

In 2021/2022, the Eurofins Foundation grants are funding the project "Canopy bridges to facilitate the safe movement of small apes (Hylobatidae) across habitat fragments" in Peninsular Malaysia.

Habitat fragmentation is increasing in Peninsular Malaysia. Canopy bridges are needed to ensure gibbons and other primates can easily move between habitats to access resources and breed with a wider gene pool. The bridges can also mitigate road collisions for primates and other arboreal animals.

The Malaysian Primatological Society (MPS) aims to restore these critical connections between fragmented habitats by establishing the world's first large-scale primate canopy bridge network. They will be piloting the use of passive acoustic monitoring (PAM) to monitor the distribution and occupancy of local gibbons before and after bridge installation. The innovative approach will use the gibbons' acoustic signatures to assess their behavioural states.

MPS will monitor the gibbons' activity after they cross bridges and travel away from the camera traps' field of view – something that has never been done before. By collaborating with local institutions, MPS will also allow citizen scientists to get involved by volunteering to help construct the bridges, install them, and monitor crossings. MPS bridges will also be beneficial for environmental education programmes and tours.

### [DKMS GmbH](#) [\(Germany –](#) [South Africa\)](#)

DKMS GmbH is dedicated to the fight against blood cancer and blood disorders. They recruit stem cell donors, raise funds to cover donor registration costs and support the improvement of blood cancer therapies.

In 2021/2022, the Eurofins Foundation is supporting the organisation's work to increase the pool of potential stem cell donors in South Africa.

Having more donors on the blood stem cell registry means more patients can receive a transplant, ensuring a second chance at life and improving their health outcomes. Only 30% of patients find a match within their family – for the rest, a global search begins. The project's goal is to recruit 15,000 potential stem cell donors in South Africa. By expanding and diversifying the worldwide registry, DKMS GmbH wants to ensure that the chances of finding a matching donor will be higher and equal for all, regardless of a person's ethnicity.

### [Mujeres for Africa](#) [/ Women for Africa](#) [Foundation](#) [\(Various African](#) [Countries, Spain\)](#)

The Women for Africa Foundation is a Spanish non-profit private entity that was established in February 2012 by María Teresa Fernández de la Vega, the former Vice-President of the Government of Spain.

The Foundation's main objective is to contribute to the development of the African continent through the support and empowerment of its women, a driving force behind its progress.

Women for Africa works for democracy, governance, peace, human rights, and sustainable economic and social development, with the ethos that equality is the most potent factor for social transformation.

In 2021/2022, the Eurofins Foundation is supporting the seventh edition of the "Science by Women Scholarships Programme".

The programme was launched in 2014 with the objectives of promoting African women's access to science and technology, supporting them in their research careers, making their achievements visible, and promoting their leadership within the international scientific community.

The programme's ultimate goal is to enable female African researchers to play a leading role in the transition of Africa to a knowledge-based and innovation-led economy and, as such, the transformation of people's daily lives.

The project's priority areas are health and biomedicine, energy, water, climate change, agriculture, and food security.

### [Promundo - US \(USA - France\)](#)

Promundo is a leading global NGO dedicated to advancing gender equality and preventing violence by engaging with individuals of all gender identities to improve conceptions of boyhood and masculinity.

They believe that working with men and boys to transform harmful gender norms and unequal power dynamics is a critical part of achieving gender equality. For transformative, sustainable change, men and boys must see themselves as partners in the process who will also benefit when harmful norms are challenged.

Promundo's research, programmes, and advocacy efforts show that exploring positive models of "what it means to be a man" and promoting healthy, respectful masculinity improves the lives of individuals of all gender identities.

In 2021/2022, the Eurofins Foundation is supporting the programme "Promoting Healthy Boyhood".

In 2020, Promundo-US and the Kering Foundation launched the Global Boyhood Initiative to support boys aged 4-13, the adults in their lives, and the institutions they inhabit in advancing healthier conceptions of boyhood.

Concurrently, Promundo and its partners are designing, testing, and implementing a set of digital tools, collectively called 'Boyhood 2.0,' for boys and the adults in their lives to engage with through schools and community-based organisations.

Support from the Eurofins Foundation will contribute to developing a digital hub allowing participants and facilitators to engage with one another and share this material digitally. In addition, the Foundation's support will allow the implementation of Boyhood 2.0 in France by facilitating work undertaken by Promundo's local partner, En Avant Toute(s). Boyhood 2.0 will work closely with Promundo to develop research and then adapt, implement and evaluate the impact of the intervention programme.

### [Maya Health Alliance | Wuqu' Kawoq \(USA - Guatemala\)](#)

Maya Health Alliance | Wuqu' Kawoq aims to eliminate barriers to health and wellbeing for all Guatemalans. Led by indigenous healthcare workers, they unite medicine, culture, and language to provide high-quality care in rural Guatemala. While more than half of the Guatemalan population speaks a Mayan language, most healthcare services are delivered in Spanish. Maya Health Alliance | Wuqu' Kawoq provides care in the communities where their patients live and in the languages they speak.

In 2021/2022, the Eurofins Foundation is supporting the project "Detecting and Preventing Cervical Cancer in Rural Guatemala".

To prevent illness and deaths from cervical cancer, Maya Health Alliance | Wuqu' Kawoq is combining the latest in screening technology with culturally-sensitive care and navigation. The Cervical Cancer Project provides women in rural Guatemala with the information and resources they need to detect and address early signs of disease. This programme serves more than 2,000 primarily Mayan women in six regions in Guatemala.

While cervical cancer can be prevented and successfully treated with early detection, it remains the leading fatal cancer among women in Guatemala. More than 80% of cervical cancer deaths in the world occur in lower- and middle-income countries like Guatemala, where women face an array of barriers to accessing effective screening and follow-up care, including cost, transportation, language, and discrimination.

To eliminate these barriers, indigenous community health workers travel to patients' homes and villages to provide screening and follow-up services in patients' Mayan languages. When advanced treatment is required, the NGO's navigators accompany patients to help them bridge language and cultural gaps in the public health system. Their new microbiology laboratory supports human papillomavirus (HPV) screening and other diagnostics. The Cervical Cancer Project thus brings lifesaving, high quality, state-of-the-art prevention and care to thousands of women in remote areas.

### [Mountains To Sea Wellington Trust \(New Zealand\)](#)

Mountains to Sea Wellington (MTSW) is a not-for-profit environmental trust based in Wellington, New Zealand. Their mission is to inspire kaitiakitanga (guardianship) for rivers, harbours, and coasts and motivate people to make positive environmental changes. The organisation's skillset builds collaborative working relationships and provides science, education, environmental expertise, and outreach experiences to the community.

The Trust's work includes environmental education for young people and students across the Greater Wellington region through sustainability programmes about freshwater and marine environments.

In 2021/2022, the Eurofins Foundation is supporting the "Love Rimurimu Restoration project", a collaborative effort to pilot the regeneration of rimurimu (seaweed) forests in Whanganui-a-tara, New Zealand.

Due to anthropogenic activities and global changes, temperate kelp forests are declining, particularly on urbanised coasts.

In Wellington Harbour, kelp forests provide vital ecosystem services. They also have significant cultural and social values for Māori and the wider community. However, these forests have been degraded due to various stressors and are reducing in range and diversity of species present.

The Mountains to Sea Wellington Trust initiated the project, supported by science expertise and local government, industry, community and mana whenua interests in mind. This initiative will trial effective seaweed regenerative methodologies, learn from and share the outcomes, and engage widely with the community.

The Eurofins Foundation's funding will be directed towards the Knowledge Stream of the Love Rimurimu Restoration project. It will generate critical information for this ground-breaking, community-led restoration project. The Foundation's funding will support two part-time research assistant positions to build new knowledge essential for the project's success: identifying species, sites, and methodologies to help achieve the best restoration outcomes.

### [Stanford University](#) [\(USA\)](#)

Stanford University is one of the world's top research universities and educates both undergraduate and graduate-level students. The university is organised into seven schools and more than 30 interdisciplinary centres, programmes, and research laboratories.

In 2021/2022, the Eurofins Foundation is providing Undergraduate Scholarships for First-Generation Students at Stanford University.

These scholarships will be provided to undergraduate students with demonstrated financial needs.

