



# Delivering on our Promises

2020 Corporate Social Responsibility Report





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## Letter from the President

Some 21 years ago, Agilent opened its doors with a bold vision.

We soon published our first Environment and Social Responsibility report, explaining that, “To build a successful company for the long term, we need to address the challenge of sustainable development.”

We declared our priorities in our policies. We committed to providing, “... products and services that are environmentally sound throughout their lifecycles and conduct(ing) our operations worldwide in an environmentally responsible manner.”

We also promised to “Honor our obligations to society by being an economic, intellectual and social asset to each nation and community in which we operate.”

Fast forward to 2020, Agilent’s 20th anniversary as an independent company and this report, our 21st annual publication. Our commitment to progress on environmental, social responsibility and governance issues hasn’t changed; it has only deepened.

2020 was a year that defied expectations. A year when so much we took for granted in our daily lives changed dramatically.

We were shocked by the rapid onslaught of COVID-19, saddened by the isolation and loss of lives, horrified and hurt when long-simmering racial injustice erupted into civil unrest, and worried as the global climate crisis loomed larger than ever.

Through it all, our commitment to our mission – to advance the quality of life – remained strong. We maintained our focus and continued to work together



## Letter from the President

as One Agilent. Progress was painful at times, but there was good news, too.

Our products, our expertise and our donations have surely contributed to stemming the tide of COVID-19.

We promised employees there would be no job losses or salary cuts due to COVID-19 and we kept our word.

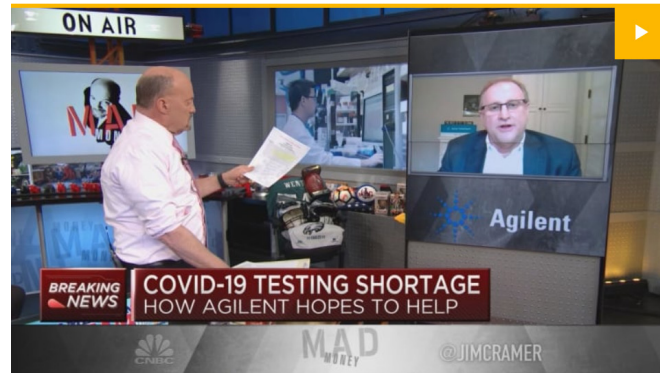
We also promised employee safety would be our top priority, so we quickly and safely transitioned more than 13,000 employees to working remotely. Those who worked on-site or in the field were well-equipped with protective gear and trained to minimize risks.

We conducted a series of employee focus groups to gain insights about the Black experience at Agilent, increased mandatory training, and hired an associate vice president of Diversity and Inclusion. Additionally, employee volunteers launched CoBE, our Council of Black Employees network group.

We maintained an uninterrupted inventory, delivering products and installing equipment to meet customer needs. We provided outstanding customer service, sometimes in amazingly creative ways.

And we increased our focus on environmental, social and governance (ESG) objectives, increasing transparency by adding Sustainability Accounting Standards Board (SASB) data. We elevated and expanded the role of the ESG function, which reports directly to me as CEO. We are building a more detailed report for 2021, when we will transition from our traditional CSR approach to a more comprehensive ESG report.

By the end of 2020, we had grown our business, delivered on our promises and made substantial progress toward critical ESG goals.



I am incredibly proud of our employees, whose sacrifices and hard work delivered these results in the most difficult circumstances many of us have ever experienced.

I am also thankful for you, our stakeholders, who continue to support, challenge and inspire us on this ESG journey to advance the quality of life.

Together, we are stronger and better. And that's another promise we will keep.

**Mike McMullen**  
President and Chief Executive Officer  
Agilent Technologies, Inc.



# About Agilent Technologies

Agilent (NYSE: A) is a global leader in life sciences, diagnostics and analytical laboratory technologies, recognized for uncompromising integrity in all we do. Whether we are working with our customers to keep food supplies safe, improve the quality of air, water and soil, or fight cancer with more precise diagnoses and targeted treatments, Agilent's approximately 16,400 employees, serving customers in 110 countries, share a passion and commitment to solve our customers' most ambitious scientific challenges, increase their laboratories' performance, and advance the quality of life.

Leveraging more than 50 years of laboratory, clinical, and enterprise level expertise and innovation, we produce advanced instruments, software and consumables, supported by teams of highly skilled and knowledgeable people.

For the fiscal year ended Oct. 31, 2020, Agilent generated revenues of \$5.3 billion with its three business groups: Life Sciences and Applied Markets, Diagnostics and Genomics, and Agilent CrossLab.

- **Life Sciences and Applied Markets** provides application-focused solutions that include instruments and software that enable customers to identify, quantify and analyze the physical and biological properties of substances and products, as well as enable customers in the clinical and life sciences research areas to interrogate samples at the molecular and cellular level.
- **Diagnostics and Genomics** is composed of six areas providing active pharmaceutical ingredients (APIs) for oligo-based therapeutics as well as solutions that include reagents, instruments, software and consumables which enable customers in the clinical and life sciences research areas to interrogate samples at the cellular and molecular level.
- **Agilent CrossLab** spans the entire lab with its extensive consumables and services portfolio, which is designed to improve customer outcomes.

In addition, we provide centralized order fulfillment and supply chain operations resources for manufacturing, engineering and strategic sourcing to our respective businesses. The Order Fulfillment and Supply Chain organization (OFS), together with Agilent Technologies Research Laboratories, is supported by our global infrastructure organization, which provides shared services in the areas of finance, information technology, legal, certain procurement services, workplace services and human resources.





## Our Mission

To deliver trusted answers and insights that advance the quality of life.

## Our Promise

To deliver trusted answers to our customers' critical questions and challenges – helping them achieve superior outcomes in their laboratories, clinics, organizations and the world they seek to improve.

## Our Core Values

- **Innovation and contribution.**  
We differentiate our contribution in the eyes of our customers. We invent and discover solutions and seek new ideas to help our customers.
- **Trust, respect and teamwork.**  
We treat all individuals with respect. We create a diverse and inclusive environment built on respect for each person's ideas and contributions. We value the power of a global, diverse workforce.
- **Uncompromising integrity.**  
We never compromise integrity in any relationships with customers, competitors, suppliers or employees. We adhere to the highest standards of business ethics and regularly provide updated training for all employees.
- **Speed.** We anticipate and respond to customer and business needs with a sense of urgency. We act decisively to make rapid course corrections if needed.
- **Focus.** We make tough trade-offs. We prioritize and simplify to understand what's really important. We focus on anticipating and satisfying customer needs.
- **Accountability.** We do what we say we'll do. We make straightforward commitments and follow through on them.

## Our One Agilent Culture

### We are a community

We are inclusive as we lead, win and grow as one company.

We are diverse, passionate and driven to provide trusted answers.

We embrace flexibility to balance work demand with personal life.

### We work collaboratively

We focus intensely on our customers to deliver differentiated outcomes.

We lead in innovation and simplify continuously in all we do.

We act like owners with positive urgency.

### We develop continuously

We openly recognize and learn from our wins and mistakes.

We welcome feedback and adapt, always developing ourselves and others.

We celebrate our achievements and share in the company's success.



# Our Sustainability statement

We strive to consistently improve our sustainability in our operations, and also through our innovative products and technologies that address complex issues in a sustainable way.

Our mission is to provide trusted answers and insights that advance the quality of life, and we believe that sustainability is an important part of meeting that mission. We are committed to being a good corporate citizen, to acting responsibly in pursuit of our goals. That means we must operate in a sustainable manner and help others do the same.

This is nothing new for us. All of our actions are based on our long-standing values and achieved with uncompromising integrity. Our culture has always included respect for the contributions of every employee in our global workforce. We support the communities in which we live and work and encourage employees to share their time and talents to help others.

## Sustainability guiding principles

- Create employee work environments that are safe, healthful and conducive to collaboration and innovation.
- Enable our customers to operate more sustainably and address world challenges through the use of our products and services.
- Reduce environmental impact of our operations through resource conservation, reducing our carbon footprint and waste.
- Drive consistent, responsible profit.
- Embrace diversity and inclusion in all aspects of our business.
- Be an economic, intellectual and sustainable leader in communities and countries where we operate.

## Specific Agilent actions

- Develop products designed to enhance the sustainability initiatives of our customers.
- Partner with our suppliers to operate sustainably and drive full transparency from vendors regarding sustainable products and services.
- Continue to provide the most healthful and safe workspaces possible through sustainable renovations, operations and certifications.
- Implement sustainability opportunities, identify metrics and track progress throughout our operations and supply chain; ensure compliance through a combination of self and third-party audits and certifications.
- Continue to encourage and develop diversity and inclusion in our workforce, investing in programs that advance these principles.
- Encourage employees to share their knowledge and talents in building sustainable communities by providing paid volunteer time off, matching their charitable contributions and encouraging science education through a variety of Agilent science programs.
- Report on our sustainability practices and progress to employees, investors and customers on a regular basis.



# Agilent during COVID-19

## Agilent and COVID-19

As COVID-19 quickly started to spread, no one could have predicted the enormous obstacles we would all be facing or how we would navigate this crisis.

Agilent immediately reached out to employees, letting them know that their health and safety would be our top priority, and there would be no job losses or pay cuts as a result of the pandemic. We also informed our external stakeholders that we would continue to provide products, services and support during this critical time of need. We created online resources addressing [COVID topics](#) on our corporate website.

## Our approach to COVID-19

Agilent has an established Enterprise Risk Management Program that incorporates Business Continuity Plans (BCPs) for all our critical activities, risk assessments and crisis-management protocols. We activated this structure with the initial outbreak of COVID-19, with teams meeting at the country, function and enterprise levels. Our executive staff continues to meet regularly to monitor activities.

### The Agilent Enterprise Risk Management (ERM) program

The ERM program provides a framework for identifying material risks. The program supports the businesses and functions in the documentation of the risk, how the risks are managed, and the update/creation of business continuity plans (BCPs) where appropriate. Oversight is provided by the Executive Risk Committee, which comprises CEO staff.

The ERM program has identified material risks, including supply chain disruption, loss of strategic [suppliers](#), logistics disruptions and site closures. BCPs exist to mitigate and manage these risks, and we regularly assess and update them. We've successfully activated these BCPs—proactively in many cases—for surety of supply purposes

and have been successful in ensuring we can continue to support our customers during the evolving situation with COVID-19.

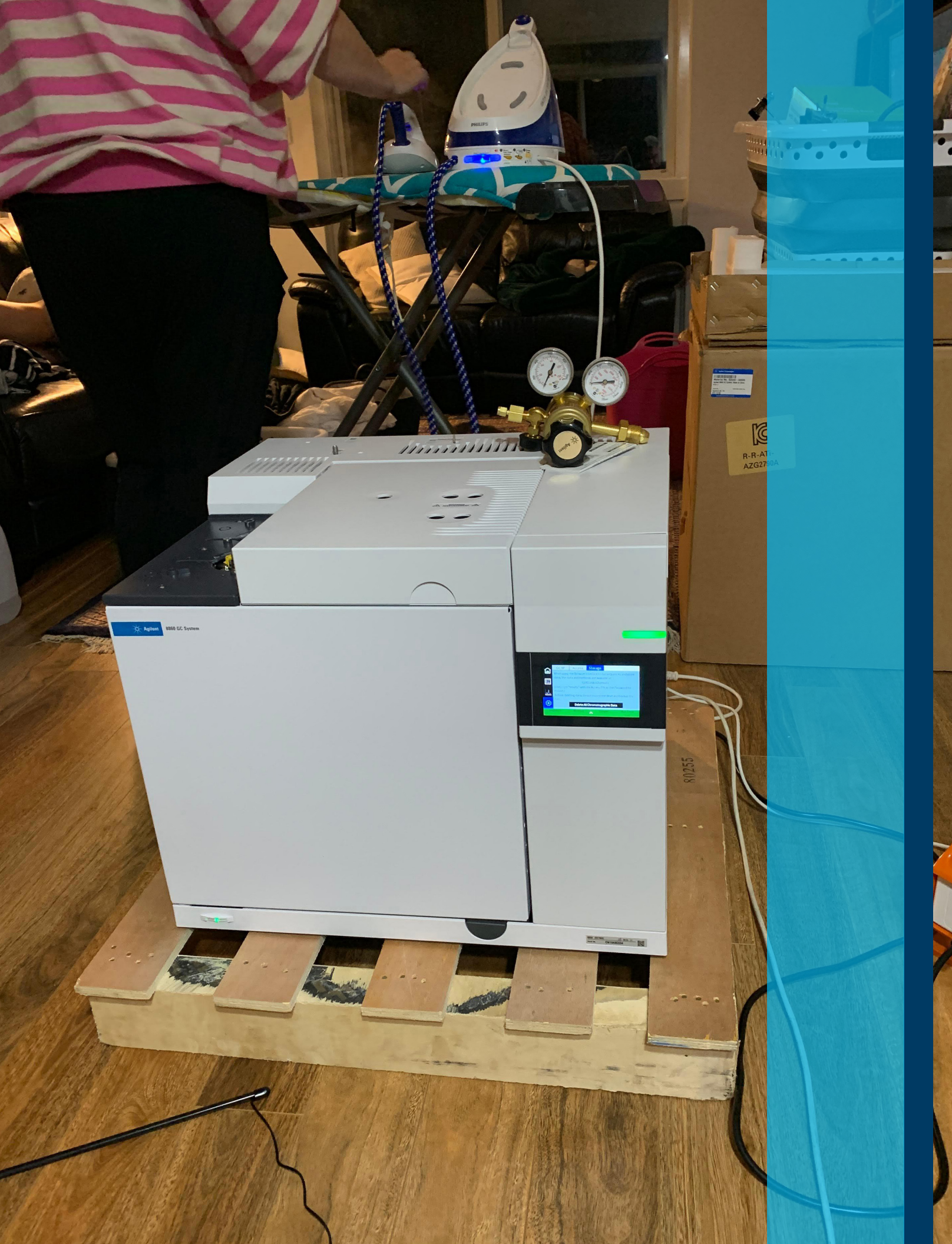
### Our employees

Agilent is committed to providing a safe environment for our employees, their families, and the communities in which we operate. Initially we asked employees to work at home where possible to reduce transmission risks and to keep them safe. Some employees have now returned to the office based on local conditions and in line with global approvals under our return to office process. For those employees still working at home, we want them to work from home safely and comfortably, and they are authorized to purchase additional equipment if needed.

In the early phases of the pandemic, Agilent restricted all international travel by air and rail to business-critical purposes only, with prior executive approval. Domestic travel is also restricted to critical activities, with no travel permitted for internal Agilent meetings. A detailed protocol exists for employees wishing to attend or participate in exhibitions, trade shows and similar events. These restrictions are in place to reduce transmission risks and protect our workforce from a dynamic environment of government-imposed restrictions and quarantine. When employees do need to travel, extensive support networks are in place.

Our Human Resources and Environmental Health and Safety (EHS) teams have detailed processes in place to support our employees, including loosening of sickness and time off policies for those who need to self-isolate, fall ill or need to make other work-life adjustments for child care and elder care.

Employees have been provided with an “employee care kit” comprising masks, sanitizer, a digital thermometer and other items to keep them safe while at work and at home.







**Our sites**

All our sites remain open for key on-site activities such as manufacturing, training and customer demos. We have taken extensive precautions to protect our on-site workforce, including increased cleaning and disinfection, signage, restricted conference room usage, closure of amenities, screening and restricted access for visitors and the availability of personal protective equipment. Internal and external events have been rescheduled virtually, postponed or canceled.

We have comprehensive plans to temporarily close part of or all of a site to perform deep cleaning in the event an employee is considered a risk, shows symptoms or tests positive for COVID-19.

At our manufacturing sites, we have introduced split shifts where possible to minimize transmission risks.

**Returning to Agilent work sites**

Agilent has developed an extensive Return to Office Protocol to manage employees returning on-site once local authorities begin to allow nonessential workers to return to

the workplace. Our priority is the health and safety of our workforce and the broader implications a return to work locations will have on their lives and families.

Our evaluation of site readiness includes a broad set of important issues such as if the number of cases of COVID-19 are on a clear downward trend; the availability of critical infrastructure such as public transport and parking; the availability of social infrastructure such as doctors and schools; and the readiness of our sites.

Facilities have been adapted to provide appropriate screening and social distancing, and employees will return to the site in carefully managed phases. Phases are prioritized to those who need to use on-site infrastructure and in customer-facing roles. Many of our employees will continue to work from home until well into 2021.

**Our products and services**

Agilent has a diversified manufacturing strategy with more than 20 locations globally. All our manufacturing sites have

continued to operate at normal capacity. Our teams are hard at work to minimize the risk of potential disruption by identifying diversified second- and third-tier direct material suppliers and securing additional logistics uplift.

All Agilent manufacturing sites have established BCPs that cover the physical infrastructure of the site, supply chain disruptions and logistics/distribution. Our parts and components come from a complex and diversified supply chain, and we regularly meet with our strategic [suppliers](#) to assess the robustness of their model and their own BCPs.

We have proactively initiated these plans to help guarantee surety of supply.

We do not believe our products or packaging pose any transmission risk of COVID-19. Currently, there is no evidence to support transmission of COVID-19 in this manner; the [U.S. Centers for Disease Control and Prevention](#), the [World Health Organization](#) and other authorities have confirmed there is very short survivability of the COVID-19 virus on hard surfaces. Over the days or weeks of shipping at ambient temperatures, the risk of spreading the virus is very low.

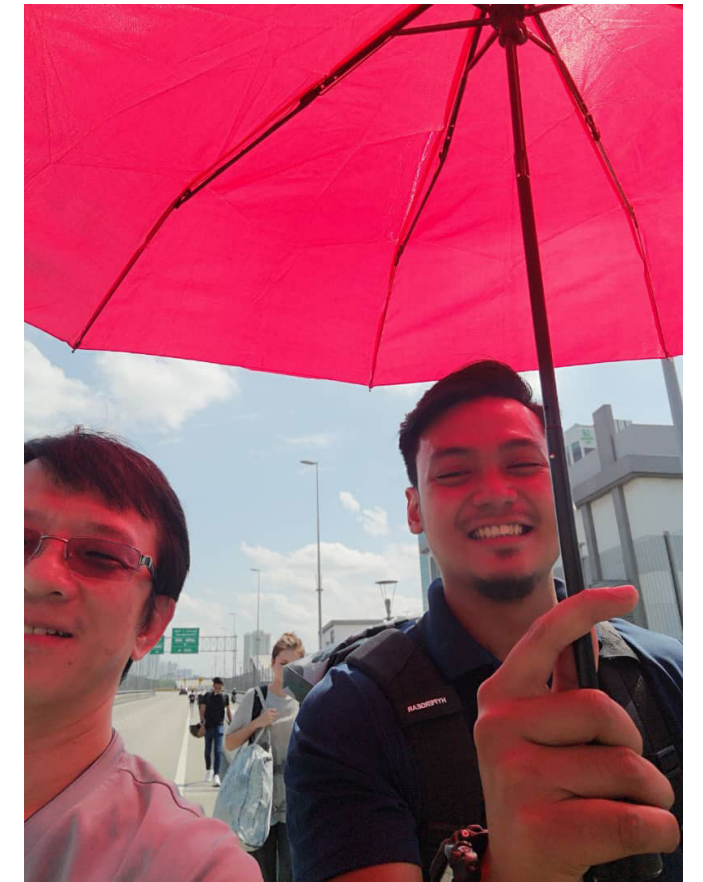




Stories from COVID-19

# 14 employees caught between 2 COVID-19 lockdowns:

## Singapore and Malaysia



In pre-pandemic days, more than 100,000 Malaysians crossed the border every day to work in Singapore.

But when Malaysia announced its movement-control order (MCO) in March and closed the border, many workers – including several Agilent Singapore employees who live in the Malaysian state of Johor – were caught off-guard as they could no longer travel to work.

While non-production employees could work from their homes in Johor, some employees in manufacturing could not. To assist these employees, managers at Agilent Singapore quickly offered them the option of going home to Malaysia and waiting out the MCO, or remaining in Singapore indefinitely and continuing to work, with Agilent covering accommodation costs.

### Not an easy time

On March 17, following discussions in the office, 14 production employees chose to stay in Singapore. For this group, it was a race against time to beat the traffic as they joined thousands of Malaysians rushing to cross the border before the lockdown kicked in at midnight March 18.

“After our meeting ended at 9:30 a.m., we hurried home to inform our families and pack some daily necessities and return to Singapore before the border closed,” said Jimmy Wong Shaw Wai.

Kum Chee Phang and Aziz Yahaya rushed home and returned, carrying their personal belongings as they hiked across the bridge linking Singapore and Malaysia to prevent getting caught in a major traffic jam. In ordinary times, Kum Chee Phang crossed the border on his motorbike every day, but chose to stay in Singapore out of commitment to his family and Agilent.

Chai Man Bin also decided to stay in Singapore. He explained, “When the MCO was announced, we didn’t know how long the situation would continue. We had to consider our jobs and also the impact on production.”

### Where would they live?

Many arrangements for hotels and meals had to be made quickly to accommodate employees living in Singapore for an extended stay. Lodging was a major challenge, as hotel rooms were already at a premium and other companies were racing to find rooms for their employees.

Fortunately, Agilent managed to secure a block of rooms at the Concord Hotel Singapore within the day. Breakfast,





Stories from COVID-19

# 14 employees caught between 2 COVID-19 lockdowns:

## Singapore and Malaysia

*Continued*



lunch, laundry and the daily commute between the hotel and work site were also arranged.

As the pandemic dragged on, the group later moved to the Pan Pacific Serviced Apartments, which provided more living space as well as the freedom to cook and do laundry within the apartment.

“Even as the team braced for impending operational disruptions, our priority has always been the well-being of the affected employees,” said Ching Soon Tee, the Singapore manufacturing director for OFS Instrument Manufacturing. “We will always do our best to make sure their needs are taken care of while they are residing here.”

### **Lockdowns continued, stays extended**

As the pandemic continued to worsen, Malaysia extended its MCO twice and Singapore announced its own so-called Circuit Breaker measures beginning April 7. Stuck between two lockdowns, these employees continued to rely heavily on video calls and WhatsApp messaging to stay in touch with families.

Chan Khai Luen said continuing to work in Singapore has been tough but manageable.

“I chose to stay as my wife is working from home during this period and she can take care of our daughter,” he said. “I miss my family and I don’t know when I can go home. But I am also grateful to Agilent for providing accommodations that allow me to work with peace of mind.”

After Singapore introduced its Circuit Breaker, shops and restaurants were shut down, meaning colleagues could no longer get together on their days off. Most of them kept busy by jogging and cooking.

### **Sacrifices met with gratitude, great results**

Chow Woai Sheng, VP of OFS Instrument Manufacturing and country general manager for Singapore, said he was grateful to the employees for the grace with which they have handled this challenge.

“It is not easy to be away from our families for an extended period,” he said. “But these 14 employees took everything in



stride and have carried on with their work diligently. Thank you, all, for your commitment and loyalty to Agilent.”

