



Sustainability Report

2025



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, supporting the safe, efficient, and reliable operation of critical infrastructure.

Inspection Services

a) Inline pipeline inspection

Using in-house developed inspection tools through Intero's R&D department, Intero assesses the physical condition of pipelines. Customers' pipeline inspection programs operate with a zero tolerance approach to leaks, as pipeline failures can have significant consequences for public safety and the environment. Intero's inspections focus on identifying weaknesses before incidents occur, enabling timely mitigation and informed decision making.

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 essential for environmental protection, regulatory compliance and cost control. Intero's customers prioritize these activities to reduce emissions while maintaining operational efficiency. Intero's measurement solutions support customers in identifying and addressing leaks in a timely and effective manner.

In 2025, Intero further strengthened its environmental services capabilities through the acquisition of Aeromon. This expansion enhances Intero's emissions monitoring capabilities and supports a broader and more advanced approach to detecting, measuring, and managing emissions across different operational contexts.

Industrial Services

Intero's industrial services support safe and efficient operations through nitrogen and cleaning services for processing installations within the energy and petrochemical sectors. These services contribute to minimizing operational risks and supporting controlled maintenance and commissioning activities.

Sustainability Strategy and Focus Items for 2025

01

Planet

Intero's key impact on the planet is achieved primarily indirectly, through the actions taken by its customers following inspection, detection, and measurement activities. Intero's identification of leaks, integrity threats, and emissions at an early stage, supports timely mitigation actions that help prevent incidents with potentially significant environmental and safety consequences.

Impact and Key Activities

Intero conducts inspection, environmental, and industrial services for the energy sector, supported by in-house developed measurement technologies and advanced data analysis capabilities. Customers' inspection programs maintain a zero-tolerance approach to leaks and integrity failures, given the potential impact on public safety and the environment.

Environmental Services

Intero's environmental services focus on the detection and quantification of methane and other gas emissions from pipelines and processing installations. Measurements are performed using specialized detection and measurement technologies, enabling customers to locate, assess, and prioritize leak repairs.

Methane emissions play a significant role in global warming. Detecting and repairing leaks is therefore essential not only for regulatory compliance and cost control, but also for reducing greenhouse gas emissions. Intero's environmental services support customers in reducing emissions by providing reliable measurement data that enables targeted remediation actions.

In **2025**, Intero's environmental services activities included the measurement of **12,5 million potential leak sources** and the identification of **502,600 leaks**.

Leaks repaired after identification by Intero resulted in approximately **64,000 tons of CO₂e avoided emissions in 2025**. Since 2020, Intero has reported approximately **258,000 tons of CO₂e cumulative avoided emissions**, based on the sum of cumulative avoided emissions reported each year.

Inline Pipeline Inspection

Intero's inline inspection services focus on assessing the physical condition of pipelines to identify integrity threats before incidents occur. These inspections enable customers to detect anomalies, prioritize maintenance, and mitigate risks related to pipeline failures that could impact both the environment and public safety.

By identifying weaknesses at an early stage, in-line inspections support informed decision-making and preventive actions, helping customers avoid leaks, failures, and unplanned releases.

In **2025**, Intero's inline inspection division completed **over 400 pipeline inspections**, including UT (Ultrasonic) and MFL (Magnetic Flux Leakage) inspections, uncovering **108 critical anomalies** that revealed unsafe conditions requiring urgent mitigation.

In 2026...

In 2026, Intero will further strengthen its environmental service capabilities following the merger with **Aeromon**. This integration expands Intero's portfolio and operational scale in methane detection and emissions measurement, adding an additional level of emissions monitoring capability.

Building on its existing expertise, Intero will focus on scaling its measurement operations, improving data consistency, and strengthening reporting capabilities. These efforts aim to support customers in identifying and mitigating emissions at greater scale, while continuing to improve data quality and operational effectiveness.

02

People

As a service and technology company, Intero's most significant asset is its people. With 675 employees, Intero prioritizes employee well-being and recognizes that a supportive and enriching work environment is essential to overall satisfaction and productivity.

- Intero's workforce is diverse, with employees from over 25 nationalities, and the company is committed to equal treatment regardless of background or personal characteristics.
- Intero believes in fostering an inclusive and respectful workplace where individuals are encouraged to contribute and grow.

Working on installations in the energy sector involves inherent risks, making safety a fundamental priority across all operations. Intero is committed to maintaining a strong safety culture, supported by a robust QHSE framework that ensures employees receive appropriate training and consistently adhere to high quality and safety standards.

To further strengthen its global safety approach and governance, Intero has appointed an interim Global QHSE Manager, reinforcing leadership focus on safety, compliance and continuous improvement across all regions and activities. This additional expertise supports the ongoing development of a proactive safety culture and drives alignment of global QHSE practices.

Intero believes in local entrepreneurship, employing and training 80 FTEs in developing economies, thereby contributing to local knowledge development and economic growth.

To further professionalize and support its growing global workforce, Intero recruited a Global People Director and implemented a global HR system, creating a more consistent and transparent framework for people management, workforce data, and HR processes across regions.

In 2026...

In 2026, Intero will begin embedding its newly introduced **EPIC values** across the organization, integrating them into leadership practices, daily operations, and people management processes.

In parallel, Intero will continue strengthening employee engagement, development, and well-being through initiatives supported by the strengthened global HR organization and systems. This enables a more consistent and structured approach to talent development and employee experience across regions.

03

Principles

Intero's success relies on adhering to international governance principles and complying with local regulations in all countries in which it operates. Strong governance, compliance, and ethical conduct are essential to maintaining trust with customers, employees, regulators, and other stakeholders.

The key focus areas include:

- Ensuring compliance through an annual compliance program supported by training, agent screenings, and a whistleblower portal.
- Maintaining strong internal governance, including a supervisory board, reserved matters, and a delegation of authority structure.
- Managing cybersecurity risks through external penetration testing, backup and recovery procedures, continuous threat monitoring, and other mitigation measures.

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In 2026...

Intero will maintain its compliance program in 2026. 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 Communities Activities

In addition to its operational activities, Intero engages with local communities and supports charitable initiatives across its regions. Through employee participation and financial contributions, Intero contributes to social and environmental initiatives that reflect its commitment to responsible business conduct.

In 2025, Intero continued its long-standing partnership with the Sheltersuit Foundation. As part of this collaboration, employees in Serbia supported the distribution of 60 Sheltersuits to people experiencing homelessness in Vranje, in cooperation with local partners.

Across its regions, Intero employees participated in and supported a range of local community initiatives, including:

- Participation in the Baycrest Ride for Brain Health in Canada;
- Community tree planting initiatives in Toronto;
- Holiday toy drives supporting families in need in Canada;
- Thanksgiving Food Drive in the United States in collaboration with the Montgomery County Food Bank;
- Participation in Toys for Tots and Wreaths Across America initiatives in the United States.

In addition, Intero supported environmental restoration and biodiversity initiatives globally by planting 300 trees on behalf of clients through its partnership with Go Forest, contributing to reforestation efforts and ecosystem recovery around the world. This initiative reflects Intero's broader commitment to supporting biodiversity, restoring ecosystems, and creating a positive environmental impact beyond its direct operations.

In Europe, Intero supported initiatives such as a charitable Easter campaign in Belgium, where proceeds were donated to Scale Dogs, a non-profit organization that trains assistance dogs for visually impaired individuals and children with autism. Intero also supported employee driven fundraising initiatives, including participation in community events such as charity runs (e.g., "Run for Life").