Stanford devotes great effort to admitting a diverse range of students each year and is committed to first-generation and high-need college students. Of the Class of 2024, 20% are first-generation college students. In addition to scholarship support, the university has also committed ongoing resources to the Offices of First-Generation and Low-Income Students to ensure first-generation students' academic and personal success while at Stanford.

### [Tara Ocean](#) [Foundation –](#) [Mission](#) [Microbiomes](#) [\(Global\)](#)

The Tara Ocean Foundation, the first public interest foundation dedicated to the ocean in France, is developing open, innovative and ground-breaking scientific methods to help predict and react to the impact of global changes.

In 2020/2021, the Eurofins Foundation provided a grant to support Mission Microbiomes, the 12th scientific mission to study the ocean's microbiome and the future of this ecosystem at the dawn of global changes in the South Atlantic, Antarctica and Chile. In 2021/2022, the Eurofins Foundation renewed its support for the Mission Microbiomes project.

Partnering with nearly 200 scientists worldwide, the project will work to broaden our understanding of the impact of climate change and pollution on marine organisms.

One year since the establishment of the CEODOS project, several Chilean research centres have begun collaborating with the Tara Ocean Foundation's scientific community, whose holistic approach will be applied to study the impact of climate change on marine ecosystems off the coast of Chile.

Five virtual stopovers were organised by the Tara Foundation to raise awareness of the project, which were attended by more than 3,000 people, including schoolchildren, university students, members of the wider public and Chilean government representatives.

**“This first part of Mission Microbiomes, ambitious in its scope despite the health constraints linked to COVID-19, was decisive because this area of the planet is really special. Our cooperation on the scientific and political level is very strong, and we await the results of the COP 26 Climate negotiations in Glasgow at the end of the year,”** explains Romain Troublé, Director General

of the Tara Ocean Foundation.

In 2021/2022, the Eurofins Foundation will renew its support for the Mission Microbiomes project.

### [ADIS – Association Departementale pour l’Insertion des Sourds \(France\)](#)

ADIS is a French non-profit that helps deaf people communicate more efficiently in their daily lives. They work across four main areas: sign language interpretation, administrative and social assistance, training and education around deafness to understand better what the deaf person's experience is, and social activities.

The Eurofins Foundation provided a grant to the project 'Connected deaf people – Digital inclusion in sign language'. Digital development has been rapid in recent years; however, utilising digital tools is still complicated for many deaf people.

This project aims to teach deaf people how to use digital tools safely, autonomously, and in a stress-free manner to communicate with their relatives, medical team and the emergency services;

Through this project, deaf people will also be able to access official websites and online public services in France to keep communication lines open and maintaining essential relationships during lockdowns.

### [Centrepoint \(United Kingdom\)](#)

As the UK's leading youth homelessness charity, Centrepoint helps to support over 14,000 homeless 16-25-year-olds each year. They provide accommodation across the country, but Centrepoint believes that a safe place to call home is just the start of a young person's journey to independence. Centrepoint, therefore, provides a long-term, holistic model of support. They aim to help homeless young people to recover their mental and physical health, return to education, training, or employment, and ultimately move on to a home of their own.

In addition to helping those who are homeless and in need, Centrepoint works tirelessly to create lasting changes to society in the UK to prevent more young people from becoming homeless in the future. Their helpline offers advice and guidance to young people, with the hopes of preventing homelessness where possible. Their Policy Team delivers essential research and campaigns for legislative change.

In doing so, Centrepoint aims to give homeless young people a future and, ultimately, end youth homelessness in the UK.

In 2021/2022, the Eurofins Foundation is providing funds to help refurbish 52 Oldham Street, where Centrepoint's Manchester service is based.

Centrepoint first came to Manchester in 2017. Since then, it has provided over 4,000 homeless young people in crisis with safe and stable accommodation through their prevention and relief service. Centrepoint plans to completely transform the space to make it a more welcoming environment for young people to recover and grow and leave homelessness behind for good.

## Emergency support in 2021

### Round Table India Trust – OneMoreBreath Campaign

As part of its support to organisations working to support communities during the COVID-19 pandemic, the Eurofins Foundation provided support to Round Table India Trust within the framework of the OneMoreBreath Campaign. This initiative aimed to deliver field hospitals beds dedicated to COVID-19 patients in a number of cities in India.

The Eurofins Foundation's support helped to set up 30 beds equipped with oxygen concentrators, bed stands, nebulizers and other medical equipment.

In total, this campaign installed over 2 200 such beds in India's rural areas between May and July 2021 across 32 towns in 13 states of India.

## EUROFINS TEAMS IN ACTION | CASE STUDY | FOOD DONATION (EUROFINS BRAZIL)

The campaign "Ser Solidário" (Be solidarity), sponsored by Eurofins companies in Brasil, donated non-perishable food to non-profit organisations that support communities who have been facing great difficulties during the pandemic.





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# GOVERNANCE

# Sustainability Governance

The Company's Board of Directors has delegated to the Sustainability and Corporate Governance Committee, a committee of independent directors appointed by the Board, the oversight on corporate sustainability and general corporate governance-related matters.

On 22 July 2021, the Eurofins' Board of Directors expanded the scope and duties of the Corporate Governance Committee to include environmental and social matters relevant to the Group and its stakeholders. The Committee was renamed as the Sustainability and Corporate Governance Committee, reflecting the importance of these topics and the Board's focus upon them. Among other duties, the Committee will assess the adequacy and efficacy of the Group's corporate sustainability strategy and related ESG performance indicators and their implementation, including the Group's policies and recommendations regarding the environmental impact of its business activities and prevention of climate risk and as part of health and safety oversight, will review safety policies and HSE accreditations as well as incident reporting at Committee meetings.

As of 31 December 2021, the Sustainability and Corporate Governance Committee consisted of the following members:

- Patrizia Luchetta (Chairperson)
- Fereshteh Pouchantchi
- Ivo Rauh

In addition, in September 2021, an Executive Sustainability Committee was established to review, implement and deliver critical aspects of our ESG initiatives. The Committee is comprised of eight members, including Group Operating Council (GOC) leaders and Senior Managers covering both operational and functional areas of Group activities.

The Executive Sustainability Committee has responsibility for:

- Facilitating the delivery of our ESG Roadmap, including expanding reporting of KPIs
- Oversight of Project Owners' data collection efforts
- Monitoring relevant trends and developments in the area of sustainability and reporting to the GOC and the Board if programme improvements or enhancements are recommended
- Reporting to the GOC and the Board on the progress made relating to data collection and KPI reporting
- Ensuring the Eurofins Group continually improves ESG initiatives and reporting

# Corporate Governance

Eurofins' corporate governance practices are governed by Luxembourg laws and its articles of association (the "Articles"). Eurofins endeavours to align its corporate governance with 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/corporate-governance>) (the "Ten Principles"). To the extent applicable, Eurofins also complies with the provisions of the Law of 24 May 2011 on the exercise of certain rights of shareholders at general meetings of listed companies, which was amended by the Law of 1 August 2019 implementing EU Directive 2017/828 as regards the encouragement of long-term shareholder engagement (hereinafter defined as the "Law of 2011"). The following section sets out a short update of the Corporate Governance Statements for the period ended on 31 December 2021. The Corporate Governance Charter can be found on our website under [www.eurofins.com/about-us/corporate-sustainability/governance/](http://www.eurofins.com/about-us/corporate-sustainability/governance/)

## Honesty, Integrity and Human Rights

Eurofins is built on values of integrity and reputation. Our clients trust us in areas that are very sensitive for them, and they expect the highest level of integrity and competence from each Eurofins laboratory and each Eurofins employee.

Compliance with these values and all associated laws, regulations and policies is the outcome of an organisation meeting its obligations and is made possible and sustainable by embedding this attitude in the culture of the organisation and its people. Embedding compliance in the behaviour of all the people working for an organisation depends above all on leadership and clear values, as well as an acknowledgement and implementation of measures to promote compliant behaviour.

The Group's [Mission, Vision and Values](#) provide the basic foundation of how entities within the Eurofins Group shall do business. Within this framework, we expect our leaders to act as role models for all employees. The [Group Leadership Charter](#) outlines the behaviour we expect from them.