He added, “We overcame this unprecedented challenge and ensured operations continued smoothly. In many ways all 14 employees – and everyone involved in supporting them – have taken the One Agilent spirit to a new level.”

In recent weeks<sup>1</sup>, both countries have begun easing their lockdowns and have committed to holding talks on reopening the border. A few of the 14 have managed to return home or make a visit. This is good news for this group of dedicated employees, who are looking forward to going home and once again, living there.

<sup>1</sup> As of April 26, 2021



# Business operations

Each year, Agilent's CEO and president and top management outline the company's Measure of Success, which provides focus areas and related goals that the company aims to reach over the next fiscal year.

Measuring performance toward these goals through the Executive Quality Review process and related Business-level Management Review serves as a report card of our progress.

## Product environmental management

Agilent aims to minimize the environmental impact of our products and their packaging. We are committed to conforming with applicable regulations related to the Restricted Substances in Products. When a customer decides it no longer needs a product, Agilent will take it back for reuse or ensure it is properly recycled. For more information, go to Agilent's Product Take-Back program. In addition, we use tools such as the General Specification for the Environment and our recently updated Design for the Environment Guidelines to help minimize the environmental impacts of our products and their packaging.

## Agilent's materials declaration requirements

Agilent requires hazardous and restricted material composition data for the purchased materials used in Agilent's products, including parts procured on Agilent's behalf by third parties, such as contract manufacturers, distributors and third-party logistics suppliers.

To meet the various requirements of our customers and product chemical content restrictions imposed by numerous country laws and regulations, Agilent must maintain material composition data on hazardous substances. Agilent requests data about regulated hazardous substance content of materials in order to trade in legal compliance worldwide – we do not ask suppliers about other, non-regulated substances. Agilent's General Specification for the Environment (GSE) consolidates all material restrictions into one document, which covers environmental laws in the Americas, Asia-Pacific and Europe.



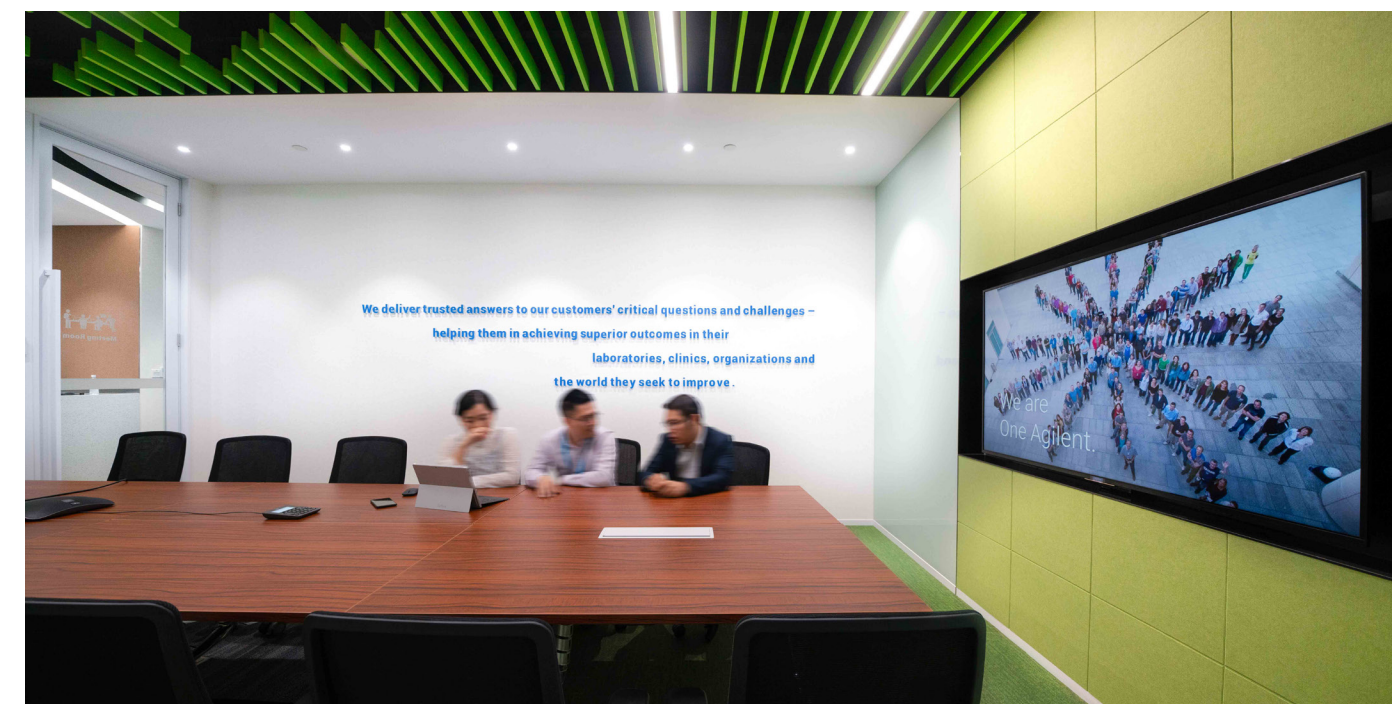
## Agilent's information security approach

Agilent Technologies security program is based on industry standards including ISO 27002 Code of Practice, NIST and the COBIT 5 framework. Our policies, standards and operating procedures provide a comprehensive approach to maintain the confidentiality, integrity and availability of the data and systems in our environment. Security is a companywide priority and we continuously invest in our people, processes and tools to strengthen our security posture to protect both Agilent's and our customers' data.

To support our companywide approach, we have a dedicated IT Information Security and Risk Management (ISRM) department that is accountable for key areas.

### Policy, standards and operating procedures:

- IT compliance
- Security operations
- Risk management
- Threat and vulnerability management
- Security awareness



## Growing the business: investing and partnering for the future

Agilent continued its "Build and Buy" growth strategy in 2020.

In August, we announced plans to invest \$150 million to more than double the capacity of our state-of-the-art [oligonucleotide](#) production facility in Frederick, Colorado.

Oligonucleotides are short DNA and RNA molecules used to create nucleic acid-based therapeutics.

They hold the potential to be used in developing treatments for cancer, COVID-19, cardiovascular disease, rare and infectious diseases and other conditions. With this manufacturing capacity expansion, Agilent expects to create new job opportunities as well as improve quality of life for many people.

We also announced plans to ramp up genomics product supplies in China, with a facility for manufacturing our SureSelect Custom Probes used in next generation sequencing workflows opening in 2021.

### Two Centers of Excellence open; new partnerships announced

Agilent invested in opening two Genomics Applications Centers of Excellence in China. Our Guangzhou lab opened in January and Shanghai in October. These centers expand upon the customer support and training facilities already in place with our Agilent Dako Academy Pathology Lab and

Training Centers. Our facilities will provide customers with better technical support and demonstrations of products and could potentially be used to develop new customer applications.

Agilent joined forces with the [Indian Institute of Technology Delhi](#) (IIT Delhi) to promote biopharmaceutical research. Agilent is contributing funds to support the Institute's incubator site, with the goal of enhancing the quality and safety of biotherapeutics.

Agilent and IIT plan to establish global best practices for identifying and characterizing biopharmaceuticals and offer world-class training on protein characterization to researchers from academia and industry. They will operate under the Department of Biotechnology, Center of Excellence for Biopharmaceutical Technology and will support incubated startups at IIT Delhi performing protein analysis, with results providing critical information to ensure safe and efficacious biotherapeutic products in India.

Agilent is also collaborating with UK researchers at The [University of Sheffield](#) and The [University of Manchester](#) who are looking into the risk factors for atopic eczema (also known as atopic dermatitis), a chronic skin condition that affects one in five children and one in 12 adults. The aim of the collaboration is to help the medical community diagnose the condition early and to administer the best possible treatment.



## Supply chain

Agilent's supply chain organizations are chartered to provide optimal value-added sourcing and procurement services that are:

- Legal, accountable and auditable
- Ethically, environmentally & socially responsible
- Economically effective
- ISO compliant

Agilent's relationships with suppliers are of great strategic importance. In working with suppliers, our standards call for us to use common sense, good judgment and the highest integrity. Agilent expects its suppliers to act with uncompromising integrity and follow all appropriate global and regional laws and regulations. It also includes all Agilent policies and programs that are aligned to these requirements. Working together, we can achieve a strong working relationship and meet compliance requirements together.

Agilent requirements include:

- **Quality** - Agilent is committed to delivering high-quality, safe and reliable products, so we take steps to ensure we consistently meet or exceed the standards set forth in our quality policy and applicable global quality manufacturing standards.
- **Environment, health and safety** - Agilent strives to conduct business in an environmentally responsible manner and is committed to compliance with all applicable environmental laws and regulations. We support all laws, policies, permits, and regulations related to protecting the environment, conserving energy and natural resources, and reducing the environmental impact of our operations around the world.
- **Regulatory** - Agilent is committed to meeting all applicable regulatory requirements such as RoHS, REACH and Conflict Minerals.
- **Human rights & labor** - Agilent's core values and culture reflect a commitment to ethical business practices and good corporate citizenship wherever we operate in the world. As a company, we acknowledge and respect the fundamental principles of the Universal Declaration of Human Rights, and our policies and practices reflect our commitment to promote human rights within the company's sphere of influence.
- **Anti-corruption & bribery** - Agilent is committed to conducting its business activities in accordance with all applicable laws and regulations that prohibit bribery or corruption. It includes trade security that we do not tolerate bribery in any form.
- **Supply chain security** - Agilent is committed to meeting all applicable laws and regulations for ensuring a safe supply chain. This includes trade security like the World Customs Organization (WCO) and the Customs-Trade Partnership Against Terrorism (C-TPAT) to improve the security of our supply chains and logistics systems. We adhere to all applicable data protection and privacy laws worldwide. Agilent has policies and standard operating procedures in place to maintain information confidentiality, integrity and availability. These procedures include organizational requirements of acceptable use.

- **Sustainability** - Agilent has formally aligned its objectives with the United Nations Sustainable Development Goals (UN SDGs).

Agilent has been streamlining and improving its supply chain and manufacturing for the past several years. Among the company's innovations:

- **Four Centers of Excellence** around the world focus on manufacturing, bioreagents, chemicals and logistics.
- An online **OFS Academy** helps employees understand their role in the overall supply chain and align toward common goals. The Academy recently added a School of Digital Innovation.
- **The OFS Future Lab** enables employees to contribute suggestions and ideas related to emerging megatrends, such as artificial intelligence.

To address the potential for disruption in our supply chain, we use a number of techniques, including qualifying multiple sources of supply and redesign of products for alternative components. In addition, while we generally attempt to keep our inventory at minimal levels, we do purchase incremental inventory as circumstances warrant to protect the supply chain.

Agilent did not disclose significant changes to the organization and its supply chain in fiscal year 2020.



# Materiality assessments

## Environmental, Social and Governance (ESG) responsibilities

We are very proud that in spite of the COVID-19 pandemic, we have remained committed to our Environmental, Social and Governance (ESG) goals. Our mission statement points out that we have a responsibility beyond making a profit: we are committed to “advancing the quality of life.” Therefore, we must always think long term and consider the needs of others as we make decisions.

That’s why Agilent leadership routinely pauses to analyze the ESG issues our business could generate and who we might impact. We also have to consider how these issues could impact our business.

Our periodic materiality assessments provide this insight.

### What’s involved?

A materiality assessment is a process that identifies those ESG issues that could affect our business as well as our stakeholders, which provides guidance for business planning.

A broad range of stakeholders is surveyed, generating feedback on the importance of key environmental, social and governance topics. The most highly rated issues are important to both company and stakeholders, and those potential issues inform our strategies, targets and reporting.

In 2018, we laid the groundwork for our first materiality assessment, completing the process in 2019. Those results have informed our sustainability strategy and business planning through 2020.

The materiality matrix below and to the left illustrates the priorities assigned to the 19 social, environmental and governance issues that could impact our business and stakeholders.

In early 2021, we completed our second materiality assessment, which will provide guidance for 2021 and beyond.

That updated matrix is provided below.

Major events of 2020, including the COVID-19 pandemic, social and civil unrest and economic downturns have influenced stakeholders’ concerns and, as a result, our priorities shifted since our 2019 assessment.

These changes underscore the importance of conducting regular materiality assessments, which clarify and prioritize issues of concern. We will continue to conduct regular materiality assessments to inform business decisions.

2019 Materiality Matrix

IMPORTANCE TO STAKEHOLDERS	High		Climate change & energy Product safety & quality	Ethical business conduct Innovation Market presence & pricing
	Moderate	Labor practices Occupational health & safety Water & effluents	Community & giving Economic performance Supply chain sustainability Waste management	Customer satisfaction Governance & leadership Talent attraction & retention Sustainable products & solutions
		Air quality & other emissions	Chemicals & hazardous materials Diversity & inclusion	
		Moderate	High	
SIGNIFICANCE OF IMPACTS				

KEY ● People ● Business integrity & prosperity ● Planet ● All themes

2021 Materiality Matrix

IMPORTANCE TO STAKEHOLDERS	Very High	Ethical business conduct		Innovation & R+D Product sustainability Climate change & energy Product safety & quality Customer satisfaction & engagement Diversity & inclusion
	High	Labor practices Occupational health & safety	Waste management Corporate governance & leadership Water & effluents Economic performance	Supply chain sustainability & sourcing
	Moderate	Talent attraction & retention Chemicals & hazardous materials Air quality & other emissions	Market presence & pricing Community engagement & relations	
		Moderate	High	Very High
SIGNIFICANCE OF IMPACTS				

KEY ● People ● Business integrity & prosperity ● Planet ● All themes



# UN Sustainable Development Goals

## Agilent and the UN Sustainable Development Goals

Agilent products and services touch nearly all the United Nations Sustainable Development Goals (UN SDGs), launched in 2015 to create a blueprint for a better and more sustainable future for all.

In 2018, Agilent declared alignment with the UN SDGs, citing eight of the 17 goals where we have the greatest potential to deliver positive impact:



Look for these icons throughout this publication, indicating contributions to specific goals.

[Barron's](#) has recognized our ESG commitment and progress, awarding Agilent with first place in their 100 Most Sustainable Companies list for 2020 and second place in 2021. We have ranked within the top three positions on this prestigious list for three consecutive years, another indicator of our consistent commitment to sustainability.



Stories from COVID-19

# Our superior customer service in spite of COVID-19:

## A One Agilent effort



Customers have never needed Agilent's support more than ever as they struggled to keep their staff safe and healthy, and their labs operational and efficient during a global pandemic.

That's why Agilent maintained and even expanded essential services for customers throughout 2020, including [education](#) and training, technical support, remote instrument monitoring, instrument repair and exchange, and preparation for increased lab production when the crisis subsides.

In addition, we deployed [Agilent Virtual Assist](#) – our augmented reality tool for technical support – a tremendous innovation that is serving [customers](#) well. And we continue to see growth in the use of web applications such as WeChat and Kakao for customer service requests and support, delivering on our digital investments.

### Customer response: overwhelmingly positive

Agilent has consistently been available to [help in safe, secure ways](#) – and customers seized the opportunities for support.

For example, by mid-pandemic, our DGG China team led eight online activities with attendance of more than 16,000.

ACG Education Services accelerated their digital transformation with Agilent University training going online and offering virtual, instructor-led courses. Registration topped out with a nearly 500% increase in training during the height of the pandemic.

### Out of the lab does not mean out of work

Customers' employees built their technical skills at home by visiting [Agilent University](#). With hundreds of training modules available, including free courses and dedicated learning paths, laboratory personnel made the most of their out-of-lab time to get up and running faster as labs reopen.

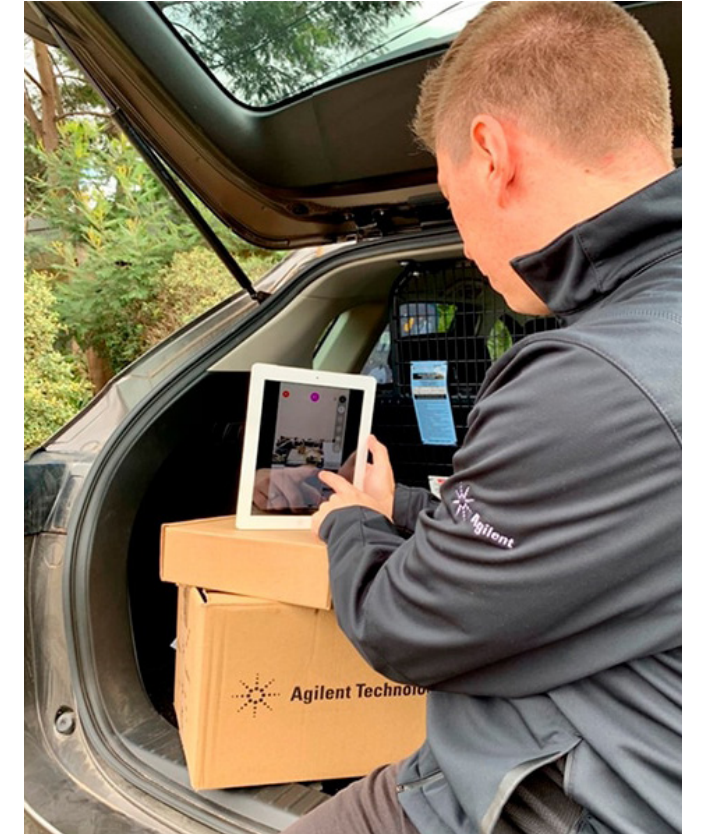
Customers can also purchase an [e-Pass](#) subscription, which provides access to all Agilent-designed online courses on analytical workflows and lab procedures.

### Do-it-yourself, the Agilent way

Our advanced remote support capabilities have proven extremely effective. They help employees diagnose and potentially fix our customers' queries remotely, using platforms like WebEx, Microsoft Teams and Skype – in some cases, no travel or in-lab service technician is needed. And the knowledge doesn't stop there – [Agilent Community](#) offers crowd-sourced technical expertise and access to instrument resources, including consumables, applications and Agilent support resources, in one convenient online location.

### Check-in from the safety of home

With [Smart Alerts](#), customers can check on their Agilent LC/GC and GCMS instruments remotely and receive real-time status



alerts with critical operational information. The Remote Assist feature also provides priority response service for faster uptime.

### Broken? Exchange it!

With fully functional bench repair capabilities and over 400 instrument modules in-stock, Agilent continued its [Return to Agilent](#) instrument repair program, as well as an [Instrument Exchange](#) program to keep customer labs up and running. Repaired and certified instrument modules are shipped directly to the customer, eliminating the need for Agilent representatives to conduct on-site repairs and maintenance.

"The work performed by our customers is critical to both improving the human condition and in protecting our global resources," said Jason DiFraia, associate vice president, Agilent Services and Support Division, Product Management. "So, we are focusing on helping them address the challenges associated with staffing irregularities, lab closures and changes in lab productivity.

"Together, these programs are especially valuable in their accessibility, flexibility and quality – customers can still get the trusted answers they expect from Agilent, but in ways that keep personnel safe and labs performing as best as they can throughout this crisis," DiFraia said.

*Note: Numbers cited above are from data on file.*



# Key policies

## Operations policies

### Agilent standards of business conduct

Agilent's standards of business conduct guide our employees on how to conduct themselves with uncompromising integrity, requiring ethical conduct and compliance with the law. Agilent published new standards of business conduct in 2020. Click [here](#) for more information.

### Supplier Code of Conduct

Agilent's [Supplier Code of Conduct](#) outlines who we are and how we operate as a company. It describes our supplier requirements and expectations. These include quality, environment, health & safety, human rights & employment practices, anti-corruption & bribery, regulatory (conflict minerals, RoHS) and Supply Chain Security (C-TPAT/AEO, Privacy, IT Security) and sustainability.

### Conflict minerals policy

Agilent sources components and assemblies for our products from suppliers in different countries around the world, each with its own laws and regulations. We are committed to respecting human rights throughout our global supply chain and do not knowingly conduct business with any individual or company that participates in the exploitation of children (including child labor), physical punishment, forced labor or human trafficking. See our updated [Agilent Conflict Minerals Policy](#).

### Quality policy

At Agilent, we drive quality through our Quality Management System (QMS) processes. This commitment is exemplified in a single, companywide Agilent quality policy: Agilent will earn customer loyalty by providing trusted answers through continuous improvement of products and services and interactions of the highest quality and greatest value. Please see our [Quality at Agilent brochure](#) released in 2020.

### Political activities

Agilent may contribute to dialogue and decision-making on public policies affecting the company, our employees and operations.

### Anti-corruption policy

One of Agilent's most important company assets is our reputation for ethical behavior, honesty and fair dealing. Agilent's anti-corruption policy incorporates the common elements of anti-corruption laws and regulations worldwide that apply to Agilent's business. Learn more about our [Global Anti-Corruption Policy](#).

### Agilent's compliance hotline

Agilent's hotline provides an avenue for employees and members of the public to report serious compliance concerns. People can report information by telephone via a toll-free number or through the web. Reports can be made in over 100 languages. The information people submit will be handled confidentially within the small group necessary to conduct a review of the allegation. In most countries, reports may be submitted anonymously if people prefer not to disclose their identities. Agilent does not tolerate retaliation against our employees for reporting legitimate concerns.

## People policies

### Environmental health and safety policy

Agilent is committed to providing healthy and safe work environments and processes that enable our people to work injury-free and illness-free while acting in an environmentally responsible manner. Learn more about our [environmental health and safety policy](#).

### Human rights and labor policy

Agilent conducts business with uncompromising integrity and promotes human rights within the company's sphere of influence.

### Privacy principles

Agilent is committed to respecting and protecting the privacy and personal information of customers, employees and partners. Learn more about our [Agilent privacy statement](#).

### Employee diversity and inclusion, accessibility and work/life balance

Agilent's commitment to diversity and inclusion helps us to be a great place to work, ignite innovation and deliver superior business results. Agilent applies a range of policies, programs and practices to promote diversity and inclusion, accessibility and work/life balance, including:

- Nondiscrimination policy
- Accessibility policy
- Education-assistance program
- Employee-assistance program
- Employee network group opportunities
- Balanced approach between campus recruiting and experienced hiring
- Harassment-free work environment
- Flexible and part-time work schedules when possible



# Stakeholder engagement

Agilent engages with a wide range of stakeholders on issues that affect the company's operations. During business planning, Agilent considers external charters, principles and guidelines. We also participate in industry and trade groups at local, regional, state, national and international levels to address emerging issues; develop industrywide approaches to environmental and social challenges; and cooperate with governments, non-governmental organizations and other stakeholders on common concerns.

Agilent meets all applicable laws, regulations and standards where we do business.

## Approach to stakeholder engagement

Agilent engages with our stakeholders through consultation, surveys, ad hoc feedback and reviews.

