



Sustainability Report

2024



www.intero-integrity.com



info@intero-integrity.com

About Intero

As a global service firm headquartered in The Netherlands with offices in 20 countries, Intero strives every day to create a positive and sustainable impact on the communities and environments in which it operates.

Intero conducts inspection and industrial services for the energy sector.

Inspection Services

a) In-line pipeline inspection

Using in-house developed inspection tools through Intero's R&D department that measure the physical condition of the pipeline. Customers' pipeline inspection programs have a zero-tolerance for leaks as pipeline failures have significant negative consequences impacting public safety and the environment. Intero's inspections therefore focus on identifying weaknesses in pipelines before incidents occur.

b) Environmental services

Gas pipelines and processing installations are inspected for methane and other gas emissions using specialized detection tools, with measurements performed externally. Since emissions play a major role in global warming, detecting and repairing leaks is not only essential for regulatory compliance and cost control but also for reducing environmental impact. Intero's customers prioritize these efforts to contribute to a more sustainable future while maintaining operational efficiency. Intero's advanced measurement solutions empower customers to promptly repair leaks, effectively reducing emissions and preventing leaks from escalating or persisting.

Industrial Services

Intero performs nitrogen and other cleaning services to processing installations for customers in the energy and petrochemical sector.

Sustainability Strategy and Focus Items for 2025

01

Planet

Intero's key impact on the planet is achieved indirectly through its customers acting on repairing leaks and avoiding potential leaks. Key KPIs for 2024 were:

- Intero's environmental services division measured **6.6 million potential leak sources** and identified **27,500 leaks**, enabling customers to repair leaks responsible for 4,500 tons of annualized emissions, mainly methane. These repairs equated to approximately 49,000 tons of CO₂¹, over ten times Intero's own estimated scope 1 and 2 emissions.
- Intero's in-line inspection division completed **573 pipeline inspections**, uncovering 341 critical anomalies² that revealed unsafe conditions, requiring urgent mitigation.

Intero began measuring its global emissions in 2024. These scope 1 and 2 emissions primarily stem from variable costs like project travel and pump usage for Industrial Services, totaling approximately 4,750 tons of CO₂.

¹Gasses have different CO2 equivalents (CO2e), the most significant is methane as 1kg methane has a CO2e of 25kg
²Multiple critical anomalies can be identified in one pipeline

In 2025...

The EU has introduced its first-ever regulation methane emissions reduction in the energy sector (EU/2024/1787), which came into force on 4 August 2024 as part of the EU Methane Strategy. This regulation aims to eliminate the avoidable release of methane into the atmosphere, both in the EU and across global supply chains, and to minimize leaks of methane by fossil energy companies operating in the EU. It establishes stricter rules for the measurement, reporting, and verification of methane emissions in the energy sector.

Intero's environmental services division plays a key role in conducting the measurements prescribed by the European Commission and is experiencing rapid growth driven by this regulation. Intero The Sniffers secured several large multi-year contracts, making the scaling of its operations a strategic priority for 2025. This includes investments in equipment, personnel, and software, to enhance and expand its services. These efforts are expected to lead to a significant increase in leak identification for repairs, with the potential to double the number of leaks identified in 2025 compared to 2024.

02

People

As a service and technology company, Intero's most significant asset is its people. With 585 employees, Intero prioritizes their well-being and understand that a supportive and enriching work environment is crucial to their overall satisfaction and productivity.

- Intero's workforce is diverse, with **employees from over 25 nationalities**³, and focuses on equal treatment regardless of characteristics or background.
- Intero believes in **local entrepreneurship**, employing and training 80 FTEs in developing economies, contributing to local knowledge development.
- Intero is **committed to being a 'great place to work'** and conducted its first comprehensive employee survey in 2024 to gather insights for meaningful improvements.

Working on installations for the energy sector results involves inherent safety risks. Safety is paramount and Intero's safety framework ensures employees receive proper training and adhere to high quality standards. In 2024, four recordable incidents were reported, including one lost-time injury (LTI), resulting in a TRIFR⁴ of 1.07, well below the industry average of 3.2⁵.

In 2025...

As part of its commitment to be a 'great place to work', Intero plans to strengthen and improve the global HR organization in 2025. This effort includes recruiting a global people director to elevate the quality of the global HR organization by implementing best practices in career development and employee satisfaction measurement and management. As part of this initiative, several people-focused programs will be launched to further support and engage employees.

The results of the employee survey in 2024 indicated that employee satisfaction is above the benchmark. Nevertheless, there are several improvement opportunities identified which will be explored and addressed, focus on safety will continue with a LTI target of zero and HSE training programs and certifications will continue into 2025.

³No formal number measured so used 25 as conservative estimate, expectation is >30

⁴Total Recordable Injury Frequency Rate

⁵According to US bureau of labor statistics, 2023 - <https://www.bls.gov/>

03

Principles

Intero's success relies on adhering to international governance principles and complying with local regulations in all operating countries. The key focus areas are:

- Ensuring **compliance through an annual program** with training, agent screenings, and a whistleblower portal.
- Maintaining **strong internal governance** with a supervisory board, reserved matters, and a delegation of authority matrix.

Cybersecurity is managed with external penetration testing, backup and recovery procedures, continuous threat monitoring, and other mitigation measures.

In 2025...

Intero will maintain its compliance program in 2025. Key initiatives include ongoing security monitoring, improvements to the IT environment, and annual external penetration testing. Additionally, Intero will pursue ISO 27001 certification to gain external validation of its security procedures.

Charity and Local Community Activities

In addition to its own initiatives, **Intero actively collaborates with various external efforts:**

- Intero is proud to partner with Sheltersuit (www.sheltersuit.com), an organization dedicated to providing relief to those experiencing homelessness. In 2024, we took action beyond sponsorship, with employees in Toronto and Calgary actively participating in two campaigns to distribute Sheltersuits.
- Across its local offices, Intero employees participated in and Intero donated to numerous organizations and community events, including BAYCRES Alzheimer's Disease Bike For Brain Health, Secret Santa, beach clean ups, food banks, toy collection for donation, funding assistance dog training, GREEN Brunei, planting trees and donations to reforestation efforts.