The [Eurofins Group Code of Ethics](#), as the central compliance document, provides instructions for every Eurofins employee. In line with Eurofins' broad and holistic approach to compliance and business ethics, it covers a wide spectrum of ethics-related topics. In addition to essential business-related themes like a strict anti-bribery and anti-corruption commitment and an unconditional commitment towards legality and compliance with labour laws, it extends to including the four fundamental principles contained within the International Labour Organisation (ILO) Declaration and commits to supporting human rights in line with the stipulations contained within the Universal Declaration of Human Rights.

Eurofins' strong commitment to compliance and ethical behaviour is confirmed and strengthened in a number of more detailed statements and policies, which further expand on the principles laid out in the Eurofins Group Code of Ethics:

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

To ensure that the compliance requirements set out in the Eurofins Group Code of Ethics and other Group Core Compliance Documents are fully understood and respected by our employees and leaders, Eurofins has developed comprehensive online training materials around a broad range of compliance topics. The online training for the Eurofins Group Code of Ethics and the Eurofins Group Anti-Bribery Policy are mandatory for all Eurofins employees and leaders and need to be completed once a year. To pass the training, a mandatory test has to be taken, with a 100% pass score required for the Eurofins Group Code of Ethics training. Moreover, each compliance-related training requires a mandatory compliance commitment for its completion. The electronic training for the Eurofins Group Code of Ethics was gradually introduced starting July 2020 and has been successfully completed by more than 45,000 of our employees. The related electronic training for Ethical Behaviour at Laboratories, which is tailored to an audience working in our laboratories, has been successfully completed by over 33,000 employees. The training on the Eurofins Group Anti-Bribery Policy was introduced later in 2021 and has by now been successfully passed by over 38,000 employees and leaders. Going forward, the electronic trainings for the Eurofins Group Code of Ethics and the Eurofins Group Anti-Bribery Policy, among others, will be a mandatory onboarding element for every new member joining the Eurofins Group, targeting a 100% completion rate.

Eurofins encourages all of its employees to report any breaches of the Eurofins Group Code of Ethics or other serious compliance concerns to the whistleblowing point of contact. This point of contact is readily accessible for all employees via Eurofins' intranet and can also be accessed on Eurofins' website, making this channel available not only to our employees but to any and all external stakeholders. On the whistleblowing point of contact, issues can be raised confidentially, maintaining the whistleblower's anonymity if they wish so. The reports enable Eurofins to address and correct inappropriate conduct and actions that breach the Eurofins Group Code of Ethics. In 2021, a total number of 23 reports were recorded through the whistleblowing point of contact. Of those 23 reports, 8 cases were confirmed relevant and were further investigated. A total of 2 cases resulted in confirmed compliance breaches, typically combined with remedial action.

Enforcement of compliant behaviour is further fostered by a comprehensive internal and external auditing schedule. To safeguard financial integrity with a special focus on preventing corruption and bribery, every Eurofins Group legal entity is audited by an independent financial audit firm on an annual basis, irrespective of whether there is a statutory need for such audit or not. In 2021, a total of more than 800 such external audits were conducted that helped to prevent and detect corruption and bribery and other instances of non-compliance. In addition to this, four special audits specifically focused on corruption and bribery were conducted by internal auditors with the support of external auditors as required.

# Enterprise Risk Management

## Board's oversight of risks

The Board of Directors is responsible for establishing and monitoring the effectiveness of the Group Risk Governance framework, defining the main categories of risks faced by the Group and delegating risk oversight responsibility of these categories to the Audit and Risk Committee, to the Sustainability and Corporate Governance Committee, to the Group Operating Council and to the Executive Risk Committee as outlined in Table 1 below.

**Table 1: Eurofins Risk Taxonomy and Risk Oversight structure**

	Markets and Industry	Laboratory Operations	Service Centres Operations	Information Technology	Human Capital	Compliance	Environmental, Social and Governance (ESG)
<b>RISK TAXONOMY</b>	Macroeconomic Trends	Research and Development	Finance	Corporate monitoring	Recruiting and retention	Legal compliance	Corporate governance
	Market dynamics	Supply chain	Accounting	IT infrastructure and Inform. communication	Development and performance	Regulatory compliance	Health, Safety and Environment
	Mergers, acquisitions and divestitures	Commercial	Procurement	IT solutions developm. and deployment	Compensation and benefits		Climate change
	Planning and resource	Quality	Tax	Information security	Key person		Human Rights
	Communication/ investor relations	Order to Invoice	Credit Management	IT operations	Labor relations		External Partners' Ethics
	Corporate Branding	Physical assets	Corporate monitoring				
		Hazards (Fire, Natural disasters, Pandemic)					
<b>RISK OVERSIGHT</b>	Board of directors						
	Audit and Risk Committee						
						Sustainability & Corporate Governance	
	Group Operating Council						
	Executive Risk Committee						

 Committees with direct involvement of Board members

 Committees formed by Executive Management delegated by the Board

The Audit and Risk Committee, which is exclusively composed of independent and non-executive Board members, reviews the nature and extent of the risks that Eurofins is willing to take in order to achieve its strategic objectives. It assists and makes recommendations to the Board of Directors to establish a risk control system ensuring that material risks are identified and managed. It has an oversight function and provides a link between the internal and external auditors and the Board of Directors.

The Sustainability and Corporate Governance Committee, which is exclusively composed of independent and non-executive Board members, assess the Group's policies regarding the environmental impact of the business activities and the climate change-related risks. It also oversees risks related to other Environmental, Social and Governance (ESG) matters, policies, structures and processes to safeguard compliance with laws and regulations, and any material transaction

where a conflict of interest or a potential conflict of interest may arise between the Company's affiliated entities and their employees or Directors. The Committee reports to the Board and shall make whatever recommendations to the Board it deems appropriate on any area within its remit where action or improvement is needed.

The day-to-day management of Eurofins is entrusted to an executive committee named [Group Operating Council](#) (GOC), composed of the operational and functional international business leaders of the Group, and presided by the Chief Executive Officer as GOC Representative. The Group Operating Council supports the Board of Directors in different specialized areas of expertise and oversees the assessment and mitigation of the relevant risk areas of the Group's operations.

The Executive Risk Committee is composed of the Chief Financial Officer, the GSC Chief Operating Officer, the Group Risks and Assets Director and the Group Risk Manager. On a regular basis, depending on the agenda, additional business and functional leaders are invited as subject-matter experts to discuss specific risks. The Executive Risk Committee supports the Board of Directors, the Board-level Committees, and the Group Operating Council with the execution of their risk management functions. The Committee guides the development of the Group risk management framework. It supervises the ongoing development of material risks and of the respective mitigations. It strives to ensure, in alignment with the Board of Directors and other regional or national operational leaders, that Managing Directors and Presidents across Eurofins' entities have the necessary skills to manage the various principal risks that are considered to require specific monitoring and mitigation plans.

### **Group risk management process**

Eurofins built its Risk Management framework based on the ISO 31000 standard. The Group Risk Manager coordinates a risk identification process, performing risk interviews with Business and Functional Leaders. Identified risks that are material at Group level are analyzed, evaluated, and reported in the Group Risk Register together with their respective mitigations.

To support the fullest possible identification of risks, Eurofins developed a risk taxonomy that reflects the Group's potential risk categories, which is meant to be regularly updated and expressly accounts for risks of both a financial and non-financial nature (see Table 1). Where possible, the identified risks are evaluated, considering their potential impact and likelihood of occurrence.

The outcome of the process is discussed at regular intervals by the Executive Risk Committee that initiates mitigation actions, assigns accountabilities, monitors the development of mitigation plans, and eventually escalates relevant information to the Board-level committees or directly to the Board of Directors.

### **Principal Risks**

Eurofins has opted for an entrepreneurial, decentralised business structure comprised of many independent companies. Each of these companies is led by a fully empowered Managing Director that is accountable for managing risks related to operations, ensuring that existing risk management guidelines issued by Eurofins Scientific SE Group Service Center are followed and escalating risks that could

be material at Group level. A detailed list of all risks that Eurofins' management reasonably expects to face is provided in the "Risk Factors" section of the 2021 Annual Report on pages 111-128.

This section provides the principal risks that, in case of materialisation and in a worst-case scenario, may have a material impact at Group level, their possible consequences and respective mitigation efforts. It includes financial and non-financial risks that may affect the achievement of the Group's financial and strategic objectives, sustainability targets, and brand reputation.