Agilent stakeholders include:

- Customers
- Employees
- Investors
- Suppliers
- Government agencies
- Communities
- Media
- Industry standard-setting organizations
- Neighbors
- Non-governmental organizations

### Customers

Our customers and the experience they have with us is a top Agilent priority. Our focus is to deliver on our brand promise with every interaction. Whether our customers

interact with our people, our products or with us digitally, we want every experience to leave them feeling confident that Agilent can and does deliver on their needs, and they feel valued that we understand their expectations and are helping them achieve their goals. We hope that they are always inspired. This experience does not come by accident. We ask for customers' input and design our improvement programs based on customer input.

Agilent assesses its customer experience through a variety of customer feedback mechanisms, including an annual market study, project-based primary customer research, customer feedback provided directly to Agilent employees, and through an ongoing customer experience survey that measures perceptions across our customers' key engagements. Agilent also uses a closed-loop corrective action process to address urgent customer concerns, and a continuous improvement process to address more extensive change opportunities.

The Agilent Customer Experience survey is a global survey evaluating our customers' experience with Agilent in 19 languages and over 50 countries worldwide.

Customers have rated Agilent as significantly improved across all the key engagement areas in the last several years. Agilent received especially high scores during the COVID-19 pandemic for its ability to serve customers in a difficult environment. Here are a few examples of improvements we made based directly on customer feedback:

- Introduced an automatic notification system that confirms when your product is ordered, tells you when it ships, and utilizes a real time tracker for delivery information.
- Provided easier and more complete access to site preparation guidance for customers purchasing instruments.
- Faster delivery time and online purchase options for consumables to improve the purchase and delivery experience.
- Shortened the time it takes to schedule service.
- Improved search and navigation on our website.

### Employees

Agilent has many channels to engage employees and even made improvements during the pandemic to meet the

increased need for information. With some 13,000 employees working remotely, Agilent expanded digital communications with all employees:

- Created a COVID-19 information center, providing a one-stop employee resource for pandemic-related help and information.
- Increased the use of video to share important information with employees.
- CEO provided frequent updates and encouragement through his home-based video messages to employees, generating strong participation and engagement. As a result of these efforts, Agilent was awarded first place in the prestigious 2020 Employee Communications Awards, Ragan Communications, receiving other awards as well.
- Annual Agilent Leadership Survey continued to allow employees to provide feedback on leadership effectiveness.
- Regular performance reviews and discussions with immediate supervisors, were handled virtually when appropriate.
- Virtual and on-site Employee Coffee Talks shared business updates and country-specific information and answer employee questions.
- CEO global all-managers webcasts provide quarterly business updates with Q&A.
- Annual meeting for senior leaders held virtually.

Because development of leadership and professional skills is critical for Agilent, face-to-face and online resources, training and curriculum are available through two online learning centers, "Development Now" and "Learning@Agilent."

### Investors

Institutional investors regularly request meetings with our chief executive officer (CEO) and many of them meet with him at least once a year. He and other members of the executive staff attend investor conferences where they give presentations and meet with investors one-on-one. Analysts who research Agilent and our sector also have regular contact with our CEO and our chief financial officer (CFO).



## Stakeholder engagement

Those analysts are in constant contact with institutional investors and act as a feedback mechanism on how the market perceives the company.

- Each quarter, we conduct a financial results conference call that presents analysts and investors with an opportunity to ask questions and detail concerns to the CEO and CFO.
- At our annual shareholder meeting, all attendees are presented with the opportunity to ask questions to our CEO, executive staff members and members of the board of directors.
- If analysts and institutional investors are unable to meet directly with our CEO, CFO or Treasurer, then they can rely on regular contact with our Investor Relations department.

Investors need complete information regarding how companies manage climate-related risks and opportunities, and adapt their corporate strategy to be in line with a lower carbon economy. Major investors have issued broad public statements, letters and white papers to industry (notably BlackRock Investment Stewardship's approach to engagement on climate risk) calling for "consistent and decision-useful" disclosures with respect to major material risks including climate change-related risks.

Specifically, investors like BlackRock have pointed to the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) and the standards put forward by the Sustainability Accounting Standards Board (SASB) as the benchmark frameworks for a company to disclose its approach to climate-related risks and the transition to a lower-carbon economy.

These frameworks consider the physical, liability, and transition risks associated with climate change and provide

guidance to companies for disclosing material information that is comparable within each industry.

Agilent has sought to incrementally incorporate aspects of this framework approach in this current edition of its CSR Report, adding SASB data reporting this year. We continue to consider additional incorporation of this disclosure framework in future reporting.

### Suppliers

Agilent's relationships with suppliers are of great strategic importance. Common sense, good judgment and the highest integrity standards will be used in working with our suppliers. The results Agilent Technologies seeks will not occur from random sourcing or from selecting suppliers solely based on competitive quotations. It will result from making the correct selection of suppliers and then working closely with them in specific areas to improve quality and productivity.

The basic strategy for establishing these "working relationships" is through the establishment of mutual performance expectations and measures. Agilent also expects its suppliers to adhere to the quality, product regulatory, social responsibility and environmental principles that are core to our company. As regular practice, Agilent compliance requirements are communicated through email to all newly added suppliers monthly; annually, Agilent recommunicates compliance requirements for suppliers.





Stories from COVID-19

# Building relationships:

Ayana Takeyama



Ayana Takeyama had just settled in for a call with a customer.

It was the start of the COVID-19 work-from-home era, and as a member of the South Asia Pacific, Japan, and Korea sales organization for Laboratory Solutions Sales and Marketing, that meant taking lots of calls from her home in Shanghai, China.

She picked up the phone and dialed. Just then, her 8-month-old daughter, Chie Yu, began to cry.

When the customer answered, Chie started screaming.

"I felt so sorry for the customer," Ayana said.

### A huge change...

Before the pandemic hit, Ayana and her husband, Chuan Tang Yu, sent Chie to a nursery during the day while they went to work. But when COVID-19 shut down the day nurseries, they were left to fend for themselves.

"Both of us were pretty upset," Ayana said. "Where can we send the baby? How will we take care of the baby?"

Ayana pulled Chie's crib out from her room and set it next to her desk, placing Chie inside with a handful of toys.

"Mostly it didn't work," she lamented. "Mostly she was screaming."

### The arrangement was unworkable

But she couldn't let her child — who was already starting to walk — wander the house unsupervised; meanwhile, she wasn't getting anything done.

She phoned her husband.

"It's impossible," she told him. "This totally doesn't work for me."

So, the couple set to negotiations.

Fortunately, Chuan was self-employed as a general contractor and could set his own hours. He took the day shift, cooking, cleaning and taking care of the baby from 9 a.m. to 6 p.m. while Ayana worked. Then they switched.

### Different, in a good way

"He was amazing," Ayana said of her husband. "He did everything, so I was totally able to focus on my calls."

The schedule might sound rough, but it wasn't all bad.

"At least we could have lunch together," she said. "It was nice having the whole family together under one roof during the day," she continued, even as she worked. Normally, Ayana wouldn't see her husband and daughter until after the workday; during lockdown, they could eat and play together on breaks.

"That's never happened before," she said.

### A success for the team

Free to take calls without caring for a small, screaming human, Ayana reached 98% of her sales quota last year.

"That's thanks to my team that supported me, but also my family, especially my husband," she said.

Today, post-lockdown, Ayana and Chuan have returned to their regular schedules and have just welcomed their second child into their family. And although they're glad the day nurseries are open again, Ayana said they'll remember the lockdown experience as a gift rather than a burden.

"It was a chance to build the family relationship," she said. "We had quality family time during the pandemic."



# Sustainability highlights

- GOAL 1**  
10% energy reduction by 2024  
**AHEAD OF TARGET AT 7% REDUCTION**
- GOAL 2**  
20% water reduction by 2024  
**ON TARGET WITH 12% REDUCTION THIS YEAR**
- GOAL 3**  
95% solid waste diversion by 2020  
**BELOW TARGET AT 90%, ADJUSTED TO ACHIEVE 95% IN 2021**
- GOAL 4**  
1% carbon (Scope 1+2 CO2e) reduction per year since 2014 and 10% by 2024  
**AHEAD OF TARGET, ACHIEVING 22% REDUCTION VS. 6% 2020 GOAL**  
**UPDATED GOAL: 25% REDUCTION BY 2025, EFFECTIVE IN 2021 REPORTING.**

## \$2.63 million invested in sustainability initiatives<sup>2</sup>

Energy projects offset 2,143 metric tons of carbon

- Yishun and Shanghai solar projects: live in 2020
- Mulgrave solar array: live in spring of 2021
- Waldbronn LED lighting conversion: completed in early 2021

Our 1220, 1260 and 1290 Infinity II LC product families achieved the [My Green Lab ACT certification](#); labeling now educates buyers about environmental impact.



Our first carbon neutral event transitioned to a highly successful virtual opportunity.

Sponsor of [My Green Lab](#), an organization dedicated to improving the sustainability of laboratories worldwide.

<sup>2</sup> Less than planned due to onset of COVID-19 pandemic

# Business highlights

## 2020 revenue and growth

\$5.34 billion

- Earnings per share of \$2.30
- 3% reported revenue growth

Launched plans to more than double production of oligos, nucleic acid-based therapeutics, used to develop treatments for cancer, COVID-19 and more

Opened two Genomics Applications Centers of Excellence in China

Planning to invest over \$1 billion in R&D within three years



Over \$9 million donated to universities, hospitals, research and charitable organizations



## Our COVID-19 priorities

Employee safety and well-being continues to be #1



- No COVID-19 related layoffs or reductions in base pay
- 13,000\* employees successfully transitioned to working remotely

\* Approximately

Policies and processes developed and continuously refreshed to ensure the safety of employees, customers and suppliers

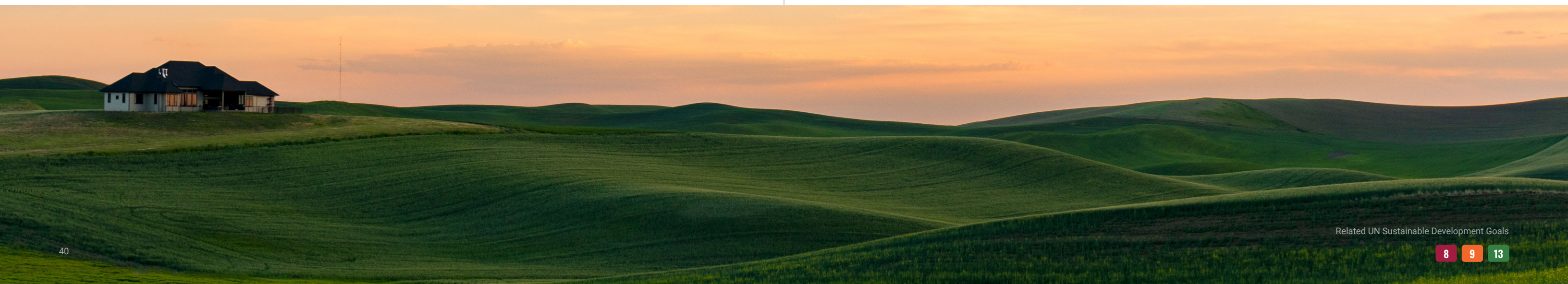


Product quality maintained and supply was uninterrupted

Deliveries and installations provided in a safe, efficient manner

Online customer and employee training quickly expanded to meet increased needs

Virtual field service support developed to minimize risk for employees and customers





## People

16,400\* employees serving customers in 110 countries

~5,300 in our Life Sciences and Applied Markets Group

~2,700 in our Diagnostics and Genomics Group

~5,800 in our Agilent CrossLab Group

~2,600 in our global infrastructure organization

2020 Leadership Survey

90%

of employees intend to stay at Agilent

95%

of employees would recommend Agilent as a **great place to work**

88%

of employees participated in the annual survey



39% of full-time employees are female

25 average hours of training per employee

94% of employees approve of CEO, Glassdoor

91<sup>st</sup> percentile, employee engagement, Perceptyx

Product innovation in 2020

282

patents issued worldwide

154

patent applications filled

## Award-winning products



[Vaya Raman Spectrometer](#), Pharma QA/QC, Gold Award, R&D 100 Awards and Finalist, Innovation Awards, [The Medicine Maker](#)



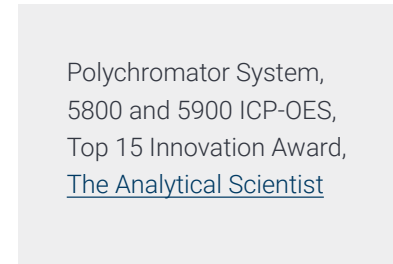
[InfinityLab LC/MSD iQ](#) system, Best New Spectroscopy Product, Scientists' Choice Awards



[8890 GC System](#), Best New Separations Product, Scientists' Choice Awards



NanoDis System, Top 15 Innovation Award, [The Analytical Scientist](#)



Polychromator System, 5800 and 5900 ICP-OES, Top 15 Innovation Award, [The Analytical Scientist](#)

## Locations

### R&D and/or Manufacturing sites

USA (California, Colorado, Delaware, Massachusetts, Texas), Australia, Belgium, China, Denmark, Germany, Italy, Japan, Malaysia, Netherlands, Singapore and the United Kingdom

### Logistics Centers

China, Denmark, Germany, India, Italy, Japan, Malaysia, Singapore and the U.S., plus additional regional hubs



**Headquarters**  
Santa Clara, CA

Related UN Sustainable Development Goals



## Recognition and awards

Barron's America's  
100 Most  
Sustainable  
Companies

1st in 2020  
2nd in 2021  
3rd in 2019

Management  
Top 250

Wall Street Journal

JUST 100 List

Forbes and Just Capital, 4th  
consecutive year

America's Most  
Responsible  
Companies

Newsweek

Best Employers  
for Diversity

Forbes

Europe's Most  
Inclusive Companies

2020, Financial Times

Excellence in Health  
and Well-being China

people.cn

America's Best-In-  
State Employers

2020, Forbes

Asia's Best  
Workplaces List

China, Singapore  
Great Place to Work Institute

Great Place to  
Work India

Certification, Great Place to  
Work Institute

Best Workplaces  
for Women

Certification, Greater China,  
Great Place to Work Institute

Best Workplaces in  
Biotechnology and  
Pharmaceuticals

Great Place to Work Institute

Industry Model  
Award

Corporate Social  
Responsibility, China

Award of Distinction

AmCham CARES, Corporate  
Social Responsibility,  
Singapore

Best Supplier

Laboratory Instruments and  
Best Service Provider, Quality  
Control, Brazil, Sindusfarma

Legal Team of the  
Year, Integration of  
Best Practices

Asia Pacific In-House  
Community

Ranked No. 1

Laboratory Compliance  
Services for Analytical  
Instrument Qualification and  
Computer Software Validation,  
LCGC Magazine of Separation  
Science Global Survey



Stories from COVID-19

# Joy in listening: Shok Chan Phuah



Shok Chan Phuah was bored.

Bored, and anxious.

“A lot of anxiety and waiting,” is how she described her pandemic experience.

As an inside sales account manager for Laboratory Solutions Sales and Marketing in the sales organization for South Asia Pacific, Japan and Korea (SAJK), Shok Chan was accustomed to face-to-face interaction, to the energy of working alongside her colleagues each day.

### A lifestyle change: slowing down

But since the start of the COVID-19 pandemic, she has spent most of her time at her home with her elderly mother in Kuala Lumpur, Malaysia, with little to differentiate between work hours and free time.

Other than television, of course.

With little else to do, Shok Chan consumed episode after episode of the 2020 Chinese TV drama “[The Wolf](#).” But it wasn’t just the story she enjoyed.

“One of the songs of the original soundtrack was pretty good,” she said.

As the credits rolled, she glanced at the piano in the corner. She’d taken lessons from age six throughout high school, but it’d been ages since she’d played a note.

Still ...

“The piano was just there,” Shok Chan recalled. “So, I thought, ‘Hey, why not?’”

### First, the theme song from “The Wolf”

It didn’t take long for her to learn the show’s theme song and rediscover her childhood passion for music. Now, she spends her lunch breaks and down time plucking out the chords and melodies to her favorite pop songs.

“I find joy in listening,” she said. “It’s something fun to do that helps pass the time and also makes me relax.”

Having a creative outlet for her anxiety has helped her find the positives in the work-from-home era.

“Previously, I thought that I would be better working as a salesperson who is meeting customers face-to-face,” she explained. “But I’ve actually found that switching to digital selling isn’t too bad at all.”

She added: “We are still able to call customers, right? It’s not only about business, but it’s a human connection.”

Make no mistake, Shok Chan is looking forward to returning to the office and other outside-the-home activities. But until then — and afterward — she plans to continue making music whenever she needs a break from the computer screen.



# Sustainable innovations



## Project Air to Ocean reduces CO2 emissions, shipping costs

You can get just about anything from just about anywhere in three days: clothes, food, even materials for making lab equipment. All it takes is the click of a button and the logistics of a transatlantic flight.

But what's convenient isn't always best — for business or the environment.

Air freight typically costs four to five times as much as road transport and 12-16 times more than sea freight, [according to The World Bank](#). In 2018, air freight accounted for 171 million tons of carbon dioxide (CO<sub>2</sub>) emissions.

## Agilent is taking to the seas

"There is a better and more affordable way of doing things, while still meeting your customer requirements," said OFS's Gilbert Gomez.



Gilbert served as project manager for Project Air to Ocean, a fiscal year 2020 cost-saving and sustainability initiative. The project substituted sea transport for air transport for materials shipped from supplier sites in China to logistics centers at the Little Falls site in Wilmington, Delaware, and in Memphis, Tennessee.

In fiscal year 2020, Agilent shipped 186 tons of materials via ocean from five suppliers in China. At about one-third the cost of air freight, the switch resulted in a savings just shy of \$500,000.

## Carbon dioxide emissions cut

On the environmental side, ocean freight reduced CO<sub>2</sub> emissions by 1,307 tons, the equivalent of planting 6,284 trees.

"Not bad," said Fabrice Thomas, global supply chain vice president for OFS. The success of the pilot project, he added, demonstrates potential for even greater positive impact if it were to be broadly implemented.

But the switch from air to ocean is more complex than it seems.

After selecting five top suppliers to begin the experiment, the Air to Ocean team had to answer one simple but critical question: How do we send materials — including metals, electronics and other highly sensitive parts — across the ocean without damaging them?

## Product quality was a concern

"We have to think about our end customers, making sure that there's no impact to the product quality," Gilbert explained.

Extreme temperature changes and high humidity are the greatest threats, increasing risk of rust, tarnishing and mechanical or electrical failure. To combat them, proper packaging is key: heat and vacuum sealing, moisture-barrier bags and desiccants all help prevent moisture from damaging materials.

The team also conducted drop and compression tests to make sure the boxes' packaging could withstand the volume and weight of the materials, filling excess space with foam to protect the packaging from sharp edges.

Shipment timing also is critical for cargo safety. If Agilent doesn't ship enough materials to fill a standard shipping

Related UN Sustainable Development Goals







container, that container will be shared with another company's materials.

"So, you have no control over how you pack your stuff in the container," Gilbert said.

#### Big scheduling changes needed

The safest bet, he continued — and the most cost-effective one — is to schedule shipments such that only Agilent materials fill the space. Right now, that means monthly shipments.

But that still leaves one big problem to solve.

"The only setback we probably have to factor in is the long lead time," Gilbert said.

Previously, materials could be expected to arrive within three days, whereas ocean shipment can take up to a month.

"That's another big change for the procurement folks," Gilbert continued. "Because now they've got to add in the extra lead time for that."

#### The solution?

"A fundamental transformation of our way of working," Fabrice said. "A reinvention of our inventory-management strategy... that (has) a significant impact; a measurable one."

For ocean-freight supply shipments to work, factories and logistics centers must build up what Gilbert calls "buffer stock," a certain amount of material that must remain in constant supply. Then, new orders from suppliers are made in tandem with orders taken from that buffer stock.

"Then it is smooth after the initial shipments," said Adrian Lee, commodity manager for the project.

Since Air to Ocean's pilot program began in early 2020, the program has expanded to include 12 suppliers across various regions, and the team has set a 2021 savings target of \$700,000.

#### Other options under consideration

And they don't plan to stop there.

For 2021 and beyond, the team is exploring other non-air modes of transport, such as rail shipping, which will require more research and testing, including measuring the impact of rail vibrations on various materials, but Gilbert said that's an obstacle easily overcome.

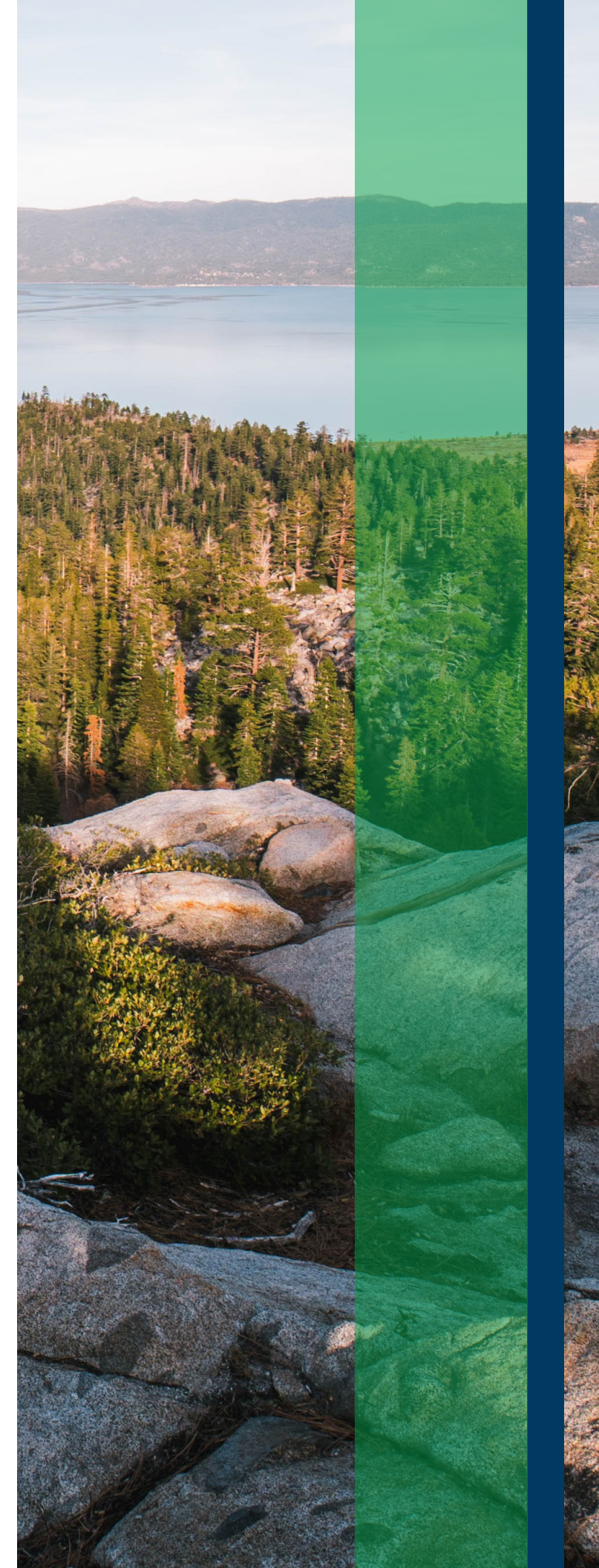
"We can go back and say, 'Oh, that can be done, because it has been done,'" he said, referring to the change from air to ocean shipping. "So now we just have to expand, and that's exactly what we're doing in 2021."