The principal risks are identified and monitored as part of the Group's new Risk Management process, which was executed for the first time in its current form in 2021 and covered most of the risk categories to which Eurofins may potentially be exposed to material risks. In addition to the principal risks reported below, each Managing Director of a Eurofins Legal Entity may have defined further initiatives to identify, monitor and mitigate locally specific risks related to their business.

The risks below are not listed in any order of potential impact or probability of occurrence.

## 1. Markets and Industry

RISK CATEGORY	POSSIBLE CONSEQUENCES	MAIN MITIGATIONS
<p>Market Dynamics - competitive landscape, including:</p> <ul style="list-style-type: none"> <li>• industry consolidation trends resulting in more competition among big players both in customer, staff and companies acquisition;</li> <li>• increasing competition between kit/instrument manufacturers that could gain market share by offering quick tests that are less accurate but cheaper (on-site testing)</li> <li>• new (or growing) specialised players, with innovative service offerings and/or different business models, in specific market segments.</li> <li>• failure to innovate services and business models</li> <li>• macroeconomic trends such as global market slowdown, geo-political decisions that lead to conflicts or unstable economic conditions</li> <li>• financial risk on company acquisitions or investments, e.g. resulting from due diligence, integration, or performance failures</li> </ul>	<ul style="list-style-type: none"> <li>• price reduction of tests and services provided by Eurofins companies,</li> <li>• shift in customer preferences, impact on demand for Eurofins companies' services and a reduction of market share,</li> <li>• adverse effect on the Group's profit margins, financial position and operating results.</li> </ul>	<ul style="list-style-type: none"> <li>• continuous development of new and innovative services,</li> <li>• focus on high quality and reliability,</li> <li>• flexibility and excellence in customer service,</li> <li>• short Turn Around Time (TAT),</li> <li>• business diversification in many regions and various market segments,</li> <li>• processes for systematic quality leadership selection and development: empowered leaders in a decentralised organisation, allowing for the fast, local monitoring of threats and identification of suitable mitigation strategies,</li> <li>• proven track record in successful acquisitions, facilitating access to new technologies and markets,</li> <li>• standardisation and industrialisation of processes to lower costs and increase quality,</li> <li>• regular strategic business line reviews at regional level,</li> <li>• systematic customer satisfaction measurement (Net Promoter Score - NPS),</li> <li>• initiatives to strengthen Eurofins' brand,</li> <li>• digitalisation and seamless digital customer experience</li> </ul>
<p>Market Dynamics - Changes in legal requirements, including:</p> <ul style="list-style-type: none"> <li>• changes to government policies and regulations related to testing requirements, impacting Eurofins companies' business or the business of their customers (e.g. deregulation, relaxation of required controls or reduction of required inspections, tests or certifications performed by TIC service providers)</li> </ul>	<ul style="list-style-type: none"> <li>• adverse effect on the demand for, and/or prices of Eurofins companies' services,</li> <li>• restricted ability to do business in existing and/or target markets,</li> <li>• adverse effect on the Group's operating results and earnings</li> </ul>	<ul style="list-style-type: none"> <li>• decentralised monitoring of regulatory environment and political developments by Eurofins companies and for their national or regional groupings,</li> <li>• many Eurofins' scientists are highly qualified and serve on hundreds of government and industry associations' standardisation and technical committees.</li> </ul>

## 2. Operations (Laboratories and Service Centres)

RISK CATEGORY	POSSIBLE CONSEQUENCES	MAIN MITIGATIONS
<p><b>Quality of analytical tests:</b> including:</p> <ul style="list-style-type: none"> <li>analytical errors made by Eurofins entities</li> <li>risk of theft, fraud or financial or analytical result misstatements by employees</li> <li>testing method and process non-compliance</li> </ul>	<ul style="list-style-type: none"> <li>jeopardise the operations, image marketing activities or regulatory filings of Eurofins companies' clients,</li> <li>impact on consumers' health or property,</li> <li>damage to Eurofins and/or customer brand reputation,</li> <li>criminal investigations,</li> <li>professional liability claims for substantial damages,</li> <li>financial consequences, including payment of indemnities and fines.</li> </ul>	<ul style="list-style-type: none"> <li>audits of Eurofins companies' Quality Management Systems: External audits from accreditation bodies, and internal audits (unannounced or planned) by the Corporate Quality team (Food and Feed Testing and Environment Testing),</li> <li>execution of proficiency tests (PT), including internal PT and mystery shopping,</li> <li>monitoring quality performance metrics to drive continuous improvement initiatives,</li> <li>establishment of 'quality community' to facilitate best practice sharing (Food and Feed Testing and Environment Testing),</li> <li>quality best practice trainings,</li> <li>contractual limitation of liability where possible,</li> <li>professional liability insurance.</li> </ul>
<p><b>Licenses, permits, accreditation and registration:</b> including:</p> <ul style="list-style-type: none"> <li>material delay in obtaining, the failure to obtain or to renew, or the withdrawal or revocation of licenses, permits, approvals, or other authorisations.</li> </ul>	<ul style="list-style-type: none"> <li>impact on customer operations,</li> <li>damage to brand reputation and subsequent potential loss of customers.</li> </ul>	<ul style="list-style-type: none"> <li>internal audits of the Quality Management Systems (unannounced or planned) by the GSC Quality team (Food and Feed Testing and Environment Testing),</li> <li>execution of proficiency tests (including internal PT and mystery shopping),</li> <li>monitoring of quality performance metrics to drive continuous improvement initiatives,</li> <li>establishment of "quality community" to facilitate best practice sharing (Food and Feed Testing and Environment Testing),</li> <li>quality best practice trainings.</li> </ul>
<p><b>Natural and Human Hazards,</b> including:</p> <ul style="list-style-type: none"> <li>natural disasters such as floods, cyclones, earthquakes and forest fires that could impact a Eurofins site or several sites at the same time,</li> <li>accidental fire or explosion in a laboratory, office, or data centre</li> </ul>	<ul style="list-style-type: none"> <li>people safety: possible injuries/ to or fatalities of employees and others,</li> <li>business interruption to operations or supply chains and the subsequent impact on customers,</li> <li>financial consequences, including loss of revenues, material damage to property, reparation costs and ancillary losses resulting from damage,</li> <li>damage to brand reputation and possibly permanent loss of customers,</li> <li>increased cost of working,</li> <li>Eurofins liabilities, e.g. to a building owner when a Eurofins company is a building tenant,</li> <li>increase in insurance costs,</li> <li>disruptions to IT infrastructure.</li> </ul>	<ul style="list-style-type: none"> <li>business continuity planning,</li> <li>monitoring risk exposure,</li> <li>physical site visits annually performed by qualified engineers to assess risks at selected sample of sites and resulting recommendations,</li> <li>risk prevention surveys on selected sites and subsequent recommendations,</li> <li>training on fire and flammable awareness provided to many employees in laboratories worldwide,</li> <li>fire prevention manual including the sharing of best practice controls distributed throughout many companies,</li> <li>natural catastrophe risk modelling,</li> <li>property damage and business interruption insurance.</li> </ul>