#### Contract management system: Doing business with Agilent got easier

Agilent's Contracts team — with the support of Agilent IT — unveiled the much-anticipated digital contract-management tool, Coupa CLM-A, to manage Agilent's nearly 6,000 sales contracts.

Customers and employees appreciate the seamless workflow that auto-generates documents and next steps, provides real-time access to any contract's status and delivers enhanced reporting and analytics.

The end result: improved communication and faster service, making it even easier for customers to do business with Agilent.







### Denmark makes sustainable transportation easier for employees

Transportation has a major impact on the environment, so we're working to help employees choose sustainable ways to travel to work. In Denmark, Agilent has been recognized as a bicycle-friendly employer of choice. A new bike shed was added in 2020, providing secure and weather-proof storage, plus a workbench for any quick repairs that might be needed before cycling home. The site added special cabinets for charging electric bike batteries as well as new car charging stations. All these improvements help minimize our environmental impact.





## Sustainable innovations

### Reducing paperwork: thinking small, delivering big

When you're trying to save the planet, you've got to think big.

But you also have to consider the small stuff – the details – because, all totaled, they can make a big difference.

Consider shipping.

What does it take to ship just one product globally?

Obviously, a label.

A packing list.

An airway bill.

An export declaration for customs.

*And more.*

Then multiply that by thousands of packages shipped each week.

Employees from around the world work with our shipping processes and they knew there had to be a better way, so they started collaborating to find solutions.

#### First change: developing a better process for airway bills

Often brokers and customers, like distributors, need upfront shipping paper copies to prepare for customs clearance; that info is sent to carriers, who usually add an airway bill and then send the information on.

The team suggested an online approach, and in early 2020, we made the switch to digital, eliminating hundreds of emails, reprint requests and hours of work. And another obvious benefit: reduced paper and printing.

Employees started looking at other shipping-related paperwork. In June, we rolled out electronic packing lists and, in September, we moved on to electronic export declarations where applicable.

These two changes alone will deliver impressive savings and, best of all, they eliminate millions of unnecessary printed pages each year.

Just another example of looking at the big picture, all the while, taking care of the details, too.

### Procurement works with suppliers to improve sustainability & diversity

Last year, Agilent's Supply Chain focused on working with suppliers to improve our sustainability impact and increase diversity.

We revised our Supplier Code of Conduct to include sustainability requirements for suppliers. Request for Proposal (RFP) forms now require sustainability information, which, in turn, is reviewed as part of the purchasing decision-making process.

Procurement team members completed training to increase engagement and promote companywide awareness about the importance of sustainability in procurement decisions.

Also in 2020, Agilent introduced supply chain sustainability assessments to establish baseline performance levels for suppliers who contribute toward the majority of the procurement spend.

To ensure that our supply base shares Agilent's values, we strengthened our Supplier Diversity program by working with external agencies to enrich supplier data. We established a new requirement of including diverse suppliers for RFPs in the United States, and by establishing internal goals to increase Agilent's diverse supplier spend.

Agilent informs suppliers of our [Environmental and Social Responsibility](#) (ESR) expectations and requires them to adopt management practices aligned with these expectations. The company also conducts [Responsible Sourcing Assessment Surveys](#) with select suppliers to assess compliance with Environmental and Social Responsibility expectations.



Stories from COVID-19

# From hobbyist to 3D-printing hero:

Tiong Seng Pung



When Tiong Seng Pung learned front-line health care workers fighting COVID-19 in Sarawak, Malaysia, were struggling with a shortage of personal protective equipment, he wanted to help.

For almost two years, Tiong Seng, Agilent field-service engineer (FSE), had experimented with 3D-printing as a hobby with five friends at Kuching 3D Makers' Group. Because of their experience — and the fact that most of them owned 3D printers and associated materials — the group of six pooled their skills and resources to make face shields for front-line workers.

When the group started the process around March, there were quite a few inefficiencies.

### Plenty of challenges to address

For starters, each frame took 2.5 to 5 hours to print. As a result, Tiong Seng only managed to make 10 face shields in three days. After some trial and error, the

group optimized print settings and frame design to make significant improvements, reducing printing time to 30 minutes per frame.

"From failed prints to material shortages and machine downtime, we faced enormous challenges at the start. I could start as early as 4 a.m. and finish at 10 p.m. The project became a family affair, too, as my daughters would sometimes stay up to help me," said Tiong Seng.

The project involved 3D-printing the frames that hold together the face shields. Tiong Seng and his friends then manually attached frames to transparent plastic sheets they bought at local stationery shops. The face shields are reusable, have replaceable parts and can be disinfected quickly.

### Results were impressive

During March and April, Tiong Seng made over 400 face shields, which he donated to employees in Sarawak General Hospital's accident-and-emergency department. The hospital is the largest in the state of Sarawak.

Eventually, the group made and donated close to 4,000 face shields to hospital health care workers, police and army personnel manning roadblocks and even hotel workers.

"I feel great that I could turn my hobby into something meaningful," Tiong Seng said, "and grateful that I can give back to the community during this pandemic."





## Our markets

Agilent focuses its expertise on six key markets, where we help our customers achieve their goals:

### Pharmaceutical

Agilent has one of the broadest solutions portfolios of any company serving the pharmaceutical industry. Our solutions provide precise answers for every segment, from disease research and drug discovery to drug development, manufacturing and quality control. The start-to-finish solution set means customers can get products to market faster. Customers trust us to help them test the purity of their therapeutics. Agilent also ensures that their instruments and processes conform to the highest compliance.

### Diagnostics

Agilent gives doctors a head start in the fight against cancer and other diseases. Our solutions help pathology laboratories deliver fast, accurate information to the doctors, hospitals and medical centers they serve. We help medical professionals make more accurate diagnoses so patients can receive the most effective therapies.

### Environmental and forensics

From pesticides to pharmaceutical residues to trace metals, we provide fast, accurate and sensitive methods for monitoring contaminants affecting the quality of life. Agilent solutions also play an important role in law enforcement by providing robust tools and instruments to analyze and verify evidence at trial.

### Food

Agilent helps ensure that our global food supply is free of contaminants — whether chemical, viral, bacterial or microbiological. Our customers include government regulators and labs that control food safety, as well as private companies that produce, package and sell food to the public.

### Chemical and energy

The natural gas and petroleum refining markets use Agilent products to measure and control the quality of their finished products and to verify the environmental safety of their operations. Petroleum refiners use our measurement solutions to analyze crude oil composition, perform raw material analysis, verify and improve refining processes and ensure the overall quality of gasoline, fuels, lubricants and other products. Our solutions are used in the development, manufacturing and quality control of fine chemicals and other industrial applications such as materials analysis. Agilent also helps energy researchers investigate biofuels, renewable fuels and other forms of alternative energy.

### Research

Most life sciences and diagnostics research is done at top-tier universities with funding from governments around the world. Agilent is helping these researchers learn more about cancer, cardiovascular diseases, diabetes, Alzheimer's, Parkinson's, autism and other ailments. Our instruments, software and sample preparation solutions help scientists conduct faster, more accurate research.



# Good governance

Agilent is led by a chief executive officer and overseen by a board of directors. The current four committees of the board are:

- Audit and Finance Committee
- Compensation Committee
- Executive Committee
- Nominating/Corporate Governance Committee

The board selects the chief executive officer in accordance with the company's bylaws and other applicable policies. Information on Agilent's governance structure can be found on our [Investor Relations](#) website.

## Corporate governance highlights

The Board is committed to sound and effective governance practices that promote long-term stockholder value and strengthen Board and management accountability to our stockholders, customers and other stakeholders.

- Nine of our 10 directors are independent.
- Our board is 30% female.
- Annual Board self-assessment process, including peer evaluations.
- Independent standing Board committees.
- Majority voting and director resignation policy in uncontested director elections.
- Strong independent chairperson.

- Continued assessment of highly qualified, diverse and independent candidates for nomination to the Board.
- Regular meetings of our independent directors without management present.
- Strong focus on pay-for-performance.
- Diverse Board with an effective mix of skills, experience and perspectives.
- Proactive shareholder engagement.
- Two new independent directors added in the past four years.
- Policies prohibiting hedging, short selling and pledging of our common stock.
- Varied lengths of Board tenure with an average tenure of nine years.
- Stock ownership guidelines for executive officers and directors.

Agilent has adopted the standards for director independence in compliance with the New York Stock Exchange's corporate governance listing standards. To be considered independent, the board must determine that a director has no material relationship with the company other than in his or her capacity as a director.

## Agilent Technologies Board of Directors

	Male	Female	Total Number
Total board members with executive functions	1	0	1
Total non-executive directors (excluding independent directors)	0	0	0
Total independent non-executive directors on the board	6	3	9
<b>Total Board Members</b>	<b>7</b>	<b>3</b>	<b>10</b>

## Anti-corruption

Agilent does business directly or indirectly in over 120 countries worldwide, each of which has its own unique laws, customs and business practices. Agilent requires its employees and business partners in all geographies to conduct their business affairs with uncompromising integrity and will not tolerate corrupt activities of any kind.

Agilent maintains a written policy against corruption that prohibits promising, offering or giving to or receiving from, any individual anything of value or personal benefit with the expectation of receiving a favor, a grant of business or any other business advantage in return. Such actions are sometimes referred to as bribes, kickbacks or improper quid pro quos.

Agilent is committed to complying with:

- The laws and regulations of each country where Agilent conducts business.
- The laws and regulations of the United States, including the Foreign Corrupt Practices Act.
- Other international anti-corruption laws and regulations, including the UK Bribery Act of 2010 and the OECD Anti-Bribery Convention, to which 38 countries are signatories.
- Agilent's policies and procedures.
- Agilent's Standards of Business Conduct.

Agilent's anti-corruption policy incorporates the common elements of anti-corruption laws and regulations worldwide that apply to Agilent's business.



Agilent managers are responsible for promoting awareness of and enforcing compliance with the policy among their reports at all levels and must not actively or passively authorize or ignore corrupt activities in their organization. Employees who violate the policy will be subject to disciplinary action, which may include termination of employment. No employee will suffer adverse consequences for refusing to offer or make a corrupt payment, even if it may result in the loss of business.

One hundred percent of all Agilent business units were analyzed for risks related to corruption during the reporting period.

100% of management and non-management employees were required to receive anti-corruption training during the reporting period.

Agilent has a formal process for investigating and resolving allegations of corruption should they occur.



## Good governance

### Anti-competitive behavior

Competition laws, also known as antitrust laws in the United States, vary by country, but all share the common underlying philosophy that competition benefits consumers by offering higher-quality, more innovative products and services at lower prices.

Around the world, competition laws seek to prohibit conduct that undermines competition, such as the formation of cartels among competitors or the abuse of a company's market power. Agilent understands the commitment to ensuring compliance to these laws is salient to participating in the global marketplace.

Agilent is committed to competing vigorously and fairly in all markets in which we do business. We place the highest importance on maintaining compliance with competition laws globally. To achieve this goal, all Agilent employees must adhere to the following principles:

#### Interactions with competitors

- Never agree with a competitor or potential competitor (including our own channel partners) to set the terms on which Agilent and its competitor will compete or whether or not they will compete. Even the appearance of an agreement may be unlawful.
- Never discuss or exchange pricing information with any competitor or potential competitor.
- Never allocate customers or bids between Agilent and another company or agree that Agilent or its competitor will provide complementary bids to give the appearance of actual competition.



Evaluation is completed by the continuous Audit team, which uses audit software, IDEA and Tableau, to conduct semi-automated analysis of large populations of Agilent data in order to identify errors, control deviations and potential fraud. Our tests are performed periodically throughout the year, ensuring that all transactions in an identified population are reviewed annually.

Today, Agilent runs multiple tests on data, including purchase orders, payables, vendor data, customer data, sales orders, expense reports, site access, etc. When issues are identified in Continuous Auditing, they are addressed either directly with our internal business partners or referred to the Traditional Audit team or to the Special Investigations team. An example of a Continuous Auditing test is to check that users with active system access are still active Agilent employees or contractors. Another example is to identify duplicate payments made to employees or vendors.

Agilent policy forbids anti-competitive behavior, antitrust, and monopoly practices and in the current reporting period, there was no legal action for antitrust and anti-competitive behavior.

### Economic performance

After 2015, Agilent launched several companywide transformative initiatives to drive growth and probability. We operate as one company, with one culture and a set of core strategies.

Agilent represents a differentiated growth opportunity with a track record of consistent economic results with the core strategies.

#### Attractive returns

- History of consistently outgrowing the markets.
- Superior profitability and cash-generation.

#### Technology leader in attractive markets with secular growth trends

- Leader in life science and diagnostic tools.
- End markets focused on improving the human condition and have long-term secular growth drivers.
- Sustained R&D investment and an established leading innovator in the industry.

#### Strategic capital deployment

- Focus on M&A to increase exposure in faster-growing markets and geographies.
- Growing cash dividends.
- Consistent return of excess cash to the shareholder.

In fiscal year 2020, Agilent's "Build and Buy" growth strategy accelerated our momentum in attractive market opportunities.





## Good governance

### Agilent integrates climate change into its business strategy in several ways.

First, Agilent has an active sustainability program in which our ISO 14001 environmental management system is engaged to drive operations to monitor and reduce our environmental impacts from energy consumption and the associated CO2 emissions.

Secondly, Agilent recognizes that having a reputation as an environmental leader is a competitive advantage. This advantage allows Agilent to attract and retain the best and brightest employees; obtain and maintain business from other companies who choose suppliers with strong environmental practices; and attract investors interested in the same.

To communicate our achievements, Agilent participates in many external surveys including Dow Jones Sustainability



Index, CDP, green energy surveys, etc. Our environmental practices and results are summarized in our annual Corporate Social Responsibility report, which was expanded for 2020 to include Sustainability Accounting Standards Board (SASB) data.

Each year, Agilent implements a number of projects to conserve energy and improve energy efficiency and thus reduce GHG emissions. These range from upgrading lighting systems and replacing existing bulbs with lower bulbs, to more involved and investment-intensive initiatives such as replacing roofing to improve building insulation and adding more energy-efficient infrastructure to our operations.

In addition to focusing on energy conservation, a significant component of our strategy is to invest in owned renewable energy generation. To date, Agilent has invested in over five megawatts of solar PV power and new energy fuel server technology.

From a business perspective, these investments have multiple benefits, from reducing our long-term energy costs and hedging against future price increases to improving employee morale. We've received substantial positive feedback from our employees regarding Agilent's investment in renewable energy. From a product perspective, Agilent has set objectives to reduce energy and solvent use in certain products and we are progressing toward those goals. We will continue initiatives to build more energy and chemical efficient products.

Supplier selection and procurement decisions are also influenced by climate change considerations. Since 2004, Agilent has had in place a Supplier Code of Conduct. We evaluate existing and potential suppliers on environmental practices and compliance with relevant laws, regulations and international principles. We have developed a supplier scorecard that includes assessing the environmental attributes of potential suppliers when we make sourcing decisions.

For incumbent suppliers, Agilent conducts occasional audits of suppliers with potentially high environmental impact and identifies opportunities for improvements and we work together to develop and execute a corrective action plan.

### Defined benefit plan obligations and other retirement plans

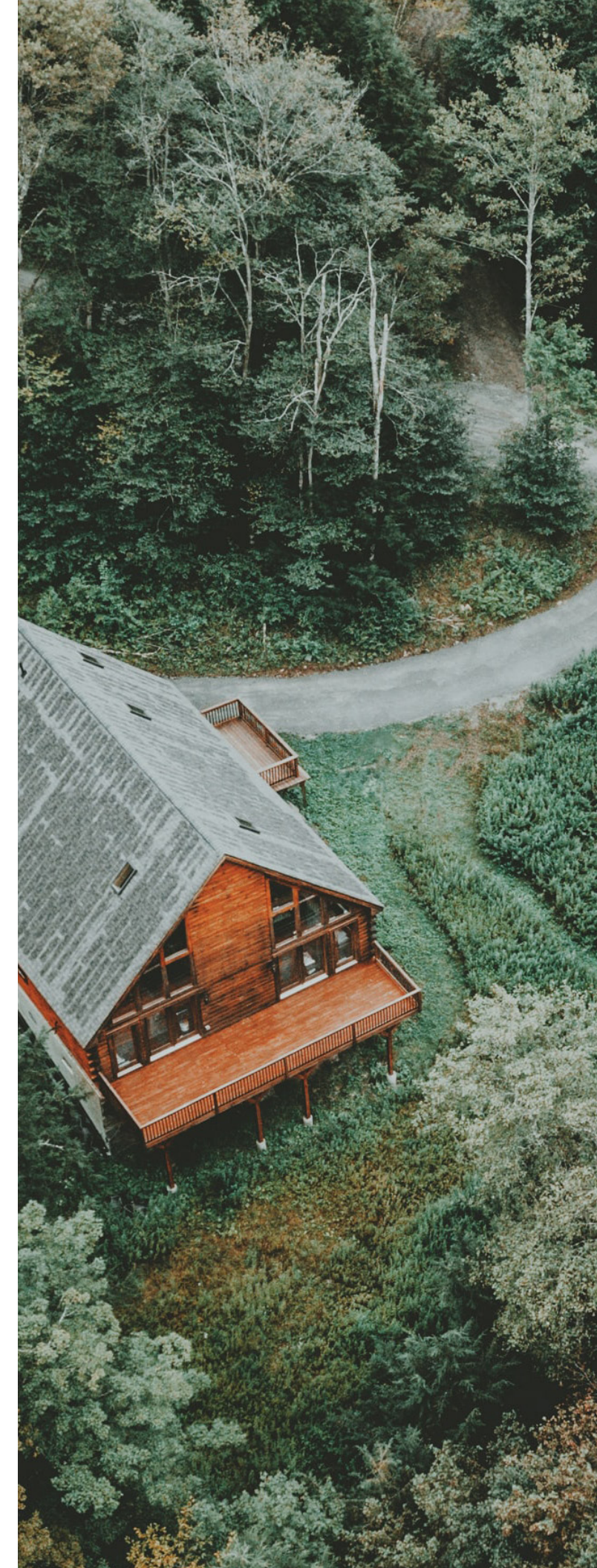
Percentage of salary contributed by employee and employer vary by country. Separate funds exist in some countries to pay the plan's pension liabilities. Agilent does not track participation in either mandatory or voluntary retirement/pension programs in each country in which we do business.

### Financial assistance received from government

The company has negotiated tax holidays in several different jurisdictions, most significantly in Singapore. The tax holidays provide lower rates of taxation on certain classes of income and require various thresholds of investments and employment or specific types of income in those jurisdictions. In December 2018, the tax holiday in Singapore was renegotiated and extended through 2027. As a result of the incentives, the impact of the tax holidays are as follows:

- Tax holidays decreased income taxes by \$71 million, \$368 million and \$87 million in 2020, 2019 and 2018, respectively.
- The benefit of the tax holidays on net income per share (diluted) was approximately \$0.23, \$1.16 and \$0.27 in 2020, 2019 and 2018, respectively.

Economic stimulus legislation was passed in many countries in response to COVID-19. In March in the U.S., the Coronavirus Aid, Relief, and Economic Security Act ("CARES Act") was enacted to provide for tax relief and government loans, subsidies and other relief for entities in affected industries. As of October 31, 2020, the CARES Act and other government benefits outside the U.S. did not have a material impact on our consolidated financial statements and related disclosures.







## Good governance

### Indirect economic impacts

Agilent Technologies is committed to conducting business in an ethical, socially responsible and environmentally sustainable manner. Our citizenship objective is to be an economic, intellectual, and social asset to each nation and community in which we operate.

Agilent's worldwide community programs tangibly demonstrate the company's values and commitment to corporate citizenship. In communities where we operate, we contribute through the Agilent Technologies Foundation and company grants, employee volunteerism, and community partnerships in the areas of science education and workplace giving campaigns. Employees volunteer an estimated 27,500 hours to the community every year across 20 countries and hundreds of charitable organizations. These were supported by Agilent through our Volunteer Time Off (VTO) program that allows employees to take off six days per year in paid time to volunteer in charities that align with Agilent values.

In addition, our products are found in leading research and teaching laboratories. Our global connection to academia also includes educational support, recruitment of top university talent and philanthropy. Through our "Thought Leader Program," Agilent supports scientific advancements by leading researchers around the world. We also contribute through financial support, products and expertise to research in the life sciences, diagnostics and applied chemical markets.

Agilent's philanthropic efforts, through the Agilent Technologies Foundation, focus on education and

development in life sciences, thus fostering innovation and advancement in children's education.

The Foundation supports a range of pre-university-level science education programs aimed at helping students develop the critical thinking skills essential for tomorrow's jobs. In addition, the Foundation's match of employee and hospital, research and educational institutions giving strengthens a broad range of nonprofit programs in communities where Agilent has a presence.



At the global level, we partner with many organizations, in which we identify local corporate social responsibility (CSR) projects and support them on an ongoing basis. Agilent Technologies Foundation also supports several major initiatives in countries around the world in the areas of food safety, diversity and education.





## Good governance

### Supporting organizations around the world

Following are examples of 2020 global programs that engaged Agilent employees and were supported by the Agilent Technologies Foundation:

#### Santa Clara, CA, USA

- Second Harvest Food Bank
- Society of Women Engineers
- VA Caregiver Support and Mentoring Program
- Loaves & Fishes Family Kitchen
- Humane Society

#### Memphis, TN, USA

- Dorothy Day House

#### Wilmington, DE, USA

- Family Promise of Northern New Castle County
- Alfred I. duPont Hospital for Children
- Cancer Support Community
- Delaware AeroSpace Education Foundation
- Ronald McDonald House of Delaware
- Girl Scouts

#### Mexico City, Mexico

- SOS Children's Villages

#### China

- China Youth Development Foundation (Beijing)
- United Way (Taiwan)

#### Manesar-Gurgaon, India

- The Earth Saviours Foundation
- India Kids' Science Day

#### Mulgrave, Australia

- Junior Engineers Coding Program

#### Penang, Malaysia

- Mangrove Forest Education Centre
- Penang International Science Fair

#### Spain

- Cooperación Internacional ONG (Madrid)
- TANU – Terrassa Ajuda a Nens D'ucrania (Barcelona)

#### Tokyo, Japan

- United Way Worldwide
- Japan Biology Olympiad Committee

#### Waldbronn, Germany

- Baden-Marathon
- Girls' Day

#### United Kingdom

- Cancer Research UK
- Mental Health Foundation





**Good governance**

Agilent's policies and practices are consistent with many internationally accepted charters and principles.