RISK CATEGORY	POSSIBLE CONSEQUENCES	MAIN MITIGATIONS
<p><b>Pandemic – including COVID-19, including:</b></p> <ul style="list-style-type: none"> <li>• risk of COVID-19 infection at work,</li> <li>• business disruptions caused by COVID-19.</li> </ul>	<ul style="list-style-type: none"> <li>• people safety: possible consequences to the health of employees who come into contact with confirmed cases,</li> <li>• business disruption caused by groups of employees in quarantine or entire sites shut down by authorities.</li> </ul>	<ul style="list-style-type: none"> <li>• precautionary measures against infections are applied in Eurofins sites in accordance with the changing national and local health advice and laws,</li> <li>• safety recommendations are regularly communicated by the Group to Eurofins' legal entities (including, e.g., social distancing, frequent disinfecting and handwashing, use of face masks, promotion of home working, the definition of the maximum number of people in rooms, shift work where possible in laboratories, cross-training of employees carrying out critical processes)</li> <li>• as needed, sites are updating their business continuity plans to mitigate the potential impact of the COVID-19 pandemic on operations,</li> <li>• property damage and business interruption insurance.</li> </ul>
<p><b>Finance, including:</b></p> <ul style="list-style-type: none"> <li>• incorrect recording of business transactions and financial misstatement (due to involuntary errors or fraudulent behaviour of employees)</li> </ul>	<ul style="list-style-type: none"> <li>• financial losses resulting in a direct impact on the bottom-line,</li> <li>• incorrect revenue recognition,</li> <li>• damage to brand reputation</li> <li>• administrative fines,</li> <li>• increased scrutiny from financial authorities,</li> <li>• impairment of intangible assets resulting from acquisitions that could significantly reduce attributable net profit and equity for a given period.</li> </ul>	<ul style="list-style-type: none"> <li>• description, implementation and systematic improvement of Group Policies including accounting principles, financial reporting delegation of authorities, etc.,</li> <li>• implementation of global tools facilitating the enforcement of policies (procurement, accounting, reporting, treasury),</li> <li>• implementation of shared service centres to streamline, standardise and better control processes and reconciliations,</li> <li>• the vast majority of Eurofins legal entities are subject to annual external statutory audits, performed mostly by Tier 1 Et 2 auditors selected from a list validated at Group level,</li> <li>• implementation of internal controls related to financial reporting and systematic evaluation of the design and operating effectiveness of these controls,</li> <li>• audit quality is reviewed and controlled by GIAT (Group Internal Audit Team), reported issues and remediation actions are tracked and monitored.</li> </ul>

### 3. Human Capital

RISK CATEGORY	POSSIBLE CONSEQUENCES	MAIN MITIGATIONS
<p><b>Human Capital, including:</b></p> <ul style="list-style-type: none"> <li>• damage to employer brand and reputation (recruitment and retention),</li> <li>• reduction or insufficient knowledge of employee engagement, development, and performance,</li> <li>• loss of key employees or leaders.</li> </ul>	<ul style="list-style-type: none"> <li>• reduced ability to recruit qualified personnel,</li> <li>• failure to retain key employees and talents,</li> <li>• lack of continuity in key roles,</li> <li>• high attrition rate,</li> <li>• increase in personnel expenses.</li> <li>• insufficient diversity among employees and prospective new hires</li> <li>• inadequate sense of well-being which could have a negative impact on employee productivity</li> </ul>	<ul style="list-style-type: none"> <li>• talent pipeline of potential executive candidates,</li> <li>• succession planning,</li> <li>• retention programmes,</li> <li>• long term incentives plans,</li> <li>• employment practices liability insurance.</li> </ul>

## 4. Information Technology

RISK CATEGORY	POSSIBLE CONSEQUENCES	MAIN MITIGATIONS
<p><b>Information security (confidentiality, integrity, and availability) including:</b></p> <ul style="list-style-type: none"> <li>• cyber-attacks (ransomware, hackers) with the intent to steal data or request ransom,</li> <li>• data breach (maliciously by a Eurofins insider, or caused by a human error): sensitive or otherwise confidential data escaping the organisation infrastructures, becoming vulnerable to potential unauthorised disclosure or malicious use.</li> </ul> <p><b>IT operation stability, availability and continuity, including:</b></p> <ul style="list-style-type: none"> <li>• unavailability of critical IT system due to IT failure or damages to IT hardware,</li> <li>• system instability due to uncontrolled changes, lack of testing or other causes.</li> </ul>	<ul style="list-style-type: none"> <li>• business disruption due to temporary or permanent unavailability of data or critical IT systems,</li> <li>• consequences for Eurofins' strategic assets if Eurofins' or its clients' intellectual property is stolen or compromised,</li> <li>• financial consequences, including loss of funds or assets, potential customer compensation, legal costs, forensic and remediation costs, contractual damages or lost revenue,</li> <li>• fines or other actions taken by authorities, such as data protection authorities,</li> <li>• damage to brand reputation.</li> </ul>	<ul style="list-style-type: none"> <li>• on-going security upgrade programme that prioritises security projects to strengthen the overall security of the Eurofins network of companies as a whole,</li> <li>• 24/7 Security Operations Center (SOC) in charge of handling security alerts coming from the Security Information and Events Management (SIEM) and deployment of Intrusion Detection Systems (IDS),</li> <li>• global security awareness programme to expand employees' knowledge of phishing and external threats: this includes regular phishing awareness trainings and phishing simulation campaigns,</li> <li>• segregation of IT infrastructure in distinct networks to improve business resilience by reducing the scope of potential IT incidents,</li> <li>• IT change management and testing procedure to ensure that IT environment improvements and evolution is carried out in a controlled manner,</li> <li>• physical security controls implemented in data rooms,</li> <li>• back-up requirements, procedures and practices verified regularly,</li> <li>• IT Resilience strategy improved as part of a specific programme of evaluation and testing,</li> <li>• IT business continuity and disaster recovery plans,</li> <li>• cyber insurance.</li> </ul>

## 5. Compliance

RISK CATEGORY	POSSIBLE CONSEQUENCES	MAIN MITIGATIONS
<p><b>Non-compliance with laws,</b> such as accidental or deliberate acts in breach of laws, committed by employees or partners of Eurofins companies (e.g. bribery, misappropriation of funds, antitrust violations, fraud, privacy breach, insider dealing, tax and social security violations, theft, sanctions and export control breaches)</p>	<ul style="list-style-type: none"> <li>• investigations by authorities;</li> <li>• enforcement actions, significant fines and penalties imposed by authorities;</li> <li>• debarment from certain territories / activities,</li> <li>• loss of accreditation,</li> <li>• damage to brand reputation and erosion of stakeholder confidence,</li> <li>• administrative and penal litigation;</li> <li>• personal charges (including criminal charges against directors and employees).</li> <li>• cash losses and damages</li> </ul>	<ul style="list-style-type: none"> <li>• Eurofins' Code of Ethics, and compliance policies such as the Anti-Bribery policy, the Equal Opportunities and Fair Employment policy, the Health and Safety policy, the Privacy policy, the policy on Ethical Behaviour at Laboratories, etc.</li> <li>• systematic and thorough trainings on these policies to communicate the Group's integrity values and to educate employees and partners,</li> <li>• whistleblowing programme established which encourages both employees of Eurofins' companies and external parties to report suspicious situations and facts in a confidential and secure manner,</li> <li>• implementation of various systems of quality assurance in a large portion of laboratories, designed to ensure consistent procedures and traceability of results,</li> <li>• zero-tolerance approach for non-compliance,</li> <li>• audit / due diligence procedures.</li> </ul>
<p>Non-compliance with contractual obligations in contracts with suppliers, customers, employees and other third parties resulting in enforcement claims or damage/penalty claims.</p>	<ul style="list-style-type: none"> <li>• litigation/arbitration over enforcement and damages,</li> <li>• legal fees, costs,</li> <li>• diversion of management focus,</li> <li>• damage to brand reputation,</li> <li>• decreased demand for Eurofins services and adverse effect on the Group's financial position and earnings,</li> <li>• increase in insurance costs.</li> <li>• cash losses</li> </ul>	<ul style="list-style-type: none"> <li>• trainings for contracts development and standardised templates,</li> <li>• involvement of legal department and legal advisors in complex or risky contract matters,</li> <li>• in identified cases, provisions may be set aside to cover the risk of non-compliance with contractual obligations,</li> <li>• professional liability insurance.</li> </ul>

## 6. Environmental, Social & Governance (ESG)

RISK CATEGORY	POSSIBLE CONSEQUENCES	MAIN MITIGATIONS
<p>Environmental Protection, including:</p> <ul style="list-style-type: none"> <li>• accidental contamination of the environment directly caused by Eurofins companies' operations at a laboratory or by specialised companies which dispose of hazardous materials for Eurofins (failing to comply with their contractual and regulatory obligations) or by Eurofins clients following errors in analyses made by a Eurofins company</li> </ul>	<ul style="list-style-type: none"> <li>• injury to personnel and third parties,</li> <li>• non-compliance with the law,</li> <li>• liability for resulting damages,</li> <li>• cost of cleaning,</li> <li>• damage to brand reputation, especially within local communities,</li> <li>• the Eurofins brand is linked to the non-compliant behaviour of our waste supplier, which may damage the Eurofins brand reputation.</li> <li>• financial damages</li> </ul>	<ul style="list-style-type: none"> <li>• standardisation of the waste management supply chain and proper supplier selection to ensure compliance with environmental laws and minimise potential environmental impact,</li> <li>• environmental liability insurance.</li> <li>• proper procedures and accreditations of laboratories</li> </ul>
<p>Health and Safety (People Protection), including:</p> <ul style="list-style-type: none"> <li>• accidental employee injuries or fatalities occurring in the workplace or during business travels,</li> <li>• work-related illness</li> </ul>	<ul style="list-style-type: none"> <li>• people safety: possible injuries/ to or fatalities of employees,</li> <li>• litigations or legal/regulatory enforcement actions,</li> <li>• loss of accreditation,</li> <li>• damage to brand reputation.</li> </ul>	<ul style="list-style-type: none"> <li>• constant monitoring of Health and Safety metrics to drive continuous improvement initiatives,</li> <li>• expanding network of HSE managers and facilitating best practice sharing,</li> <li>• incident reporting monitoring in a large portion of the Group that facilitates real-time loss transparency allowing leaders to mitigate loss impact and to take measures to prevent future loss,</li> <li>• workers' compensation and employer liability insurance,</li> <li>• business travel insurance for Eurofins employees travelling on business.</li> </ul>
<p>External Partner's Ethics, including:</p> <ul style="list-style-type: none"> <li>• suppliers which are not conducting their business activity in accordance with the values and principles laid out in Eurofins' Code of Ethics.</li> </ul>	<ul style="list-style-type: none"> <li>• failure to select and prioritise suppliers with a strong focus on social, environmental, and business continuity management,</li> <li>• Eurofins could be linked to the unethical behaviour of its suppliers, which may have direct consequences on our own reputation and brand image.</li> </ul>	<ul style="list-style-type: none"> <li>• CSR awareness programme rolled out to procurement employees through specific mandatory trainings (began in 2021),</li> <li>• CSR awareness programme rolled out to Eurofins suppliers, including requesting a formalised acceptance of the Eurofins Group Supplier Code of Ethics (began in 2021) and a CSR self-assessment for all critical vendors (beginning in 2022),</li> <li>• CSR ratings incorporated into supplier selection, on-boarding and evaluation (began in 2021).</li> </ul>

# Quality Management

Eurofins' Vision, Mission and Values provide the basic foundation of how entities within the Eurofins Group shall do business. It highlights the importance of delivering the highest-quality services to our clients by providing accurate and on-time results using the most advanced technologies and testing methods.

At Group level, Eurofins' commitment to governance best practices is reflected in its Quality Management Guidelines, which are embedded across the entire network of laboratories. The guidelines for Quality Management and laboratory performance are outlined in manuals available to all laboratory employees across the Group.

The [Eurofins Group Code of Ethics](#), as the central compliance document, provides short yet precise high-level instructions for every Eurofins employee. It also outlines how to seek guidance and report breaches of the principles laid out in the code (whistleblowing).

Eurofins' strong commitment to compliance and ethical behaviour is confirmed and strengthened in a number of more detailed statements and policies, which further expand on the principles laid out in 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)
- [The Eurofins Group Policy on Ethical Behaviour during Audits, Inspections and other Offsite Operations](#)

Since Eurofins has a decentralised, entrepreneurial culture, each laboratory has developed and maintains its own Quality Management System managed by a Quality Director where this is required and/or applicable. The development and implementation of specific Quality Management Systems are triggered by the needs of our customers to comply with a different type of regulations (local or international). Adherence to those regulations and associated specific standards needs to be evaluated by independent bodies such as local authorities, local accreditation bodies, and local and/or international recognition bodies. Efforts to implement appropriate processes and standards are regularly recognised by such independent bodies.

At the global level, approximately 36,000 Eurofins employees (representing ca. 71% of our total employees) are working in facilities, which has been officially recognised by an independent organisation as compliant to some specific standards, according to the activities of the laboratories. For example, our laboratories can be accredited against the ISO/CEI 17025, the ISO 9001, and the ISO 14001 standards, among others. In some cases and for answering specific customer needs, our laboratories can also be recognized for Good Laboratory Practices or have local recognition delivered only by the local authorities.

Presented below is the information about the number of laboratories (and associated number of employees) delivering services to our customers in a specific accredited or recognised environment:

- **Analysis / Laboratory testing: ISO17025, ISO9001, GLP, etc.**

- This scope represents an important part of our activity. This is reflected by the fact that ca. 400 different laboratories (representing ca. 35,000 employees) have been audited by an external accreditation/recognition body that acknowledges them to meet the corresponding accreditation/recognition for laboratory testing.

- **Manufacturing: GMP, etc.**

- Such recognition has been obtained by ca. 70 different laboratories representing ca. 6600 employees.

- **Certification, Inspection, Consulting: ISO17020, ISO17021, ISO17065, etc.**

- A specific recognition for certification/inspection has been obtained by ca. 50 different legal entities (representing ca. 4700 employees)

- **Official/local recognition: Official recognition from local authorities, e.g. FDA, etc.**

- In several countries, such local recognitions are required in addition to ISO accreditation. ca. 130 legal entities obtained such a recognition which account for 15,300 employees.

- **Environment: ISO14001, ISO14000, etc.**

- Some legal entities (ca. 50) have been accredited to this standard which recognises their effort towards the environment. These legal entities represent ca. 4700 employees.

- **Health and safety: ISO 45000, ISO 45001, etc.**

- Protecting our employees is a continuous focus of the Group and, as such, ca. Fifty legal entities obtained a specific recognition for the implementation of these specific ISO standards. ca. 3700 employees work in those legal entities.

Note: some Legal entities might have several recognitions belonging to different categories.

This externally accredited working environment is one of Eurofins' pillars for ensuring that every single employee is committed to quality and customer satisfaction by applying the defined Quality Management System.

In order to ensure that the services delivered to our customers are of the highest quality, the Quality Department of each laboratory strongly supports business development by ensuring that new testing methods and processes are developed, validated and performed under strict Quality Management rules.

Beyond the fact that Quality Management is driven by the requirements of the relevant regulatory authorities and local accreditation bodies, in order to improve this Quality Performance continuously, the GSC Quality Food & Environment Testing organisation identified some key indicators that measure the performance of each Food and Environment Laboratory.

Outlined below are some of the key indicators/quality metrics followed at Group level for those areas of activities in order to ensure the highest quality is delivered to each of our clients.

### **Quality Metric and Data Accuracy Tracking**

Eurofins continuously invests in tools, infrastructure and personnel to record and report on quality metrics. Eurofins is Testing for Life, and therefore, it is a need to ensure that reliable analytical test results are provided by its laboratories to their clients. It is possible to get visibility on the likely accuracy of those data by using Proficiency Tests (PTS) schemes. The percentage of outliers in PTS is one of the Quality Metrics collected at Group level for most laboratories active in Food and Environment Testing.

Customer satisfaction is a priority among Eurofins network, and customer complaints are investigated. At Group National levels, the indicators related to the number of Customer Complaints are generally monitored to ensure continuous improvement of our service level.

Additionally, and as part of the continuous improvement of our processes, the number of internal non-conformities is an important Quality Metric reflecting the maturity of the different Quality Management Systems. With regards to the competitiveness of our services, the number of retests is also tracked where available and such information can trigger method improvements.

All those Key Performance Indicators are driving the continuous improvement of the organization's performance and competitiveness.

In addition to those metrics, the GSC Quality Food and Environment Testing organisation put in place some specific challenges for ensuring that Quality is delivered every single day the labs operate. In addition to the standard Proficiency testing schemes that each accredited lab has to adhere to, Eurofins developed its own internal Proficiency Testing schemes. A pool of labs is selected for participating in those IPT schemes. A dedicated team defines the best samples to be tested for ensuring they copy the real customer samples (type of matrix, level of contamination, interfering elements etc.). Those samples are then sent to the selected labs, and a full analytical report is expected to be sent back. Not only the data accuracy is verified using the appropriate statistical tools, but also the accuracy of the information delivered to the clients through the analytical report.

This is the first time such internally run Proficiency Tests are implemented, allowing Eurofins to get their customer's experiences.

In order to go one step further, undercover Proficiency tests (also called mystery shopping) are also organized in order to get visibility on the full customer journey from the first contact with our organization. This complex exercise allows the Group to continuously improve its customer services for ensuring the highest satisfaction of our clients.