Agilent used the following guidelines, charters and principles to develop our own policies, position statements and environmental health and safety management systems:

- 1987 Montreal Protocol on Substances that Deplete the Ozone Layer and adjusted by Meetings of the Parties in 1990, 1992, 1995, and 1997; Ozone Secretariat; United Nations Environmental Program
- The California Supply Chain Transparency Act of 2010
- Conventions of the International Labour Organization (ILO)
- Custom Trade Partnership Against Terrorism
- Dodd-Frank Wall Street Reform and Consumer Protection Act
- EU Waste Electrical and Electronic Equipment (WEEE) Directive 2012/19/EU
- Global Reporting Initiative—GRI 4.0 sustainability reporting guidelines
- ISO 45001:2018 – Standard for occupational health and safety management systems
- Procurement Strategy Council
- United Nations Guiding Principles on Business and Human Rights
- U.S. Foreign Corrupt Practices Act and those enacted under the OECD Convention on Combating Bribery of Foreign Public Officials in International Business Transactions
- U.S. Equal Employment Opportunity laws and accompanying regulations
- UK Bribery Act 2010

**ISO certifications:**

**Agilent Technologies, Inc.**

- ISO 9001 Certification (Quality Management System)
- ISO 13485 Certifications (Medical Device Quality Management System) (applicable to selected Agilent sites only)
- ISO 14001 Certification (Environmental Management System)
- ISO 27001 Certification (Information Security Management System)
- Cyber Essentials Plus

**Agilent CrossLab Group (ACG)**

**Agilent Technologies, Rhode Island**

- ISO 17025
- ISO 17034

**Agilent Technologies ProZyme, Inc.**

- ISO 9001 – Quality Management Systems

**Diagnostics and Genomics Group (DGG)**

**Pathology/Reagent Partnerships/Companion Diagnostics Divisions**

**Agilent Technologies, Inc.**

- ISO 13485 Carpinteria (US)
- MDSAP Carpinteria (US)

**Agilent Technologies Singapore International Pte. Ltd.**

- ISO 13485 Glostrup (Denmark)
- MDSAP Glostrup (Denmark)
- IVD EC Certificate



**Genomics Solutions Division**

- ISO 13485 Medical Devices – Quality Management Systems
- ISO 13485 Santa Clara MDSAP
- ISO 13485 Cedar Creek MDSAP

**Agilent Technologies Belgium**

- ISO 13485 Medical Devices – Quality Management Systems
- ISO/IEC 27001 – Information Security Management

**Life Sciences and Applied Markets Group (LSAG)**

- ISO 9001 ACEA
- ISO 13485 ACEA
- ISO 9001 Agilent SLIMS
- ISO 27001 Agilent SLIMS
- ISO 13485 BioTek Instruments, Inc.



Stories from COVID-19

# Joining Agilent during a pandemic:

Julie Morley

Julie Morley, Human Resources - UK, joined Agilent just as the pandemic was closing offices around the world. The following is her recollection of the experience:

## March 9, 2020

My first day at Agilent.

I had feelings of apprehension about joining a new company.

Will I like the people? Will I like the culture? Where should I go for lunch?

Teeny worries back then, I know!

Any nervousness I had was quickly removed by a lovely colleague and manager.

Yet, as the week progresses, I'm starting to hear more and more mention of "coronavirus." I recall the words of my HR colleague Elaine Sutherland on my first and last Friday in the office: "Take your laptop home, just in case."

## March 13, 2020

Dominique Grau, senior vice president of Human Resources, asks all Agilent employees to work from home where possible.

Oh my God, how on Earth will this work? I don't know anyone! How will anyone know to come to me for anything? They haven't a clue who I am or what I can offer. Is my job safe?"

## March 23, 2020

The UK government closed all institutions of learning.

The next few weeks will be tough, I don't mind admitting.

I had a great onboarding experience and a great team but really had no clue about most things Agilent-related.

Who do I go to for this? Where do I find what I need? Why do we do it this way?

All these questions could be answered easily if I were in the office.



Like many people, we also had to contend with "homeschooling" three kids, ages 13, 15 and 17.

I remember days with five of us crammed around a dining room table — computers, laptops, printers, wires all over the place. Some days I just thought I couldn't do it.

On top of all that, our house move was put on hold!

The welcome news came a day earlier from President and CEO Mike McMullen: there would be no COVID-19-related layoffs or reductions to base pay, providing the reassurance I needed.

Many of my friends had been put on furlough or lost their jobs, so I counted my blessings.

Fast forward 12 months, and I've come a long way. Things at work, and also at home, are working fine. We all seem to have adjusted to a new norm.

The immediate work challenges are a distant memory now. I still work from the dining room table, but it's much calmer. Yes, I am desperate to get back to the office, though probably not five days a week.

## So, what do I miss?

- People, people, people.
- Building those relationships.

- Chats about last night's TV shows, who's going where on holiday, what did they do during the weekend, what movie did they see?
- Miss my friends, my mum's Sunday dinners, the shops, the pub, the nights out.

What I don't miss: The commute! The 9-to-5 schedule! Spending a fortune on lunches and gasoline!

## What have I learned?

- That we can still chat, even if it's just on Jabber or Teams. I know it's not the same and sometimes it feels like an effort but checking in with folks really does help the mood. Turning on the camera and seeing faces and body language is vital for me and really helped me get through my first year at Agilent.
- That you can run a virtual event successfully. Our team's Christmas celebration, for example, was one to remember and probably the most I'd laughed in ages.
- That we can still develop and learn new things and have fun. We just have to be more innovative.
- That I have a whole new respect for teachers!
- That we are a resilient species, and we are doing amazingly well. The vaccine brings hope for a brighter 2021.

## My best advice

If you're not feeling it, tell someone.

We all have bad days. There's no point sitting in front of your computer for hours on end feeling unproductive.

Turn off the computer, have some coffee or tea, call your friends, go for a walk — whatever escape works for you.

Be honest about how you're feeling. Chances are your teammates or manager also could be struggling. We have to work together to get through this.





# Our environment

## Energy

Agilent has identified energy use as one of its significant and most material environmental impacts. Approximately 80% of Agilent's site energy footprint is reported from the sites that are included in its annual analysis of energy use and carbon emissions.

Agilent continues to focus on opportunities to reduce energy consumption and greenhouse gas emissions, normalized by space and headcount.

Improvements to operational efficiency include the implementation of energy saving or lower carbon emissions projects and continued utility usage communication. Opportunities to install more efficient systems and those with a reduced carbon footprint are considered in facilities projects and the corporation has taken a long-term view in terms of economic payback. Performance related to 10-year global objectives to reduce normalized energy consumption and associated GHG emissions by 10% is monitored quarterly. A revised goal to reduce GHG emissions by 25% by the end of 2025 (25 by 25) has been set and will be reviewed annually.

Energy use is determined to be Agilent's most significant environmental aspect, consuming approximately 160,000 MWh (575,000 GJ) in FY20 (this amounted to about 52,000 MT of Agilent's scope 1 + 2 greenhouse gas emissions). Consumption is primarily from the use of electricity (indirect) and gas or fuel oil for heating or on-site electricity generation (direct). Energy consumption is tracked

quarterly against targets, and appropriate adjustments are implemented where possible. Energy consumption is normalized by the operating footprint (in sq. ft.), by headcount and revenue.

Agilent commissioned renewable energy projects in FY20 leading to an expected annual grid electricity saving of about 3,600 MWh (13,000 GJ) with the corresponding emissions reduction of over 2795 MT of CO<sub>2</sub>.

Globally, solar photovoltaic generation at Agilent sites offset annual Greenhouse Gas (GHG) emissions by over 1,500 MT in FY20.

In FY20 our energy reduction per square foot was 7.2% against a target of 6% (FY14 baseline) which reflects some impacts due to COVID-19 restrictions but also incorporates some increases in production and site operations globally. More significantly, however, Agilent's energy reduction per site headcount was a significant 25% against the same 6% target, which corresponds to headcount and operational increases to meet production demand.

Energy consumption per US\$ annual revenue continues to follow a downward trend achieving a reduction of 12% since our FY14 baseline.

Of particular note is the 16% reduction in Agilent's site carbon footprint since FY14, a great achievement considering that all of these metrics now include increases in operating overheads, consumption and emissions from sites added to Agilent's portfolio from the beginning of FY20.

Related UN Sustainable Development Goals





**Energy consumption within the organization**

Consumption by fuel type (renewable)	2020	2019	2018
On-site solar power generation (Gigajoules-GJ)	16,867	6,809	5,501
Consumption by fuel type (Non-renewable) (Gigajoules-GJ)	2020	2019	2018
Natural gas	173,305	143,273	117,033
Diesel fuel	304	1,323	3,584
Propane	2,167	1,961	1,359
Total consumption from non-renewable fuel sources	175,776	146,557	121,976
Energy consumed (Gigajoules-GJ)	2020	2019	2018
Electricity	353,851	360,166	365,251
Heating	20,671	19,693	45,781
Total energy consumption	374,522	379,859	411,032
Total energy consumed (Gigajoules-GJ)	2020	2019	2018
Overall total energy consumption	567,165	533,225	538,509

The Frederick and Lexington sites have now been added to the site utilities portfolio which has increased the overall Scope 1 and Scope 2 energy consumption metrics

**Energy consumption outside of the organization**

Non-renewable energy categories/activities (metric tonnes of CO2e)	2020	2019	2018
Upstream: employee commuting	7,644	10,031	7,378
Upstream: transportation and distribution	101,453	139,715	122,469
Upstream: business travel	6,173	19,255	23,742
Total external non-renewable energy consumption	115,270	169,001	153,589

Data from Fleet is applicable only for U.S. employee commuting. Air/rail data includes worldwide employee business travel. COVID-19 travel restrictions in FY20 led to a significant reduction in business travel.

**In FY20, we are reporting:**

- Global Air/Rail business travel = 6,173 MT CO2e
- Commuting TOTAL = 7,644 MT CO2e
- Commuting Fleet = 6,911 MT (USA only)
- Commuting (Rental) = 733 MT (Global)



**Logistics emission**

Scope 3 Emissions tCO2e	FY20	FY19	FY18
FedEx	9,120	12,738	10,124
DHL Freight and Forwarding	37,034	46,056	41,278
DHL Express tCO2e	8,002	7,438	6,864
kWe tCO2	47,297	73,483	64,203

**Energy intensity**

	2020	2019	2018
Numerator (kWh)	159,781,314	146,060,472	144,610,893
Denominator (sq ft)	3,990,082	3,812,399	3,812,399
Energy Intensity kWh/sq ft	40.04	38.31	37.93

**Reduction of energy consumption**

Energy reduction from projects	2020	2019	2018
Electricity reduction (GJ) from projects commenced during the financial year	12,992	3,107	28,841

**Reductions in energy requirements of products and services**

Agilent is improving the energy efficiency of selected products/product families, including instruments with high energy consumption. Associated benefits for this sustainability focus include reductions in carbon footprint, water use, waste and chemicals.

Most of the energy savings achieved are based on two key factors:

- The increased type and volume of tests that can be conducted, thus increasing tests per watt.
- Enhanced existing product features, thus bringing more measurement capabilities to the same product footprint.

We have a list of best examples for products reducing energy consumption:

- Intuvo 9000 GC
- 5800/5900 ICP-OES
- 8700 LDIR
- Cary 3500 UV-Vis
- TwisTorr 305 turbo pumps

Agilent provides solutions for the environmental measurement market and helps customers in areas like air analysis and monitoring, environmental exposure, water analysis as well as the analysis of soils, sludges and sediments.

Agilent will continue to look for opportunities to improve the environmental performance of our products as part of the continuous improvement strategy of our EHS management system (ISO 14001 certificate) and the commitment to a sustainable future. For more information, please see [Agilent Sustainability Innovation's New Frontier](#).



Our environment

Water and effluents

Water use has been identified as one of Agilent's globally significant environmental aspects. Targets to monitor and reduce municipal water usage where possible are tracked on a quarterly basis and reported to senior management. Trends are validated and any remedial action was taken as necessary to meet expectations.

A target of a 20% reduction in normalized municipal water consumption over the next 10 years from a FY14 baseline has been established.

The normalized reduction (by total operational square foot and by site headcount) was 12% and 26% respectively at the end of FY20, against a reduction target of 12%.

Water withdrawal

Water withdrawal 1000 m3	2020	2019	2018
Ground water	119	136	157
Municipal water supplies or other water utilities	307	347	341
Total water withdrawal/ consumption	426	483	498
Normalized withdrawal (m <sup>3</sup> /site sq ft)	0.121	0.137	0.141

Total municipal water consumption compared to FY14 baseline

	Global	Americas	Asia Pacific	Europe
Normalized: m <sup>3</sup> / square footage	-12%	+2%	-28%	-3%
Normalized m <sup>3</sup> / headcount	-26%	-12%	-42%	-16%

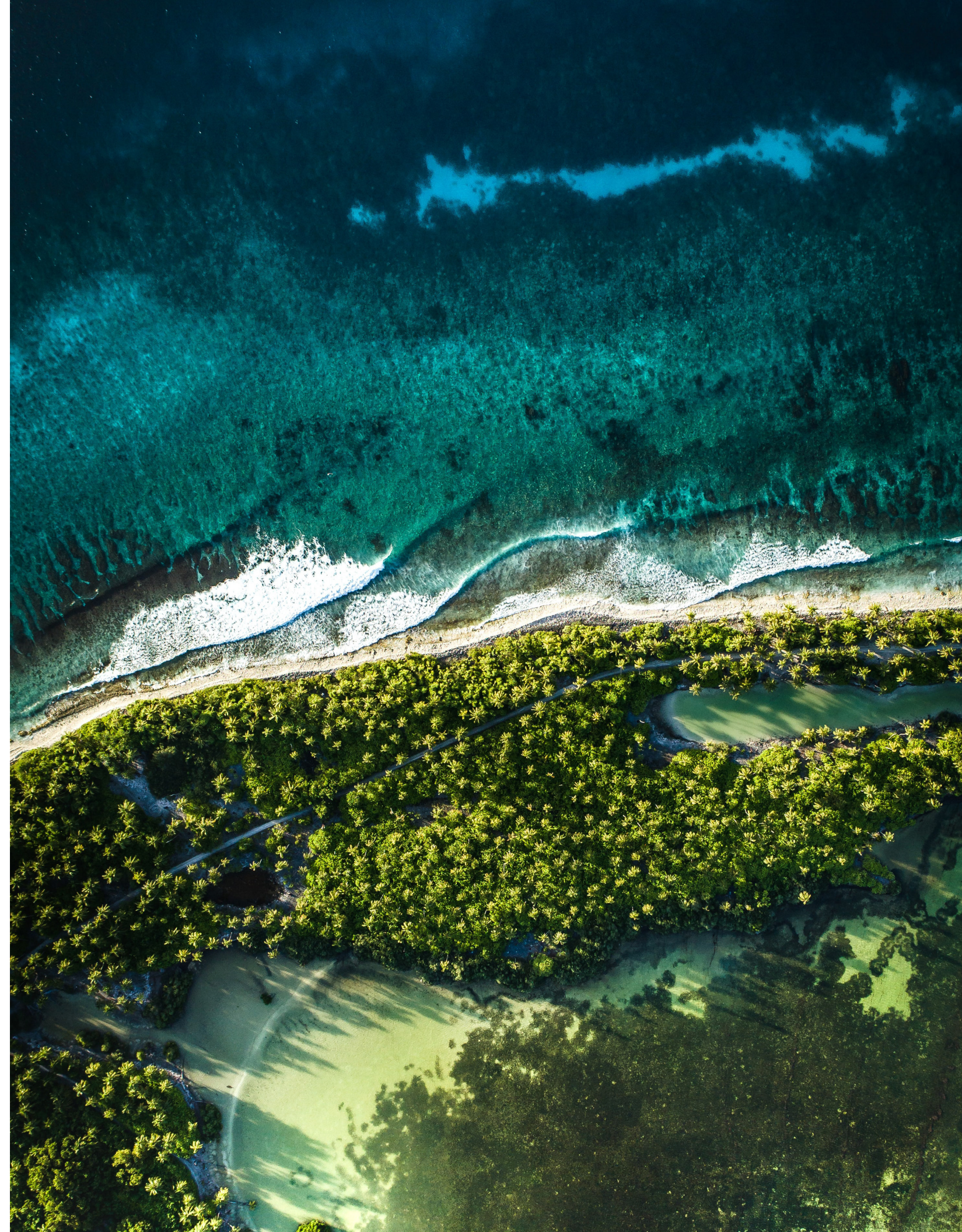
Groundwater is extracted from our sites in Turino (Italy) (110,234 m<sup>3</sup>) and Manesar (India) (9,276 m<sup>3</sup>).

Agilent sites do not withdraw water from sources that are significantly affected by withdrawal.

Most of our manufacturing site water comes directly from the city water supply. However, the following sites draw some water from the local aquifer: Manesar; Torino. Of those sites, Manesar withdrew about 9,000 cubic meters, and Torino withdrew about 110,000 cubic meters in FY20,

making this a global total groundwater withdrawal of about 119,000 cubic meters.

No noted significant water recycling has been noted for FY19 that is significant and measurable. Many sites have internal recycling processes in place (e.g., reuse of water for toilet facilities or recycling within various internal production operations) but is not currently measured and reported.





**Emissions**

Direct emissions are associated with heating or on-site electricity generation only. This aspect is considered to be among the most significant of Agilent Environmental Aspects, being incorporated in the energy reporting sections. Manesar, India is the only site where there is routine generation of electricity using kerosene/diesel fuels.

Agilent's only direct Scope 1 emissions arise from the on-site combustion of fuel for heating or local electricity generation. The associated consumption as well as improvements to operational efficiency are included in the Energy reporting sections.

Agilent commissioned renewable energy projects in FY20 leading to an expected annual grid electricity saving of about 3,600 MWh (13,000 GJ) with a corresponding emissions reduction of about 2795 MT of CO2.

The energy consumed in FY20 of approximately 160,000 MWh (525,000 GJ) amounts to about 52,000 MT of greenhouse gases. Consumption and carbon emissions are primarily from the use of electricity (indirect) and gas or fuel oil for heating or on-site electricity generation (direct). Carbon emissions are tracked quarterly and normalized by the operating footprint (in sq ft) and by headcount.

**Direct (Scope 1) GHG emissions**

GHG emissions in metric tons of CO2e	2020	2019	2018
Gross direct (Scope 1) GHG emissions	10,961	9,192	7,518
Direct (Scope 1) GHG emissions by gas (CO2e)			
CO2	9,380	7,693	6,317
CH4	252	239	191
N2O	1,329	1,260	1,010

Standards, methodologies, assumptions and/or calculation tools used for direct (Scope 1) GHG emissions:

- Defra Voluntary Reporting Guidelines
- Energy Information Administration 1605(b)
- IPCC Guidelines for National Greenhouse Gas Inventories, 2006
- US EPA Mandatory Greenhouse Gas Reporting Rule
- Electricity and Gas:
  - Latest available data on the Jan. 1, 2020 - ref: IEA 2019 Report and US EPA eGRID 2018 Data
  - Stationary fuel consumption: 2012 Defra
  - Global warming potential: IPCC Report

**Energy indirect (Scope 2) GHG emissions**

GHG Emissions in metric tons of CO2e	2020	2019	2018
Gross location-based indirect (Scope 2) GHG emissions	41,705	39,735	54,350
Total direct (Scope 1) GHG emissions	10,961	9,192	7,518
Total (Scope 1) + (Scope 2) GHG emissions	52,666	48,927	61,868

**Source of emissions factors and the GWP rates used:**

Latest available data on the Jan. 1, 2020 - ref: IEA 2019 Report and US EPA eGRID 2018 Data

Standards, methodologies, assumptions and/or calculation tools used for Scope 1 and Scope 2 GHG emissions:

- Defra Voluntary Reporting Guidelines
- Energy Information Administration 1605(b)
- IPCC Guidelines for National Greenhouse Gas Inventories, 2006
- US EPA Mandatory Greenhouse Gas Reporting Rule

**Other indirect (Scope 3) GHG emissions categories and activities included in the calculation:**

1. Energy consumption (electricity, natural gas, kerosene, propane)
2. Inbound and outbound logistics
3. Employee business travel
4. U.S. fleet program

**Standards, methodologies, assumptions and/or calculation tools used for indirect (Scope 3) GHG emissions:**

1. Latest available data on the Jan. 1, 2020 - ref: IEA 2019 Report and US EPA eGRID 2018 Data
2. For stationary fuel consumption (i.e., natural gas) Defra 2015 standards are used. Details are available at <http://www.ukconversionfactorscarbonsmart.co.uk/>.

**Additional comments:**

1. Agilent FY14 Scope 3 emissions given above comprised 28,184 metric tons CO2 (logistics), 21,131 metric tons CO2 equivalent ( business travel ) and 6,862 MT related to fleet/commuting.

**Other indirect (Scope 3) GHG emissions**

GHG emissions in metric tons CO2e	2020	2019	2018
Gross and other indirect (Scope 3) GHG emissions	115,270	169,001	153,589



**GHG emissions intensity**

Scope 1+2 CO2e	2020	2019	2018	2014 Estimated Baseline*
GHG emissions intensity ratio: MT of CO2e per site square footage	0.01320	0.01283	0.01623	0,0169

\*Number estimated following the Agilent-Keysight business separation.

Our emissions intensity numbers represent the metric tons of emissions, per square foot of our sites.

To determine that metric, we divide greenhouse gas emissions by site square footage. Our 2014 intensity data serves as our baseline.

**Reduction of GHG emissions**

	2020	2019	2018
Total GHG reductions (metric tons CO2e)	2,795*	492	5,700

\*Projects commenced in FY20 and due to be operational in early FY21: expected CO2e reduction (MT)

Initiatives to reduce greenhouse gas emissions, including the areas where the initiatives were implemented:

Annualized reductions are theoretically based on the predicted reduction in electricity usage as a direct result of GHG reduction projects in FY20. The 2795 MT GHGe quoted is the total expected annualized reduction in usage and not the actual total realized in FY20 as these projects were completed over the duration of FY20 and early in FY21.

**Emissions of ozone-depleting substances (ODS)**

Agilent does not use, produce, import or export Ozone Depleting Substances (ODS) prohibited under the Montreal Protocol on Substances that Deplete the Ozone Layer. Agilent uses very small amounts in the formulation of analytical standards which are largely used as references by analytical labs in the pursuit of their detection in the environment.

- Agilent Technologies eliminated chlorofluorocarbons (CFCs), carbon tetrachloride and 1,1,1-trichloroethane use in worldwide manufacturing processes during 1993.
- Agilent has also eliminated Class I, II and III ODSs in its air conditioning systems, process chillers and environmental chambers. Procurement practices are in place to prevent the inadvertent reintroduction of ODSs into processes where they have been eliminated.
- Under Agilent’s product supplier agreements, suppliers warrant that goods and their packaging shall comply with applicable environmental, health and safety laws, rules and regulations, including Agilent’s General Specification for the Environment (GSE).