Delivering Quality every day, whatever the context, is a key element for Eurofins. For ensuring that all employees are dedicated toward Quality and always comply with all the appropriate standards, some unannounced audits are organised by a specific team of auditors. Eurofins invested in permanent auditors qualified for Food and Environment testing and used a specific network of external and internal qualified auditors.

Those audits are conducted in addition to all the "standard audits" the labs have to pass, such as the accreditation audits, the customer audits etc. 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.

In cases of customer complaints, Eurofins strives to provide customers with the quickest and most thorough answers possible. To achieve that, and in agreement with ISO/IEC 17025 and Eurofins' Values, the management of Complaints and Nonconformities in each Business Unit is carried out by the Quality Manager. Each laboratory has its own system for engaging with customers and registering and handling complaints and non-conformities. Eurofins requires laboratories to report their KPIs in order to analyse performance trends and compare performance with other laboratories active in the same Operation Segments (OS) or market segments.

Conducting a specific and dedicated root cause analysis is a key element to ensure that the appropriate and efficient actions are taken to offer best-in-class testing services to our customers. As such, specific and mandatory online trainings have been developed in collaboration with the Eurofins Academy and, as of today, are rolled out to each Quality Manager worldwide of the Food and Environment Business lines.

Eurofins is a network of Entrepreneurs that uses this strength for learning faster from the experiences of the other. On a monthly basis, an experience sharing call to discuss various quality topics, including quality stories, is organised with the Quality Managers (Local Quality Managers, National Division Quality Managers) of the Food and Environment Testing laboratories in Europe. These quality stories help the Quality Managers identifying if such a 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 the results from their benchmarking exercises, help to share and implement best-in-class processes that may be in place at other Eurofins laboratories.

Eurofins has also continued its efforts in implementing 'Quality Management Systems' throughout its laboratories to ensure the highest level of quality and accuracy in testing provided to customers. With Eurofins forming an integral part of our customers' Quality Management across our business lines, quality maintenance and improvement form a core element of our governance practices. Improving customer engagement has also been a key focus, with the introduction of various customer satisfaction surveys and a significant increase in the number of laboratories tracking Net Promotor Scores in 2020. Refer to the Product & Service Quality section on page 95 for additional information about Net Promotor Score tracking and reporting.

# Product & Service Quality

## Customer Satisfaction and Loyalty

Customer Focus is one of Eurofins' four key values. 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 group-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. It is used in addition to the satisfaction surveys of the operating entities to help define a pertinent Group-wide indicator while giving each entity the scope to design satisfaction surveys more suited to their needs.

The survey method includes a standard question that is the same for each operating entity and asks clients to rate their likelihood of recommending Eurofins to a third party on a scale of 0 to 10. This question can be accompanied by a follow-up questionnaire in relation to elements to be improved within a given 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.

In 2020, the majority of Food and Feed Testing and several Environment Testing National Business Lines in Europe had begun tracking NPS on a quarterly basis in a standardised format. To support the further deployment of the NPS method, Eurofins made NPS tracking compulsory effective Q4 2021 for all operating entities dealing with external customers. Before the end of the year 2021, NPS surveys have been deployed globally across all business lines, including BioPharma Product Testing, Consumer Product Testing, Clinical Diagnostic Services, Agrosience Services and many others.

With more than 600.000 customer surveys conducted in 2021, Eurofins is proud to announce that, with NPS tracking rolled out throughout almost all laboratories of the Group, the overall level of satisfaction, calculated as the average rating of the answers received, was 47.3 out of 100 in 2021. Eurofins is committed to continuously improving its customers' experience and offering high-quality services. The NPS results at local and global levels enable all Eurofins Legal Entities to focus their efforts to enhance the satisfaction levels of their customers. Further down the line, benchmarking efforts will allow each business to learn from the highest-performing companies in this area.

# Data Tables

## Eurofins Data

	Scope		KPI			
	Unit	Coverage	Unit	2019	2020	2021
<b>Environmental</b>						
<b>Climate change</b>						
Scenario Analysis on Climate change risks at Group level						
% of Assets committed in regions likely to become more exposed to riverine flood risks						
by 2030 in RCP8.5 scenario	Assets	94%	% Assets	-	-	14.0%
by 2030 in RCP4.5 scenario	Assets	94%	% Assets	-	-	15.3%
by 2050 in RCP8.5 scenario	Assets	94%	% Assets	-	-	1.5%
by 2050 in RCP4.5 scenario	Assets	94%	% Assets	-	-	15.1%
% of Assets committed in regions likely to become more exposed to heat waves						
by 2020-2040 in RCP8.5 scenario	Assets	99%	% Assets	-	-	8.1%
by 2020-2040 in RCP4.5 scenario	Assets	99%	% Assets	-	-	6.8%
by 2040-2060 in RCP8.5 scenario	Assets	99%	% Assets	-	-	29.8%
by 2040-2060 in RCP4.5 scenario	Assets	99%	% Assets	-	-	23.2%
Emission measurements at Group level (market based)						
Scope 1 emissions in tCO2-e (market based)	FTEs	77%	tCO2e	57,442	55,456	58,607
Scope 2 emissions in tCO2-e (market based)	FTEs	77%	tCO2e	101,028	94,691	92,943
Scope 3 emissions in tCO2-e (market based)	FTEs	77%	tCO2e	217,529	219,557	253,424
Carbon Intensity per FTE (market based)	FTEs	77%	tCO2e/FTE	10.5	10.2	10.1
Carbon Intensity per €m (market based)	FTEs	77%	tCO2e/€m	90	76	67
Carbon Intensity Scope 1 / FTE (market based)	FTEs	77%	tCO2e/FTE	1.6	1.5	1.5
Carbon Intensity Scope 2 / FTE (market based)	FTEs	77%	tCO2e/FTE	2.8	2.6	2.3
Carbon Intensity Scope 3 / FTE (market based)	FTEs	77%	tCO2e/FTE	6.1	6.0	6.3
Gross global greenhouse emissions in metric tons CO2-e (market based)	FTEs	77%	tCO2e	375,999	369,704	404,974
Emission measurements at Group level (location based)						
Scope 1 emissions in tCO2-e (location based)	FTEs	77%	tCO2e	57,442	55,456	58,607
Scope 2 emissions in tCO2-e (location based)	FTEs	77%	tCO2e	114,662	103,939	96,226
Scope 3 emissions in tCO2-e (location based)	FTEs	77%	tCO2e	217,529	219,557	253,424
Carbon Intensity per FTE (location based)	FTEs	77%	tCO2e/FTE	10.9	10.4	10.2
Carbon Intensity per €m (location based)	FTEs	77%	tCO2e/€m	93	77	67
Carbon Intensity Scope 1 / FTE (location based)	FTEs	77%	tCO2e/FTE	1.6	1.5	1.5
Carbon Intensity Scope 2 / FTE (location based)	FTEs	77%	tCO2e/FTE	3.2	2.9	2.4
Carbon Intensity Scope 3 / FTE (location based)	FTEs	77%	tCO2e/FTE	6.1	6.0	6.3
Gross global greenhouse emissions in metric tons CO2-e (location based)	FTEs	77%	tCO2e	389,634	378,953	408,257
<b>Supply Chain Management</b>						
Supply Chain/ Supplier Risk Management						
Eurofins Supplier Code of Ethics confirmed on >30% of purchasing spend allocated with Significant Eurofins Vendors assessed as key for Eurofins	Purchasing spend	96%	% total spend	-	34%	30%
Sustainable Procurement Policy in place	FTEs	100%	yes/no	-	yes	yes

Scope		KPI			
Unit	Coverage	Unit	2019	2020	2021

## Governance

### Honesty, Integrity & Human Rights

#### Compliance (Ethics, Corruption, Human Rights)

# of recorded corruption and bribery cases where a breach of the Eurofins Group Anti-bribery policy was confirmed	FTEs	100%	# Cases	-	-	0
Total whistleblowing cases recorded in the year	FTEs	100%	# Cases	-	-	23
# of anti-corruption/ anti-bribery Internal audits	FTEs	100%	# Audits	-	-	4
# of anti-corruption/ anti-bribery External audits	FTEs	100%	# Audits	-	-	804