- The small quantities of ODSs contained in some of Agilent’s analytical standards comply with international legislation for their manufacture, use and product labeling.
- Agilent Technologies modifies its program as needed to address amendments to the Montreal Protocol, U.S., European and other international requirements.
- Guidance for eliminating and managing the use of ODSs at Agilent sites is contained in the Agilent ODS Elimination Guideline.

**Nitrogen oxides (NOx), sulfur oxides (SOx) and other significant air emissions**

	2020	2019	2018
NOx emissions (MT) for Scope 1	1,329	1,260	1,010
NOx intensity. Factored against base figure: MT / sq ft	0.000333	0.000330	0.000265

**Source of emission factors used:**

- Stationary fuel consumption: 2012 Defra
- Global warming potentials: IPCC Report
- Latest available data on the Jan. 1, 2020 - ref: IEA 2019 Report and US EPA eGRID 2018 Data.





## Our environment

### Effluents and waste

Waste is identified as one of Agilent's significant environmental aspects.

Waste management objectives and targets are listed in Agilent's Global ISO 14001 program. Performance criteria are reviewed every quarter with any adjustment to the metrics or program made on an annual basis.

In FY20, the overall global solid waste diversion from landfill goal was 95% and Agilent diverted 90% from landfill. Landfilled waste comprised only of solid waste (2.7% of total) and no hazardous waste was landfilled. Waste objectives for FY21 include a continued focus on a reduction in hazardous waste at three of Agilent's largest hazardous waste generation sites by 10%.

#### Water discharge by quality and destination

Water discharge is not tracked separately and is almost directly linked to the site water consumption. Some sites do have small waste treatment facilities where wastewater is discharged and subject to strict compliance expectations. More concentrated aqueous wastes are collected separately and disposed appropriately as hazardous wastes.

#### Waste by type and disposal method

Method of disposal and weight (metric tons) of non-hazardous waste	2020	2019	2018
Reuse	0	0	0
Recycling	1,797	1,915	4,027
Composting	154	388	242
Recovery (including energy recovery)	0	0	0
Incineration (mass burn)	352	374	256
Deep well injection	0	0	0
Landfill	261	470	326
On-site storage	0	0	0
<b>Total weight of non-hazardous waste disposed</b>	<b>2,564</b>	<b>3,147</b>	<b>4,851</b>

Method of disposal and weight (metric tons) of hazardous waste	2020	2019	2018
Reuse	0	0	0
Recycling	1,507	1,614	1,543
Composting	0	0	0
Recovery (including energy recovery)	0	0	0
Incineration (mass burn)	2,833	981	614
Deep well injection	0	0	0
Landfill	0	0	0
On-site storage	0	0	0
Treated	2,837	2,378	2,227
<b>Total weight of non-hazardous waste disposed</b>	<b>7,177</b>	<b>4,973</b>	<b>4,384</b>
<b>Total weight of non-hazardous and hazardous waste disposed</b>	<b>9,741</b>	<b>8,120</b>	<b>9,235</b>



## Our environment

### Significant spills

In FY20, there were no significant spills at Agilent sites or caused by Agilent operations.

### Transport of hazardous waste

Currently, we do not have any transboundary waste shipments under the Basel Convention.

### Water bodies affected by water discharges and/or runoff

No water bodies and related habitats are impacted by any discharges of water or runoff by Agilent's operations.

## Environmental compliance

Agilent operates an Environmental Management System (EMS) that conforms to the requirements of ISO 14001:2015 and strategic sites operate under a single companywide externally endorsed certificate. The EMS provides a structure for identifying and mitigating Agilent's environmental risks. The systematic identification of its significant aspects and impacts, implementation of controls, measurement of performance and the setting of improvement objectives ensures that Agilent continues to operate in an environmentally sustainable manner.

A key part of this process is the identification of significant environmental aspects and impacts.

Agilent has identified energy use as one of its significant and most material environmental impacts. Approximately 80% of Agilent's site energy footprint is reported from the sites that are included in its annual analysis of energy use and carbon emissions.

Similarly, water use has been identified as one of Agilent's globally significant environmental aspects. Targets to monitor and reduce municipal water usage where possible are tracked on a quarterly basis and reported to senior management.

Waste arisings have also been identified as one of Agilent's significant environmental aspects. Agilent has endeavored to divert 95% of its global solid waste from landfill and is

nearing this absolute target. Focus on reducing hazardous wastes continues with highest contributors being targeted for reductions.

### The management approach and its components

Agilent's Environmental, Health and Safety policy (EHS) outlines a fundamental corporate commitment to reductions in pollution (emissions) and conservation of resources (energy) and drives operations to meet long term environmental sustainability goals.

A target of a 20% reduction in normalized municipal water consumption over the next 10 years from a FY14 baseline has been established.

Performance criteria are reviewed every quarter with any adjustment to the metrics or program made on an annual basis, or more frequently, if necessary.

Since we declared our commitment to sustainability in 2000, the company has continued to improve its sustainability performance in all areas. In FY20, Agilent reported zero alleged regulation compliance violations and accordingly there were no monetary fines or penalties.





Stories from COVID-19

# Agilent CTO expands STEM education reach:

Darlene Solomon



Darlene Solomon, chief technology officer, was elected a Distinguished Lecturer for the Institute of Electrical and Electronics Engineers (IEEE), Engineering in Medicine and Biology Society (EMBS) in late 2019. IEEE is the world's largest technical professional organization dedicated to advancing technology for the benefit of humanity. The EMBS group within IEEE focuses on cutting edge trends and developments in biomedical engineering.

Pre-pandemic, the intent was for Distinguished Lecturers to attend and present at one or two conferences per year. But COVID-19 forced the move to virtual meetings.

As a result, Solomon was able to accept numerous keynote invitations, speaking at multi-university, student-led conferences around the world, including an event hosted by the University of Moratuwa, Sri Lanka's leading technological higher education institute, as well as IEEE student conferences in Portugal, Canada and Turkey.

"Serving as a Distinguished Lecturer has provided a great opportunity to encourage these very talented university-level students to continue to pursue their passion for Science, Technology, Engineering and Math (STEM) and relentlessly seek out new ways to advance the quality of life," said Solomon. "I'm thrilled that virtual events have allowed us to greatly expand the number of students we can reach through this IEEE program."

Solomon's keynote lectures are most often focused on "Life Science Megatrends Shaping Our Future." She explains how the technology and market drivers of the 21st century are rooted in our advancing understanding of biology, in contrast to what had been previously based on the physical sciences. Precision medicine, oligonucleotide therapeutics and the digital lab are a few of the areas she highlights, and which have consistently generated the strongest student interest.



## Customer health and safety

Agilent Technologies Product Safety & Regulations Policy has been integrated into the Agilent Quality Policy. At Agilent, we define quality as customer-perceived value. We know our customers want the best return on their investment. That's why we ensure, through our Quality Management System (QMS), that our products and services are delivered to the level and quality our customers expect.

Our QMS is built upon a Quality Policy aligned with our customer expectations: Agilent will earn customer loyalty by providing trusted answers through continuous improvement of products and services, and interactions of the highest quality and greatest value.

To achieve this result, we will:

- Ensure that all of our products comply with applicable safety and regulatory requirements.
- Ensure our products meet or exceed their published specifications.
- Maintain and continually improve the effectiveness of our product and service business management systems to conform at a minimum to ISO 9001 Quality Management Standard or more stringent or legally required standards as dictated by specific markets.
- Continually monitor and improve customers' total experience.
- Establish quality requirements for suppliers, partners and contractors and hold them accountable to comply.
- Treat customers in accordance with Agilent's Standards of Business Conduct and Privacy policies.

### Assessment of impacts of product and service categories

Agilent's quality and environmental policies mandate that we provide products and services that meet legal and regulatory requirements, including applicable environmental, health and safety standards. Agilent is committed to a continuous improvement of the

environmental aspects and impacts of our products as demonstrated by Agilent's ISO 14001 certificate, which is regularly audited by an external party.

Agilent did not receive any regulatory non-compliance notices for the reporting period.

### Marketing and labeling

Agilent complies with required labeling for substance identification in our products in accordance with required regulations, and safe use guidance for products produced by Agilent. Agilent follows document processes to assess the labeling requirements of our products and services for compliance with these guidelines.

### Requirements for product and service information and labeling

Annually Agilent communicates materials specifications through the "General Specifications for Environment" sent to its suppliers to inform them of banned chemicals/materials that should not be included in material/parts/products bought by Agilent, to ensure compliance with global regulations, and to minimize the environmental impact of its products and operations. Agilent also provides Material Safety Data Sheets with Agilent and third party-provided chemicals supplied standalone or with products for safe use. Agilent and OEM products and battery labels include a waste container symbol for proper disposal.

The company also operates an end-of-life customer returns system. In addition, Agilent provides end-of-life management options where legally required. Reuse programs are offered for selected Agilent products. The programs address the requirements posed by the European WEEE (Waste from Electrical & Electronic Equipment) Directive. Please see Agilent's [Take Back Program](#).

Agilent had no incidents of non-compliance regarding products or non-compliance issues regarding labeling. In addition, Agilent did not have any non-compliance incidents for product-related claims during the reporting period.



## Customer health and safety

### Customer privacy

At Agilent, protecting the privacy of our employees and customers is critical to our success. We treat the collection and use of personal data with sensitivity and in accordance with applicable laws and regulations. Data privacy is embedded in every aspect of our business. Our global privacy program focuses on ensuring that our policies, processes and operations meet the demands placed on us by customers, employees, regulators and most of all, our own commitment to the protection of personal data. This includes a continued focus on expanding our program in light of newly emerging regulations such as Brazil's General Data Protection Law – Lei Geral de Proteção de Dados and the California's Consumer Privacy Act.

In 2018, Agilent successfully implemented a comprehensive program to comply with the EU General Data Protection Regulation (GDPR). We completed a thorough analysis of how and where we collect, process and store personal data, and updated our standard operating procedures, policies and processes as necessary in order to comply with the new GDPR requirements.

We designed new processes, including Data Subject Requests and Data Protection Impact Assessment Processes, to address new obligations under the GDPR, which will enable us to help our customers, as needed, for them to comply with their obligations under the GDPR. Agilent personnel received training on GDPR requirements and on Agilent's obligations as both a data controller and data processor.

To further embed privacy in every aspect of our business, Agilent established a Data Privacy Board with senior management across the entire business,

complemented by dedicated Privacy Champions in each function, responsible for acting as the voice of privacy in their area. We have leveraged and expanded these processes to address newly emerging privacy regulations across the globe.

Agilent has an ongoing privacy program and full details of how we treat personal data which can be found in our privacy statement [here](#). Agilent has appointed a Data Protection Officer to comply with the requirements of the GDPR and to safeguard Agilent's ongoing commitment to protecting personal data. If you have any questions on Agilent's privacy program, please contact our Data Protection Officer at [data-protection.officer@agilent.com](mailto:data-protection.officer@agilent.com).

Agilent is unaware of any complaints regarding breaches of customer privacy or loss of data. Agilent's global privacy program has implemented new policies and procedures to address GDPR as well as newly emerging privacy regulations across the globe, including but not limited to updated incident reporting procedures.



# The One Agilent experience

Diversity & inclusion

## Agilent rethinks the Black employee experience

2020 will long be remembered as the year of both the COVID-19 pandemic and widespread racial and social unrest in the U.S. The death of African American George Floyd, killed at the hands of a white police officer, was captured on video and shared, touching off nationwide protests, civil unrest and international concern.

President Mike McMullen quickly reached out to employees in an email, saying, "I cannot remain silent."

He continued, "Our core values and culture couldn't be more at odds with the actions of the arresting police officers. I want you to know our company stands firmly against racism and injustice. Agilent is built on a foundation of respect, fairness and working together as ONE team. ... Our mission is all about making the world a better place and improving the quality of life. We can do this by being an example of inclusion and openness to those who are different from us."

He announced that Agilent had made a donation of \$100,000 to the [Equal Justice Initiative](#), a U.S. based

nonprofit committed to challenging racial injustice, ending mass incarceration and protecting the human rights of some of society's most vulnerable people.

### Asking employees for insights



McMullen also understood that it was important to begin a dialogue with Black employees to better understand any concerns they might have and to gain insights on their experiences at Agilent. Working with

Chief HR Officer Dominique Grau and Erica Wright, vice president, HR Global Talent and the highest-ranking Black woman at Agilent, a series of focus groups were set up to hear from Black employees.

Participants were invited to speak directly to the company CEO and members of his team, and promised complete confidentiality and an open dialogue. For McMullen and others, it was an opportunity to listen and learn.

"It was hard to hear that some Black employees have had

experiences that don't always reflect the Agilent values. Some comments also applied to other underrepresented groups at Agilent. We obviously still have work to do here," Wright said.

"But many good learnings and suggestions came from these meetings. We're taking those learnings and moving forward, addressing issues and making changes to ensure that we all live up to our Agilent values, every single day."

### Participant feedback led to changes

Several changes have been implemented:

- All managers will be required to complete unconscious bias training and apply these learnings in their daily work; to date, 75% have taken this course.
- Next, all employees will be required to complete unconscious bias training.
- The Council of Black Employees (CoBE), a new employee network group, was launched by Black employees who volunteered for the leadership roles after the focus group meetings.
- CoBE started organizing in 2020 and held its first

meeting, virtually, in January 2021. The group now has nearly 200 members, including managers and employees.

- They have developed plans for activities to improve the Black experience at Agilent, inviting all employees and allies to participate, learn and support their cause.

As a result of the Black experience focus group conversations, employees have expressed interest in starting more Employee Network Groups, including LGBT+ and Hispanic organizations.

By year-end, Agilent hired an Associate Vice President, Diversity and Inclusion: Patrice Jimerson, who brings 25+ years of expertise in Diversity and Inclusion. Learn more on the next page.



### Associate vice president, Diversity & Inclusion hired



Patrice Jimerson joined Agilent as associate vice president, Diversity and Inclusion, in October 2020. As Agilent's global leader for D&I, Patrice will develop strategies and approaches that ensure all employees feel included and respected, and their diverse

perspectives are valued and appreciated. This emphasis on inclusivity supports and enhances our One Agilent culture, where we work as a global, cross-functional, collaborative team relying on a broad set of experiences and viewpoints to achieve the best possible results.

Patrice was most recently with IT consulting company Appirio, where she served as the global diversity leader and director of onboarding and engagement. She also has held key diversity and inclusion positions at Anthem Blue Cross Blue Shield, the nonprofit Online Computer Library Center, and Northrup Grumman Aerospace Systems.

She holds a bachelor's degree in management and economics from Earlham College in Richmond, Indiana, and has earned advanced diversity and inclusion certifications from Cornell and Georgetown Universities.

### Update on Employee Network Groups



**Council of Black Employees (CoBE)**, our newest Employee Network Group (ENG), was suggested by employees participating in focus groups about the Black experience at Agilent. Volunteers

started organizing in 2020 and signed up for leadership roles, planning and conducting their first virtual meeting in January 2021. Open to all employees, attendance at CoBE virtual events is growing quickly and attracting a wide variety of participants.



**INSPIRE**, founded in Denmark, aims to help newcomers in particular develop global networks and further their career. They have a strong buddy program to help new hires get to know their local and global colleagues and also understand the business. Their extensive variety of fun and educational activities literally offers something for everyone, drawing diverse colleagues together, especially while many worked remotely throughout the pandemic.

### Society for Women in Engineering (SWE)

#### SWE@Agilent ENG

**SWE@Agilent ENG**, Agilent's oldest employee network group, focuses on building educational, personal and career opportunities for anyone

who identifies as female, working in engineering and other technical careers, as well as in non-technical areas. The group participates in Society for Women in Engineering (SWE) national and regional conferences, sharing Agilent experiences with over 200 prospective candidates at the 2020 career fair, attending workshops and participating in Science, Technology, Engineering and Math (STEM) outreach activities with students. Internal activities include hosting a two-day virtual conference and ongoing events like book club meetings, networking opportunities and quarterly webinars.



**Women@Agilent**, in the spirit of building a gender-inclusive workplace, focuses on advancing the professional and personal development of anyone identifying as female. The group added new chapters in Brazil and

Spain this year. In addition, they have chapters in Australia/New Zealand, Carpinteria, Delaware, Germany, Korea, Santa Clara, Singapore, a virtual global Instrument Manufacturing group and our newest chapter, Women@Agilent – Global Community.

Started in 2020, **Women@Agilent – Global Community** is a virtual group, intended to bring employees from all countries and backgrounds together to learn about topics relevant to anyone who identifies as female in the workplace. Meetings have ranged from candid conversations about "Male Allyship" to senior female leaders revealing "I Wish I Had Known" experiences and insights from their younger career days.

With perfect timing, they launched just days before COVID-19 led to employees switching to working remotely. Within months, they had created an inclusive community with more than 1,000 colleagues participating in their quarterly webcasts, interactive discussions with leaders and online community activities on Agilent's internal social platform.





### Accelerating women in Finance: pilot program launched

Annette Leder, vice president, Finance, saw an opportunity to accelerate the pace for women in Finance who aimed to progress through the ranks. As the only female who currently reports directly to the chief financial officer, she was determined to make a difference and came up with an idea to help make that happen.

She did her research and used her personal experience to create a yearlong pilot training program that would help build a robust pipeline of future female executives.



The Women's Acceleration Program was created to help early career women who had talent and potential but lacked visible opportunities to demonstrate those higher-level skills.

Finance senior leaders met and recommended four women for the pilot who met Leder's specific requirements.

These women joined the program and were assigned clear objectives and goals to achieve. The group met every two weeks with a talented internal coach/mentor and, in addition, they met with many other professionals to complete "homework."

#### Thorough evaluations set the stage for training

Participants learned about their strengths and potential areas for improvement by completing professional assessments. That information was used to help tailor the training to meet their needs. Personal coaches helped enhance voice and presentation skills while other sessions addressed general leadership skills, strategic thinking and more.

The first pilot program ended in June 2021 and Leder reported that all involved would agree it's been a great success. "I can see that these women have grown and learned from this experience. They're more confident because they know what skills are required and they've started building those skills. They're well prepared to take on more responsibility in the future," she said.

Participants appreciated the opportunity, telling Leder, "We are so fortunate and thankful to have this experience – we can't believe our good luck!"

#### Next group begins

Leder has just started the process to select the second cohort of the program with four more early career women from the Finance team. In the future, she hopes portions of the program can be tailored to work in other departments where acceleration of women may be needed.

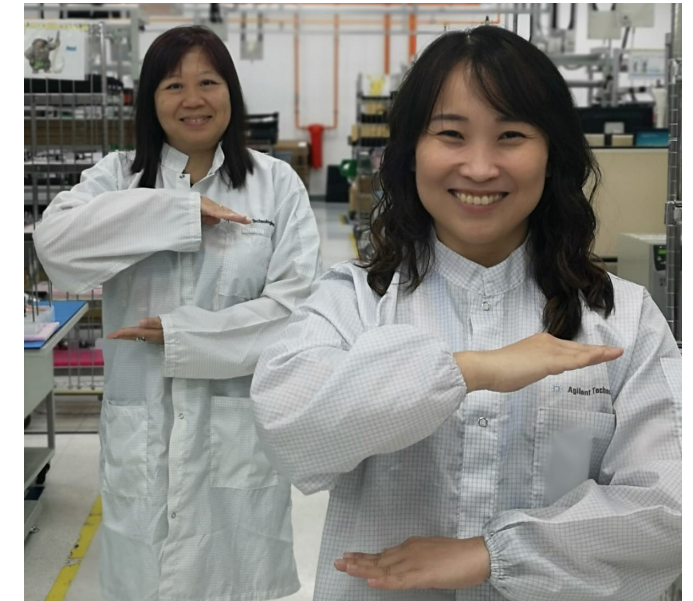
"Many leadership skills are like building blocks, so they transfer nicely to all facets of the business," she said. "I'm working with Human Resources to discuss this approach and see if, in the long run, this type of program could help us develop a more robust pipeline of Agilent women in many departments."

### International Women's Day: Singapore unites with #EachforEqual

On March 6, Singapore employees celebrated International Women's Day and showed their support for this year's theme, #EachforEqual, which calls for everyone to work together to achieve gender equity.

The site's Diversity and Inclusion pillar gave away cookies baked by a local charity that supports low income women. Employees enjoyed posing while making the "equal" sign with their arms and discussing what #EachforEqual means to them.

Almost half the workforce at Agilent Singapore is female. Their Leadership Survey results indicate that over 85% of employees believe people here are treated fairly regardless of their age, race and sex.





# 2020 Diversity & inclusion initiatives

## We sponsored career events and invested in mentorship programs including:

- Society for Women in Engineering (SWE)
- National Organization for the Professional Advancement of Black Chemists and Chemical Engineers (NOBCChE)
- WomenHack
- Australian Indigenous Mentoring Experience (AIME)
- IGNITE Program in Australia
- SJSU 2020 Silicon Valley Women in Engineering
- Santa Clara University's Diversity Works Expo & Fair

We continue to promote the advancement of women leaders through programs such as Get on Board, a virtual summit helping women leaders ascend to board seats; G100; and Women in the C-Suite.

Our Emerging Leaders Program, with 37 participants in 12 countries, offers unparalleled training opportunities to the next generation of leaders for our company.

We co-sponsor the Darlene Solomon Award, which recognizes and supports promising women scientists. As Agilent's Chief Technology Officer, Solomon works closely with Agilent's businesses to define the company's technology strategy and R&D priorities.

We are partnering with organizations and universities to promote diversity, including HBCU Connect, the largest student and alumni organization of Historically Black College and University supporters; Professional Diversity Network (PDN); UC Berkeley SWE Shadow an Engineer Day; and Hope Services, which provides jobs for people with developmental disabilities.

We implemented new recruiting and staffing tools to enhance diversity & inclusion, like Textio, a resource to help us further reinforce a culture of belonging by enhancing the language we use in our job descriptions and employment related content.

## We recognize important days such as:

- **International Women's Day** – We continued to celebrate our Employee Network Groups, particularly Society for Women in Engineering and Women@Agilent who make it possible for women to stay connected through a particularly tough year.
- **National Hispanic Heritage Month** – We participated in the largest virtual gathering of Hispanics in STEM.
- **Disability Employment Awareness Month** - For over a decade, Agilent has been a proud partner of Hope Services, providing employment opportunities for those with developmental disabilities.



*"People tend to think of diversity in terms of racial and gender statistics. But at Agilent we recognize that representation is just one piece of a broader puzzle.*

*"That's why, to create systematic change, we are focusing on processes, policies, and practices, not just numbers. Otherwise we risk leaving people out of the conversation.*

*"Agilent has always done a good job of attracting great talent. Today we are more committed than ever to fostering a workplace where that talent wants to be, where everyone feels equally valued and encouraged to thrive.*

*"We know there are no shortcuts, but that's OK – we're in this for the long haul. When I consider how strong our foundation is and how steadfast we are in our commitment to become even better, I'm certain that there has never been a more exciting time to be part of the One Agilent family."*

**Patrice Jimerson**

Associate Vice President of Diversity & Inclusion



### Diversity and equal opportunity

Agilent has a longstanding commitment to diversity and inclusion and believes that a wide variety of perspectives yields richer results for customers, partners and employees. Agilent recognizes the potential of every employee and continues to strive to make Agilent's values a true part of the company culture. Agilent has been recognized by Forbes as one of America's Best Employers for Diversity 2020, and by the Great Place to Work Institute (GPWI) as a 2020 Best Workplace in Biotechnology and Pharmaceuticals. GPWI also honored China and Singapore on their list of Asia's Great Places to Work.

Agilent's annual Leadership Survey includes questions related to diversity and inclusion.

Globally, and at various levels in the company, we monitor gender, race, ethnicity and, in certain locations, veteran status and individuals with disabilities.

As part of Agilent's commitment to diversity and inclusion, Agilent's CEO is one of more than 2,000 CEOs around the world who have joined the CEO Action for Diversity & Inclusion to leverage their individual and collective voices in the advancement of diversity and inclusion in the workplace.

We also published our second annual [Diversity and Inclusion report](#), which provides more detailed statistics from 2020.

#### Diversity of governance bodies and employees

Agilent has 10 directors that serve on the board.

##### Board members: % of total

Male/female	7/3
Under 30 years of age	0%
Between 30-50 years of age	0%
Greater than 50 years of age	100%

##### Percentage of employees and managers by gender:

	Employees	Managers
Male	60.2%	69.6%
Female	39.8%	30.4%
Undisclosed	0.1%	-

##### The percentage of employees and managers by age group:

	Employees	Managers
Under 30 years of age	10.2%	0.5%
Between 30-50 years of age	65.3%	57.7%
Greater than 50 years of age	24.6%	41.8%





**Ratio of basic salary and remuneration of women to men**

The following data indicates the salary ratio of men to women by employee category. The ratios shown were calculated by determining the average comparative ratio (compa-ratio) of pay for men and women in each employee category, then dividing the average compa-ratio for men by the average compa-ratio for women.

Compa-ratio indicates an individual's pay position versus the midpoint of the pay range for the assigned job.



**Compa-ratio: Agilent salary ratio of men to women by employee category**

Group	Male	Female	Male vs. Female
Leadership (Officers, Execs, SM)	1.00	0.99	1.01
Tech	0.94	0.93	1.01
Non-tech	0.93	0.93	1.00
Total global workforce	0.93	0.93	1.00

**Human Rights**

Agilent acknowledges, respects, and uses the fundamental principles contained in the Universal Declaration of Human Rights as a guide. Agilent's core values and culture reflect a commitment to ethical business practices and good corporate citizenship. Our policies and practices require Agilent to conduct our business with uncompromising integrity and promote human rights within the company's sphere of influence.

- **Freely chosen employment:** Agilent supports the elimination of all forms of forced, bonded or involuntary prison labor.
- **No Child Labor:** Agilent condemns all forms of exploitation of children. Agilent will not recruit child labor and supports the elimination of exploitative child labor.
- **Minimum Wages:** Agilent will compensate employees with wages and benefits that meet or exceed the legally required minimum.
- **Working Hours:** Agilent will not require employees to work more than the maximum hours of daily labor set by local laws.
- **No Discrimination:** Agilent supports and upholds the elimination of discriminatory practices with respect to employment and promotes and embraces diversity in all aspects of its business operations. Our policies prohibit discrimination based on race, color, age, gender, sexual orientation, gender identity and expression, ethnicity, religion, disability, veteran status, national origin or any protected class.
- **No harsh or inhumane treatment:** Agilent prohibits physical abuse, harassment or the threat of either. Agilent will provide a safe and healthy working environment for all of its employees.
- **Freedom of association:** Agilent respects the rights of employees to organize in labor unions in accordance with local laws and established practice, if desired.

- **Ethical business conduct:** Agilent's standards of business conduct require that business be conducted with honesty and reflect high ethical standards that are the basis for achieving our goals. The standards establish clear ethical guidelines for how we do business and establish accountability. All employees are expected to comply with these standards.
- **Agilent Technologies' supplier environmental and social responsibility code of conduct:** Agilent's suppliers are required to support and promote the fundamental human rights referenced in this document.

In addition, Agilent also requires supplier compliance to human rights throughout their operations (including but not limited to the operations of their own suppliers and any permitted sub-contractors) in accordance with the UN Guiding Principles on Business and Human Rights (UN Guiding Principles).

Agilent is unaware of any operations or suppliers identified as having significant risk for incidents of child labor.

Agilent conducts random on-site surveys of suppliers for compliance with Agilent's Supplier Code of Conduct Policy. In cases where there are issues with adherence to Agilent's supplier expectations, corrective actions are implemented and monitored by Agilent's third-party auditor, DEKRA.

**Employee training on human rights policies or procedures**

All Agilent employees participate in the annual required training in the standards of business conduct which outlines expectations for dealing with customers, suppliers and conduct in the workplace.

All procurement professionals, as part of standards of business conduct training, are requested to take additional online training on environmental, health, safety and social responsibility, which covers human rights.

One hundred percent of Agilent's purchase order agreements include human rights clauses and require that suppliers comply with our Supplier Code of Conduct.





## Employment and benefits

The workforce demographics are changing in most countries and the competition to attract and retain top talent is increasing. Global competitiveness will not be achieved merely by designing, manufacturing, marketing and selling superior products. Agilent strives to develop and apply excellent global people skills around the world.

We are in tune with the changing global economic marketplace and work to ensure that our policies and practices support our core beliefs and values, our guiding principles and our goals to make Agilent a best place to work for every employee. The company policies and practices support global diversity and inclusion and work/life success. Agilent is committed to creating an inclusive work environment and proud to be an equal opportunity employer.

## Benefits

Agilent aims to deliver a rewards portfolio that is competitive with life sciences, diagnostics and applied markets companies and representative of the diverse industries and markets within which Agilent operates. Generally, part-time employees who meet minimum requirements are eligible for the same benefits as full-time employees. Benefits and eligibility requirements vary by country.

Our rewards are offered to eligible employees and comply with local legal requirements. Our Total Pay program includes base pay, variable pay, such as the One Agilent Bonus and Individual Performance Bonus, and sales incentive compensation.

Pay is differentiated based on company and individual performance. Benefits such as health and welfare benefits, retirement plans and time off provide a foundation to support employee well-being and financial security.

Stock ownership programs align employee and shareholder interests. Programs include an Employee Stock Purchase Plan and long-term incentives such as restricted stock units.

## Life away from work

Agilent offers a variety of benefits that recognize life events and, when away from the job, encourage employees to rest, relax, recharge and live a well-rounded life. While specific programs vary by country, examples include company holidays, flexible time off, leaves of absence and gifts to celebrate life events such as marriage and the birth or adoption of a child. Agilent does not have a current process or future plan to track parental leave data.



## Flexible work arrangements

Agilent's flexible work arrangements provide alternatives to working Monday – Friday, 8 a.m. to 5 p.m. in the office. With manager approval, and business permitting, employees can take advantage of a number of options to help juggle work and personal responsibilities.

## Training and development

Agilent is committed to providing an environment in which employees can expand their knowledge, develop new skills and contribute their best work.

Our culture of continuous development instills in our employees the behaviors that bring our values to life every day. We encourage our people to stay up to date on current research and technology while enhancing current and growing new skills to meet future needs.

We also put special emphasis on training managers at all levels to effectively communicate, role model and reinforce our values and culture. This includes imparting the importance of continuous learning in others. On average, each of our employees completed over 25 hours of training each in the last year.

Training at Agilent takes several forms based on business need: face-to-face classroom experiences, on-the-job

learning and virtual classroom events. To encourage learning anywhere and anytime for our globally distributed workforce, we continue to make self-paced e-learning available 24 hours a day/seven days a week.

Employees access learning opportunities in several key areas:

- Onboarding and Orientation – All new employees participate in an onboarding experience along with a global orientation program to help them learn about the organization and our culture.
- Leadership and Executive Development programs are available to support all managers across the various stages of their leadership development from first time managers in our Activate for New Managers program, to our experienced managers with our Accelerate program, to our high potentials in our Emerging Leaders Program. In addition to formal learning programs for leaders, we also offer many resources including Harvard Business Review resources, online articles, mentoring, coaching and assessments.
- Employee and Career Development programs are grounded in our Developing@Agilent portal, a resource center with videos, guided online activities, classes and other professional development resources available to all our employees globally. This unique training platform allows employees and managers to build leadership and professional skills that align with their daily work and Agilent's expectations.
- Library@Agilent is an online library filled with access to many trade publications, journals and online databases to enable research and scientific development for all employees.
- Function and job-specific portals to help employees build their expertise in their technical and job-related skills. This includes all our Academy portals such as Sales Academy, Marketing Academy, Service Academy, Finance Academy and Order Fulfillment Academy.

Within each of these academies, we offer leader-led training to build depth and practice key skills; self-paced online learning to help create a foundation and learn the basics; virtual training to help connect the foundational





concepts to real-world application; self-study materials to help with reinforcement; recorded videos to learn from experts as well as specific processes required for the job; and social collaboration and mentoring to support one another in developing the required capabilities.

In 2020, approximately 99% of our Agilent employees completed training activities with over 265,000 documented instances of training, including over 248,000 self-paced online course completions. With over 392,000 hours of training consumed or delivered, employees completed an average of 25 hours of training.

In addition to structured internal learning programs, we also offer Educational Assistance, financial and other assistance for employees to take external academic classes or complete an academic degree program relevant to Agilent's business needs.

Our investment in our people's growth is an investment in our business and in the retention of our competitive advantage, our edge and our top talents.

One hundred percent of Agilent employees receive regular performance reviews.

Agilent aligns with ISO 26000 standards and guidance as part of our social responsibility practices. As such, Agilent's Labor and Employee policies and processes align with ISO core subjects: Organizational Governance 6.2, Human Rights 6.3 and Labor Practices 6.4.

### Occupational health and safety

Agilent's Environmental Health and Safety (EHS) Policy outlines a fundamental corporate commitment to reductions in pollution (emissions), conservation of resources (energy), preventing work-related injuries, including wellness programs contributing to the health and well-being of employees and driving operations to meet long term EHS goals.

Agilent operates an Environmental Health and Safety Management System (EHSMS) that conforms to the requirements of ISO 14001:2015 and is aligned to OHSAS 18001 and ISO 45001. Strategic sites operate under a single company-wide externally endorsed ISO 14001 certificate. The EHSMS provides a structure for identifying and mitigating Agilent's EHS risks. The systematic identification of its significant aspects and impacts, implementation of controls, measurement of performance and the setting of the improvement objectives ensures that Agilent continues to improve our health and safety processes.

Agilent Technologies Environmental, Health and Safety Management System (EHSMS) for Operations is a subset of the company wide EHS Management System that broadly applies to Agilent's design, development, manufacturing and sourcing activities worldwide. It is designed to minimize adverse environmental and occupational health & safety impacts, ensure ongoing compliance while focusing on the needs of key stakeholders, meets the requirements of ISO 14001 and is aligned to ISO 45001.

Management provides the financial, personnel and technical resources to implement and maintain the Agilent EHSMS for Operations and the supplier and product-related components of the EHSMS. This document specifically addresses the roles and responsibilities of the teams supporting site operations including Agilent employees and contractors performing facilities management and support services. Sites included within the scope are determined through systematic risk analysis and take

into consideration the nature and scale of site operations, including manufacturing, R&D, sales and service, etc. This EHSMS document is intended to be the "governing document" to be used by Agilent employees and contractors who have the responsibility for implementing programs relating to the company-wide EHSMS requirements at any organizational level, e.g., Global, Business, Region, Country, Geography or Site.

### The management approach and its components

Global EHS develops the list of company-wide significant EHS aspects of Agilent's for Operations and maintains the company-wide significant aspect list. The significance of all aspects is based upon potential EHS impacts, regulatory compliance implications, overall life cycle implications and association with activities of concern to Agilent's interested parties. The potential for abnormal or emergency conditions is also considered when developing the significance of the impacts and risks.

Global WPS EHS and the EHS Functional Staff periodically evaluate the company-wide significant aspects of Agilent's operations. The evaluation considers changes in Agilent's operations, significant aspects identified by the sites and changes in external stakeholder expectations. Each EHSMS site identifies the significant EHS aspects and impacts of its operations that it can control and over which it can be expected to have an influence. Three health and safety areas emphasized at Agilent's sites: chemical management, ergonomics and stress.

### Chemical management

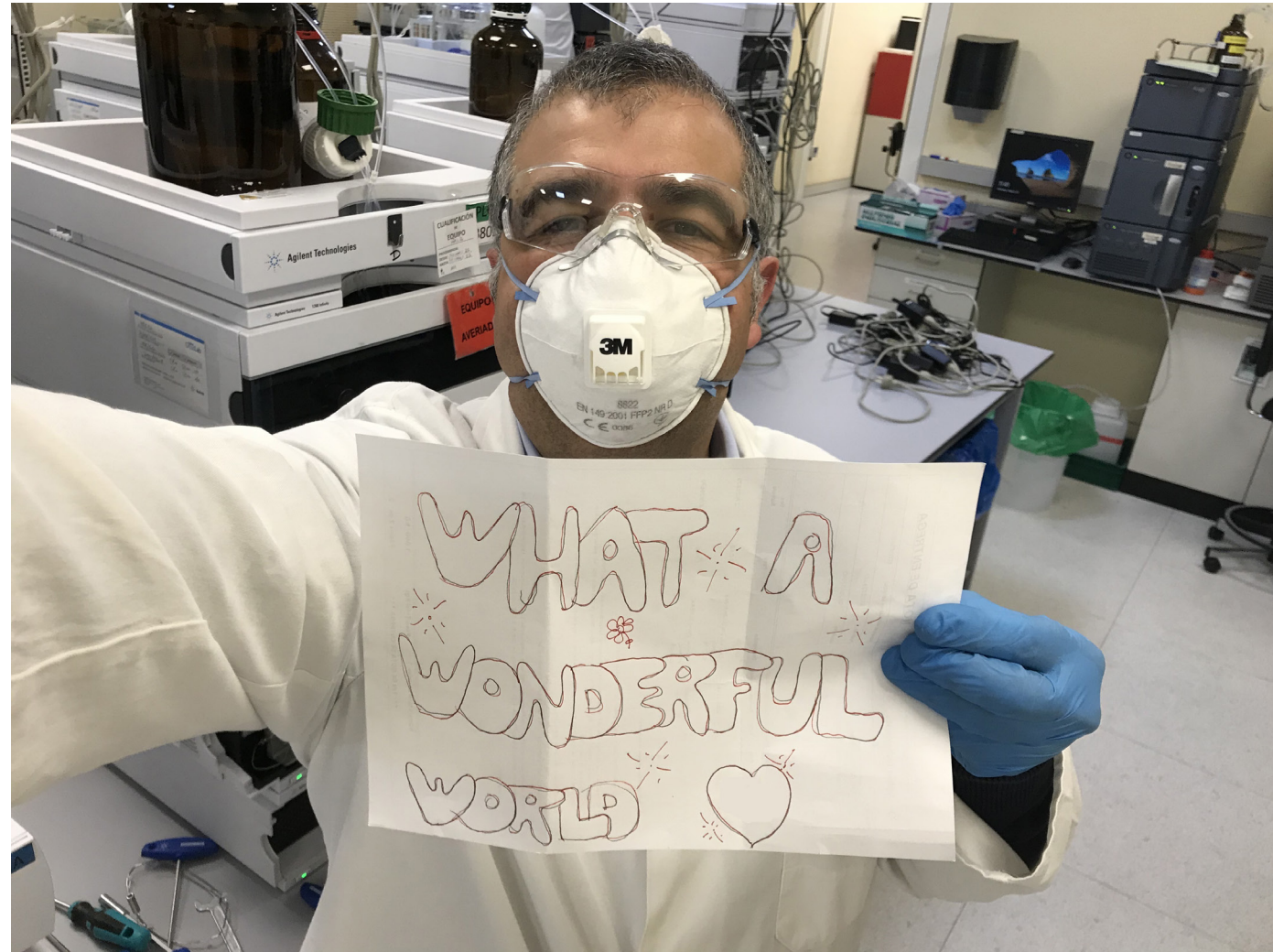
Operations pursues improvements to reduce chemical usage and provide engineering and administrative controls to minimize the risks and impact associated with chemical usage. Effective processes, controls and documentation are in place. New chemical use is formally reviewed by EHS staff and exposure assessments are completed. Regular trainings are conducted for affected personnel. Action Levels are set at 50% of regulatory exposure limits. Agilent's main manufacturing and R&D sites are ISO 14001:2015 certified with chemical management being an important element in the ISO 14001 requirements. Initiatives on sustainability include chemical management areas and are further raising awareness and continual improvement efforts are ongoing.

### Information on employees and other workers<sup>3</sup>

	Americas	Asia Pacific	Europe	Worldwide Total
Employees - Male	3,467	3,864	2,652	9,983
Employees - Female	2,355	2,317	1,611	6,283
Employees - Undisclosed	5	0	7	12
<b>Total employees</b>	<b>5,827</b>	<b>6,181</b>	<b>4,270</b>	<b>16,278</b>
Total supervised workers (non-Agilent workers; the company does not maintain gender of non-Agilent workers)	2,623	4,447	1,987	9,057
<b>Total workforce</b>	<b>8,450</b>	<b>10,628</b>	<b>6,257</b>	<b>25,335</b>

<sup>3</sup> As of Oct. 31, 2020, end of fiscal year 2020; 100% of operations included in data.





**Ergonomics**

Office ergonomics and manual material handling represent a significant exposure area and are emphasized in Agilent's health and safety programs. Concerted efforts have been and continue to be made to provide optimal office ergonomics equipment and configurations. Training and assessments are required for computer use greater than two hours per day. Assessments are also required for manual material handling tasks and training provided for personnel with those exposures. Ergonomic program development is overseen by a Certified Professional Ergonomist with sites tailoring specific elements to best fit their particular exposures.

**Stress**

Workplace stress was identified through employee surveys and evaluations as a significant impact. Agilent initiated an Even Better Place to Work campaign partnering with

HR / Benefits to enhance and promote Agilent wellness programs and to further improve stress reduction and management programs already in place. These include benefits such as flexible hours, paid FTO, paid time off for volunteering, considerations for life events, fitness centers and counseling. A new internal Spark website and periodic communications increase awareness of the site-specific and company-wide programs and benefits. Workplace Services continues to make significant investments and improvements in Agilent facilities to refresh, modernize and enhance sites with contemporary, comfortable, high-quality designs that provide attractive and inviting work environments with improved spaces for collaboration, fitness and well-being.

**Worker participation, consultation and communication**

Over 75% of the total workforce is represented in formal joint management-worker health and safety committees. Health and Safety committees are an integral part of EHS processes at our sites and help drive continuous improvement in support of Agilent's ISO certifications and Environmental, Health and Safety Management System. As required at a country level, Health and Safety topics are included for discussion with local worker councils or trade unions.

**Work-related injuries**

Employee injury rate			
Area of operations	2020	2019	2018
Global	0.24	0.38	0.41
Americas	0.54	0.91	1.22
Asia Pacific	0.01	0.04	0.10
Europe	0.16	0.10	0.13

Employee lost time case rates			
Area of Operations	2020	2019	2018
Global	0.11	0.12	0.13
Region: America	0.19	0.28	0.23
Region: AP	0.01	0.01	0.07
Region: EU	0.13	0.07	0.12

Agilent does not have workers with high incidence or high risk of work-related disease.

Agilent provides a number of programs and educational opportunities aimed at managing serious diseases and medical situations for employees as well as family and community members. Agilent EHS standards maintain employee exposure levels for harmful agents in the workplace well below regulatory requirements. Agilent provides training to employees as a precautionary measure to prevent blood borne diseases. Agilent Workplace Services has both Emergency Action and Disaster

Recovery Plans that address serious medical events or disease outbreaks (e.g., pandemic events). The Agilent Human Resources and Benefits organizations provide comprehensive healthcare plans to employee and family members to assist in managing their personal medical needs. These plans include counseling services and risk-based health coaching.



Stories from COVID-19

# Learning about fatherhood:

Jinho Kang



Early 2020 was an uncertain time as news of the COVID-19 pandemic began to spread.

But Jinho Kang had something else on his mind: the imminent birth of his first child.

"I was nervous about how to be a daddy," said Jinho, who works in the South Asia Pacific, Japan and Korea sales organization for Laboratory Solutions Sales and Marketing. "I was like, 'I'm not ready to be a parent.'"

How was he supposed to hold the baby? Wash it? Burp it? Jinho confessed his panic to an Agilent colleague.

## How do you learn to be a dad?

"He told me, 'Once you are there, you will know,'" Jinho said. "You don't need to try; you will know how to be a daddy."

But Jinho wasn't so sure.

"I didn't believe it," he said.

Shin Wu was born January 8th, 2020.

As Jinho held his wrinkly new son, he had one thought.:

"He looks very old — he doesn't look human, actually," he recalled, laughing.

But once the baby was cleaned and clothed, reality set in. Jinho held his son again and cried.

"Now I felt like this is really my baby," he said. "I was very happy."

## Lockdown creates major challenges

The start of a pandemic isn't the easiest time to raise a newborn. Soon after Shin Wu's birth, Singapore went into lockdown, isolating Jinho, his wife and their baby in their home. No visits from relatives; no quick runs to the grocery store.

Then the supply shortages hit. Diapers and baby formula were hard to come by. Every week, Jinho's mother sent a boxful from Korea.

But despite the strains of lockdown life, Jinho was happy.

Caring for a child gave him a new sense of purpose in life — and because he was working from home, he got to experience precious moments he might otherwise have missed.

"Normally, the mother takes care of the child while the father is working outside the home," he explained of his culture. "Because I was working from home, I was watching him grow and I got to play with him during my lunch hour."

## Seeing baby start to grow, change: amazing

He recalled an afternoon in early April 2020 when he heard a playful sound coming from the room where Shin Wu slept.

"Normally, he cries when he wakes up," Jinho said. "We went to open the door and he was standing in the bed. I was like, 'How did he do that?'"

Today, almost one year later, the stores are stocked, and Shin Wu is learning to walk.

And Jinho is no longer nervous about being a dad.

"My brain knows how to do it," he said. "I don't know how to do it, but I'm doing it!"



# Our communities and our giving

## Community engagement

Agilent's worldwide community programs tangibly demonstrate the company's values and commitment to corporate citizenship. Around the world, we contribute through the Agilent Technologies Foundation, company grants, employee volunteerism, public policy and community partnerships in the areas of science education and workplace giving campaigns.