#### Talent Development

Total number of training hours spent on compliance	ELEs	95%	Hours	-	-	47,200
# training hours total compliance / FTE - KELs (Key Employees & Leaders)	ELEs	95%	# H/FTE	-	-	2
# training hours total compliance / FTE - All employees excluding KELs (Key Employees & Leaders) & lab employees	ELEs	95%	# H/FTE	-	-	1.33
# training hours total compliance / FTE - Lab employees	ELEs	95%	# H/FTE	-	-	1.92
Total number of training hours corruption/bribery (compliance Tier 2)	ELEs	95%	Hours	-	-	18,326
# training hours corruption/bribery (compliance Tier 2) / FTE	ELEs	95%	# H/FTE	-	-	0.5
Total number of training hours on Code of Ethics (compliance Tier 1)	ELEs	95%	Hours	-	-	15,941
# training hours on Code of Ethics (compliance Tier 1) / FTE - All employees excluding lab employees	ELEs	95%	# H/FTE	-	-	0.5
# training hours on Code of Ethics (compliance Tier 1) / FTE - All lab employees	ELEs	95%	# H/FTE	-	-	0.75

### Product & Service Quality

#### Customer Satisfaction and Loyalty

% of customers who answer the NPS survey with a 6 or lower	FTEs	91%	% Detractors	-	-	12%
% of customers who answer the NPS survey with a 9 or 10	FTEs	91%	% Promoters	-	-	59%

### Quality Management

#### Laboratories Accreditations

# ELEs working under an accreditation	FTEs	88%	# ELE	-	-	476
# FTEs working under an accreditation	FTEs	88%	# FTEs	-	-	38,907
# ELEs working under an accreditation / total ELE	FTEs	88%	% ELEs	-	-	65%
# FTEs working under an accreditation / total FTE	FTEs	88%	% FTEs	-	-	84%
% FTEs working under ISO14001	FTEs	88%	% FTEs	-	-	8%
FTEs working under an analysis / laboratory accreditation	FTEs	88%	FTEs	-	-	35,769
FTEs working under a certification, inspection, consulting accreditation	FTEs	88%	FTEs	-	-	4,889
FTEs working under an environmental accreditation	FTEs	88%	FTEs	-	-	4,720
FTEs working under a manufacturing accreditation	FTEs	88%	FTEs	-	-	6,677
FTEs working under an official / local recognition	FTEs	88%	FTEs	-	-	15,305

## Social

### Diversity and equity

#### Employee-related metrics

Percentage of woman - Board of Directors	HC	100%	% Leaders	50%	43%	50%
"Percentage of woman - Senior Leadership (GOC - incl CEO- and Regional Business Line Leaders)"	HC	80%	% Leaders	10%	18%	21%
Percentage of woman employees - National Business Line Leaders and Business Unit managers	HC	73%	% Leaders	30%	30%	30%
Percentage of woman employees - Other leaders	HC	98%	% Leaders	-	-	49%
"Percentage of woman employees - All Employees (incl. all leaders and CEO)"	FTEs	87%	% Employees	57%	56%	56%
Breakdown by nationality - Board of Directors (# nationalities)	HC	100%	# nationalities	-	-	3
Breakdown by nationality - Senior leadership (GOC - incl CEO- and Regional Business Line Leaders) (# nationalities)	HC	80%	# nationalities	-	-	10
Breakdown by nationality - National Business Line Leaders (# nationalities)	HC	73%	# nationalities	-	-	44

### People, Health & Safety

#### Health and Safety

Total number of employee fatalities at work	FTEs	100%	# Fatalities	-	0	0
Total number of contractor fatalities at work	FTEs	100%	# Fatalities	-	0	1

# Aligning to the Task Force on Climate-Related Financial Disclosures (TCFD) framework

Topic	Recommended Disclosures	Section/Page(s)
GOVERNANCE	Describe the board's oversight on climate-related risks and opportunities	Refer to Climate Change section/Board's oversight of climate-related risks and opportunities chapter, Page 36
	Describe management's role in assessing and managing climate-related risks and opportunities	Refer to Climate Change section/Board's oversight of climate-related risks and opportunities chapter, Page 36
STRATEGY	Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term	Refer to Climate Change section/Scenario Analysis chapter, Page 37
	Describe the impact of climate related risks and opportunities on the organisation's businesses, strategy and financial planning	Refer to Climate Change section/Scenario Analysis chapter, Page 37
	Describe the resilience of the organisation's strategy, taking into consideration different climate related scenarios, including a 2 degree C or lower scenario	Refer to Climate Change section/Scenario Analysis chapter, Page 37
RISK MANAGEMENT	Describe the organisation's processes for identifying and assessing climate-related risks.	Refer to Climate Change section/Organisational process and management's role in assessing and managing climate-related risks chapter, Page 37
	Describe the organisation's processes for managing climate related risks.	Refer to Climate Change section/Organisational process and management's role in assessing and managing climate-related risks chapter, Page 37
	Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organisation's overall management.	Refer to Climate Change section/Organisational process and management's role in assessing and managing climate-related risks chapter, Page 37
METRICS AND TARGETS	Disclose the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process.	Refer to Eurofins Data tables/Flood and Temperature Risk KPIs, Page 96
	Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	Refer to Climate Change section/Scenario Analysis chapter, Page 37; Carbon neutrality chapter, Page 40; Eurofins Data tables (Scope1,2,3 emissions KPI), Page 96
	Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets.	Not reported/ To Be Determined

# About this report

## Referenced website links/documents

- 1 - <https://www.un.org/en/global-issues/population> (Goal 2)
- 2 - <https://www.eurofins.com/about-us/our-leadership/board-of-directors/> (Goal 5)
- 3 - <https://www.eurofins.com/scientific-impact/scientific-innovation/> (Goal 9)
- 4 - <https://www.defense.gov/News/Releases/Release/Article/2633565/memorandum-of-understanding-for-acquisition-support-signed-between-the-departme/> (Goal 11)
- 5 - <https://www.eurofins.com/biopharma-services/adme/our-commitments/eco-responsible-charter/environment/> (Goal 13)
- 6 - <https://www.un.org/sustainabledevelopment/sustainable-consumption-production/> (Responsible Consumption of Scarce Resources chapter)
- 7 - [20200106-v1-eurofins-supplier-code-of-ethics-final-27052020.pdf](#) (Sustainable Procurement and Supply Chain Management, Honesty, Integrity and Human Rights and Quality Management chapters)
- 8 - [20191016-v8-eurofins-group-equal-opportunities-and-fair-employment-policy-final-27052020.pdf](#) (Diversity and Equity chapter)
- 9 - [2021 PRIDE Eurofins on Vimeo](#) (Diversity and Equity chapter)
- 10 - <https://www.hrc.org/resources/buyers-guide/eurofins-scientific> (Diversity and Equity chapter)
- 11 - <https://www.linkedin.com/feed/update/urn:li:activity:6853253168139186176> (Diversity and Equity chapter)
- 12 - <https://cdnmedia.eurofins.com/corporate-eurofins/media/12152640/20191016-v8-eurofins-group-health-and-safety-policy-final-26052020.pdf> (People, Health and Safety chapter)
- 13 - <https://plan-international.org/> (Giving Back chapter)
- 14 - <https://www.unicef.org/> (Giving Back chapter)
- 15 - <https://www.eurofins.com/eurofins-foundation/some-supported-projects/> (Giving Back chapter)
- 16 - <https://www.eurofins.com/about-us/our-vision-mission-and-values/> (Honesty, Integrity and Human Rights chapter)
- 17 - <https://www.eurofins.com/about-us/our-leadership/leadership-charter/> (Honesty, Integrity and Human Rights chapter)
- 18 - <https://www.eurofins.com/about-us/corporate-sustainability/governance/eurofins-core-compliance-documents/> (Honesty, Integrity and Human Rights chapter)
- 19 - <https://www.eurofins.com/about-us/our-leadership/group-operating-council/> (Enterprise Risk Management chapter)
- 20 - <https://cdnmedia.eurofins.com/corporate-eurofins/media/12153825/20200615-v1-eurofins-group-policy-on-ethical-behaviour-at-laboratories-final-19112020.pdf> (Quality Management chapter)
- 21 - [20200615-v1-eurofins-group-policy-on-ethical-behaviour-during-audits-inspections-and-other-offsite-operations-f.pdf](#) (Quality Management chapter)

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