Through grants and donations, Agilent supports programs designed to increase student interest and achievement in science education with an emphasis on populations underrepresented in the technology industry. Each year, Agilent employees throughout the world devote thousands of volunteer hours to increasing student interest in science and supporting community activities.

Agilent supports essential programs that deliver respect, hope and solutions to communities around the world. In addition to making donations, Agilent volunteers help scores of nonprofit agencies each year during community service events.

## Operations with local community engagement

Volunteerism is a key element of our core values and the cornerstone of our corporate citizenship efforts. Through our Volunteer Time Off program, Agilent employees may use up to six days of paid time off per year to support a cause or help those in need.

The Agilent Year-Round Giving Program provides employees the opportunity to support a broad range of nonprofit organizations in the areas of health and human services, arts and culture, education and literacy, environment and conservation, and family and civic betterment.

Employee contributions are matched dollar-for-dollar by the

Foundation, up to \$5,000 per year, per person, doubling the impact of their giving and allowing the Foundation to also support their preferred charities.

The Year-Round Giving Program is available to employees in Canada, China, Denmark, England, Hong Kong, India, Japan, Scotland, Spain, Taiwan and the United States and cross-border giving is allowed.

In addition to the Giving Program, the Agilent Technologies Foundation provides grants and funding for initiatives that enhance, enrich and support communities around the world.

Agilent did not experience any new event that had a negative impact on Agilent's local communities.

Throughout the pandemic, employees raised spirits and helped those in need by participating in virtual fundraisers like 5K runs. In Singapore, employees raised money virtually to sponsor the Singapore Food Bank's new food vending machine. It arrived in early 2021 and now team volunteers regularly stock the machine with healthy foods that are available to feed the hungry at any time.



Related UN Sustainable Development Goals





**Our giving**

At Agilent, we are committed to advancing the quality of life.

We do that by the very nature of our products and services, which are built to improve health, safety and the environment.

But we also have a long history of sharing a portion of our earnings with those in need.

We started the Agilent Technologies Foundation in 2000, our first full year of business as an independent company. Since then, the Foundation has funded important initiatives, including improved science education and the health and safety of people and our planet.

In 2020, we gave over \$9 million through the Agilent Technologies Foundation and Agilent Technologies Inc. In addition, our employees generously shared their time, talents and donations.

Together, the company and our Foundation support research grants; science, technology, engineering and math (STEM) initiatives for students from underrepresented communities; matching gifts to charities, universities and hospitals; workplace giving campaigns; employee volunteerism opportunities; and more.

**Increasing employee involvement**

This year, to make it easier for employees to give and volunteer, we launched a new giving platform. For the first time, we have a centralized resource for all giving and volunteering information and activities. Employees in the U.S. and Canada gained access to the new Benevity platform at the end of last year, and other countries will launch in 2021.

**Improving two matching gifts programs**

The Benevity giving platform allowed us to expand and improve our very popular Year-Round Giving program for charities, adding cross-border giving and additional payment options. Our University and Hospital Giving program also added cross-border giving and additional payment options. We match employee donations of up to \$25,000 per year, per employee.

**Centralized volunteering info**

The Benevity platform also provides an engaging place to find virtual, local and global volunteer opportunities and tracks volunteer hours. In addition, the platform



provides detailed information about local and international charitable causes and organizations.

**Volunteer Time Off program**

Many of our employees volunteer regularly with their favorite organizations. Our Volunteer Time Off (VTO) program allows them to take up to six paid days per year for volunteer activities with organizations such as nonprofits/charities (in the U.S.), non-governmental and educational organizations.

Last year, in spite of COVID-19, employees found creative ways to help: they brought smiles and laughter to children undergoing cancer treatment in India and others trained to administer COVID vaccines.

**Agilent After School program**

Agilent After School (AAS) is a hands-on, global volunteer program where employees lead students to complete our free science experiment kits. The goal: to help underrepresented children develop a love for science, technology, engineering and math classes and careers.

Due to COVID-19, this hands-on program was put on hold in 2020. We plan to relaunch an updated and improved version of this extremely popular program when global health conditions permit.



Related UN Sustainable Development Goals







## Research awards

### Agilent awards promising researchers

The Agilent Foundation supports many causes, including funding and/or equipment for promising researchers.

### Agilent Golden Ticket

Agilent announced that biotech startup Trilogy Sciences was awarded an Agilent Golden Ticket at [LabCentral](#), a leading biotech innovation hub based in Cambridge, Massachusetts. LabCentral is a shared laboratory space designed as a launchpad for high-potential life sciences and biotech startups. The Golden Ticket provides funding of one lab bench space for a year.

Trilogy Sciences' mission is to develop life-changing therapeutics for untreatable diseases by applying cutting-edge chemical biology, including new methodologies to rapidly synthesize and screen for hyper-effective drugs to combat recurrent breast, brain and lung cancers.

### Agilent Early Career Professor Award

[Carl DeSelm, M.D., Ph.D.](#), has received the 2020 Agilent Early Career Professor Award. Dr. DeSelm is an assistant professor of Radiation Oncology at the Washington University School of Medicine in St. Louis, Missouri. This year's award topic is cellular engineering and analysis—a field that greatly impacts Agilent customers.

The DeSelm lab's current research focuses on the engineering and clinical development of a new class of cell immunotherapy, engineering Antigen Presenting Cells (APC). This approach can address some of the limitations of the CAR T cell therapy in the treatment of solid tumors.



### Agilent Thought Leader Award

Agilent also honored Professor Anurag Rathore, a scientist at the [Indian Institute of Technology \(IIT\) Delhi](#), with an [Agilent Thought Leader Award](#) for his contributions to the field of biopharmaceutical research and his work with advanced methods for molecular characterization of biosimilars.

The work at Prof. Rathore's lab will focus on the best practices toward molecular characterization of monoclonal antibody-based biosimilars. Monoclonal antibodies include an important and growing group of biopharmaceutical drugs used to treat several diseases and conditions.





## External assurance

Agilent got [DEKRA Certification's assurance statement](#) for 2020 supplier audits.

This statement attests that DEKRA Certification can provide reasonable assurance the claims regarding environmental, health, safety and social responsibility (EHS&SR), as they relate to identified suppliers by Agilent Technologies. In 2020 DEKRA performed global audits of Agilent-identified suppliers. These suppliers were found to be in compliance with, or have provided corrective action plans to become compliant with, Agilent's stated EHS&SR program, including but not limited to: policies regarding worker safety, environmental safety, Ozone Depleting Compounds (ODC) and policies that strictly forbid and prevent any and all acts of human trafficking or slavery as those terms are used in the California Transparency in Supply Chains Act of 2010, California Civil Code, section 1714.43.

- To request a copy of the 2020 Agilent Technologies Foundation financials statements, please email [corporate.responsibility@agilent.com](mailto:corporate.responsibility@agilent.com).
- Agilent energy, greenhouse gas emission, waste, and water data attested by external auditor TruCost in accordance with AA100AS (2008) type 2 moderate-level assurance. Please see our [TruCost assurance statement](#).

## About this report

Agilent's 2020 Corporate Social Responsibility Report is based on a combination of quantitative and qualitative data relating to our environmental and social performance during the fiscal year 2020 (Nov. 1, 2019, to Oct. 31, 2020). The data is recorded on a company-wide basis unless otherwise indicated. We publish our Corporate Social Responsibility Report every year and the 2020 Corporate Social Responsibility Report is prepared in accordance with GRI standards: core option. For the first time, we are also reporting Sustainability Accounting Standards Board data. We have not made any material restatements from the prior year.

In the 2018 report, we updated our reporting from GRI guideline 4.0 to GRI Standards. And Agilent will keep topic materiality assessment results based on the standard requirement.

We report on our subsidiaries and affiliates where we have direct operational control unless otherwise noted. Significant year-over-year changes are noted. Where possible, we also use consistent reporting measures, such as per square foot rather than per building or per site. Agilent has 21 sites that typically have a footprint of greater than 50,000 square feet and meet the reporting criteria of being ISO 14001 certified or included in Agilent's EHS Management System program, or those with potentially high environmental impacts that are included in Agilent's energy and sustainability programs.

Agilent's Corporate Social Responsibility Report content was developed in consultation with subject matter experts, consideration of changes in external regulations impacting Agilent, and evaluation of feedback from various internal functional stakeholders. Report content was contributed by a wide-ranging group of Agilent employees from functions such as Human Resources, Investor Relations, Corporate Relations, Agilent Foundation, Environmental Health and Safety Management, Agilent Laboratory, Regulatory Affairs, Procurement and Global Sourcing. We also consulted with leading GRI consulting organizations.

The 2020 report is Agilent's 21st Corporate Social Responsibility Report. For questions or comments, contact us at [corporate.citizenship@agilent.com](mailto:corporate.citizenship@agilent.com).

	Sites in EHSMS Program	Sites in Utilities / Energy Program
AP	Hachioji	
AP		Manesar
AP		Mulgrave
AP	Penang	
AP	Shanghai	Shanghai
AP	Singapore	Singapore
EU	Church Stretton	Church Stretton
EU	Glostrup	Glostrup
EU	Middelburg	Middelburg
EU	Torino	Torino
EU	Waldbronn	Waldbronn
AM	Boulder	Boulder
AM	Carpinteria	Carpinteria
AM	Cedar Creek	Cedar Creek
AM	Colorado Springs	Colorado Springs
AM	Folsom	Folsom
AM	Frederick (FY21)	Frederick
AM		Lexington
AM	Little Falls	Little Falls
AM	Newport	Newport
AM	Santa Clara	Santa Clara
<b>Total</b>	<b>18</b>	<b>19</b>



# SASB index



Accounting Metric	2020 Disclosure	Code
Ratio of weighted average rate of net price increases (for all products) to the annual increase in the U.S. Consumer Price Index	This metric is not relevant to our business and we do not consider this information to be material. However, Agilent meets all applicable laws, regulations and standards where we do business. Agilent engages with our stakeholders through consultation, surveys, ad-hoc feedback and reviews.	HC-MS-240a. 1
Description of how price information for each product is disclosed to customers or to their agents	Agilent provides transparent and accurate pricing to our customers electronically, by mail and through Agilent's online ordering platforms.	HC-MS-240a. 2
Number of recalls issued, total units recalled	Agilent has conducted one medical device product recall that was reported to the FDA.	HC-MS-250a.1
List of products listed in the FDA's MedWatch Safety Alerts for Human Medical Products database	There are no products listed in the FDA's MedWatch Safety Alerts for Human Medical Products database.	HC-MS-250a. 2
Number of fatalities related to products as reported in the FDA Manufacturer and User Facility Device Experience database	There have been zero fatalities.	HC-MS-250a. 3
Number of FDA enforcement actions taken in response to violations of current Good Manufacturing Practices (cGMP), by type	There have been zero enforcement actions taken.	HC-MS-250a. 4
Total amount of monetary losses as a result of legal proceedings associated with false marketing claims	Agilent had no monetary losses in 2020 due to legal proceedings associated with false marketing claims.	HC-MS-270a. 1
Description of code of ethics governing promotion of off-label use of products	<p>Agilent adheres to all applicable laws and regulations and industry standards, while maintaining the highest ethical standards of reporting on our marketing, sales and research and development operations, as required by law.</p> <p>Agilent is committed to promoting our products responsibly and reporting about our business practices in a manner that promotes transparency. To ensure our communication and marketing approaches uphold the highest standards, Agilent has a robust mandatory, company-wide training on these standards of communication and conduct.</p>	HC-MS-270a. 2

Accounting Metric	2020 Disclosure	Code
Discussion of process to assess and manage environmental and human health considerations associated with chemicals in products, and meet demand for sustainable products	<p>Agilent's Environmental Policy is to act in an environmentally responsible manner in regard to our operations, products and services. Agilent employees and managers are expected to support the implementation of this policy in accordance with their roles and responsibilities in the organization. Of particular relevance to product development are the following actions:</p> <ul style="list-style-type: none"> <li>• Ensure our products and operations comply with relevant environmental legislation and regulations</li> <li>• Responsibly manage the use of hazardous materials in our operations, products and services, and promote recycling or reuse of our products.</li> </ul> <p>The fundamentals of Agilent's Design for the Environment (DfE) guidelines encourage Agilent employees to think about the impact that a product has on both the environment and society. Therefore, they should consider answering the following questions:</p> <ul style="list-style-type: none"> <li>• What positive impacts does the product have on the environment?</li> <li>• What are the negative impacts?</li> </ul> <p>Many Agilent products include innovations that have enabled their reduced energy use, footprint, water usage, use of hazardous materials, etc. and we are sponsors of organizations like My Green Lab (<a href="https://www.mygreenlab.org/">https://www.mygreenlab.org/</a>) to help us continually improve our products and the sustainability of our laboratory customers worldwide.</p> <p>Agilent complies with RoHS and REACH regulatory compliance for all commercial products. For reagent-based NPIs, we are using the ARCADIS form to document the environmental and health considerations.</p>	HC-MS-410a. 1
Total amount of products accepted for take-back and reused, recycled, or donated, broken down by: (1) devices and equipment and (2) supplies	Agilent's pre-owned instruments program enables customers to sell, trade-in or recycle old instruments. Agilent's pre-owned instruments offer exceptional value to customers, come with a one-year factory warranty (the same warranty as new instruments) and pass a comprehensive operational qualification and performance verification to ensure risk free performance. Agilent also donates instruments that we are no longer using to not-for-profits. Agilent does not disclose the requested product numbers.	HC-MS-410a. 2
Percentage of (1) entity's facilities and (2) Tier I suppliers' facilities participating in third-party audit programs for manufacturing and product quality	<ol style="list-style-type: none"> <li>1. All medical device facilities at Agilent under ISO 13485 are subject to annual audits by Notified Bodies. Non-medical facilities operating under ISO 9001 are audited a minimum of once every three years by Registrars.</li> <li>2. Agilent does not currently report the percentage of Tier 1 supplier facilities participating in third-party audit programs for manufacturing or product quality. Most of our direct material suppliers are ISO 9001 certified.</li> </ol>	HC-MS-430a. 1
Description of efforts to maintain traceability within the distribution chain	Agilent maintains traceability through all stages of manufacturing through distribution using our ERP system. Traceability is maintained based on part number, serial number and / or lot number.	HC-MS-430a. 2



## Delivering on our Promises

Accounting Metric	2020 Disclosure	Code
Description of the management of risks associated with the use of critical materials	<p>Agilent monitors risk through a number of different processes. This includes but is not limited to:</p> <ul style="list-style-type: none"> <li>• Dangerous Goods are stored, transported, and disposed of based upon the applicable Transportation and EHS regulations.</li> <li>• Agilent has a Conflict Minerals Position Statement and abides by all requirements of the Dodd-Frank Act, including filing required SEC report.</li> <li>• Suppliers identified through risk assessment processes are monitored and business continuity plans are in place and reviewed annually. Agilent has a Supplier Code of Conduct.</li> <li>• For critical parts, Agilent follows additional risk processes and tracks and monitors suppliers.</li> </ul> <p><a href="#">More information on our approach can be found in this CSR report.</a></p>	HC-MS-430a. 3
Total amount of monetary losses as a result of legal proceedings associated with corruption and bribery	Agilent had no monetary losses in 2020 due to legal proceedings associated with corruption and bribery.	HC-BP-510a. 1
Description of code of ethics governing interactions with health care professionals	<p>Agilent is committed to the highest standards of business ethics and recognizes that our actions can have a direct impact on patient health. Through our products, we strive to improve patient health around the world while ensuring that our interactions with healthcare professionals remain ethical, fair and honest. The Agilent Global Healthcare Compliance Policy governs interactions with healthcare professionals by Agilent around the world, including marketing, medical, sales, and research and development operations. Our Global Healthcare Compliance Policy incorporates common legal and ethical standards from many of Agilent's major markets, including the U.S. (AdvaMed Code) and international (MedTech Europe Code, Japan Federation of Medical Devices Associations) and applies them to our operations around the world. See <a href="#">Good Governance</a> in this CSR report for more information on our approach.</p>	HC-BP-510a. 1
Activity Metric	2020 Disclosure	Code
Number of units sold by product category	Agilent does not disclose the number of units sold by product category.	HC-MS-000.A





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## Membership of associations

Agilent participates in trade, industry and professional organizations that are local, national and global. Participation helps us achieve business and citizenship goals by enabling us to work with other companies on common issues. Memberships also keep Agilent abreast of industry issues and best practices and provide vehicles which allow us to contribute our expertise and inform public policy. Examples of these memberships are:

American Physical Society	American Society of Quality	ANS	AOAC International	Boston College Center for Corporate Citizenship
Category and Sourcing Managers Executive (CASME)	Cold Spring Harbor Laboratories Meetings and Courses Program	Center for Bioanalytic Metrology	CEO Action: 2018 CEO Action Pledge for Diversity & Inclusion	Engineering Advisory Board, College of Engineering, UC Berkeley
Engineering Biology Research Consortium (EBRC)	Government-University-Industry Research Roundtable (GUIRR)	Ignited (formerly IISME)	Institute of Electrical and Electronics Engineers	International Genetically Engineered Machine (iGEM)
IPC	IsoStanford Interdisciplinary Life Sciences Council	MedTech Europe	National Academy of Engineering	National Association for Environmental Managers (NAEM)
National Minority Development Council	New York Academy of Sciences	OPC Foundation	Responsible Minerals Initiative (RMI)	Society for Laboratory Automation and Screening (SLAS)
Society of Vacuum Coaters	Society of Women Engineers	SystemX	Technology Services Industry Association	TechUK
Women's Business Enterprise National Council (WBENC)				

## Executive-level responsibility for economic, environmental and social topics

Responsibility	Position or Title	Level from Board	Level from CEO
Overall responsibility for corporate social responsibility and sustainability	Vice President, Workplace Services	3	2
	Vice President, Global Communications and Public Affairs	3	2
Environmental issues	Vice President, Workplace Services	3	2
Risk management	Director, Global Security	4	3
Supply chain social responsibility	Senior Director, Global Sourcing	3	2
Human rights issues	Senior Vice President, Human Resources	2	1
Labor issues	Employment Law Control	3	2
Diversity and employment equity	Associate Vice President, Diversity and Inclusion	3	2

## Financial implications and other risks and opportunities due to climate change

Type	Catalog	Description	Impact Description	Finance Implications	Methods Used to Manage Risk or Opportunity	Costs of Action
Risk	Regulatory	Emission reporting obligations	We have considered the impact of current and proposed US EPA CO2 regulations. Currently, Agilent falls below the threshold requirement that would obligate us toward a major mitigation or financial remediation. Increased reporting obligations would create additional financial expense for Agilent.	Increased operational cost.	Monitor regulatory developments and compliance obligations.	Presently \$5-10,000 per year for management resources. Estimated financial implication for non-compliance \$50,000 - 150,000 USD/year.
Risk	Regulatory	Cap and trade schemes	Since April 2010 Agilent's Hachioji site in Japan has been under the Tokyo Cap-and-Trade scheme. Non-compliance with the scheme would result in a fine. The last compliance period ended in 2019 and Agilent emitted less than the emissions allowance.	Reduction or disruption in production capacity.	Monitor and compliance obligations and Agilent's emissions.	Estimated financial implication for non-compliance could be \$10,000 - \$50,000.
Risk	Physical	Change in mean (average) precipitation	Increased precipitation and extreme weather events (including fire risk due to drought) pose a risk to Agilent by disrupting business activities in many areas, including transportation of goods and services, physical impact to our office and manufacturing operations, and disruption to our customers. In addition, our employees have exposure to the same risks.	Reduction or disruption in production or service capability.	Developed business continuity plans.	Presently \$10,000-\$50,000 per year for management resources. Estimated financial implication for business disruption could be several million dollars.
Risk	Physical	Sea level rise	Flooding of Agilent owned or leased offices, manufacturing facilities or warehouses.	Reduction or disruption in production capacity.	Developed business continuity plans.	Estimated financial implication for business disruption could be in the \$100,000s.
Opportunity	Regulatory	Air pollution limits	As air pollution limits and other forms of regulations drive the consumer market in the direction of more renewable energy, Agilent will have an opportunity to provide measurement equipment to the air and emissions monitoring markets. Agilent manufactures equipment to accurately measure air pollution and monitor air.	Increased demand for existing products and services.	Monitor regulatory obligations and target applicable customer base.	Incremental sales opportunity could be in the \$100,000s.
Risk/Opportunity	Physical	Change in average temperature	Change in average temperature will drive the demand for more electrical power, and Agilent will consider sourcing more renewable energy in pursuit of reducing Agilent's carbon footprint.	Increased demand for renewable power. Increased demand for air emissions monitoring and other Agilent products.	Monitor regulatory obligations and target applicable customer base.	Incremental sales opportunity could be in the \$100,000s.



## Delivering on our Promises

Type	Catalog	Description	Impact Description	Finance Implications	Methods Used to Manage Risk or Opportunity	Costs of Action
Risk	Markets	Shift to renewable energy demand.	Reduction in product and service demand from Agilent's fossil fuel and associated chemically intensive customers as supply shifts to the renewable sector.	Reduction in sales \$'s from both products and servicing from the fossil fuel and petro-chemical customers.	Track the market shift and adjust products and services as to mitigate and capitalize on emerging opportunities.	Incremental impact could be in the \$100,000s.
Opportunity	Markets	Shift to lower carbon-based chemical industries.	Increased demand for air and chemical analysis from customers engaged in the pursuit of more sustainable operations, products and lower carbon footprints.	Increase in sales \$'s from both products and servicing from customers in the chemical and analysis sectors.	Track the market and customer shift and adjust products and services and capitalize on emerging opportunities.	Incremental sales opportunity could be in the \$100,000s.
Opportunity	Reputation	Reputation as a sustainable company.	Agilent is committed to a sustainable future and is proactively working to minimize its impact on climate change. Agilent sees consumer and customer awareness of our corporate environmental stewardship as an opportunity to differentiate itself from our competitors and to attract and retain employees.	Increased demand for existing products and services.	Continued focus on proactively managing Agilent's sustainability program, improving our environmental stewardship and communicating the results to external shareholders and employees.	Agilent's brand differentiation has the potential for incremental sales dollars.





New hires and employees leaving employment<sup>4</sup>

Regions	Age group	Gender	Rate - New hires	Rate - Employees leaving employment
Global	under 30	male	3.5%	1.4%
	between 30-50	male	4.8%	3.1%
	over 50	male	0.8%	1.8%
	under 30	female	2.3%	1.1%
	between 30-50	female	3.3%	2.2%
	over 50	female	0.5%	1.1%
	under 30	undisclosed	0.04%	0.02%
	between 30-50	undisclosed	0.1%	0.01%
	over 50	undisclosed	0.01%	0.01%
Europe & Middle East	under 30	male	1.1%	0.5%
	between 30-50	male	1.1%	0.7%
	over 50	male	0.1%	0.6%
	under 30	female	1.0%	0.4%
	between 30-50	female	1.0%	0.8%
	over 50	female	0.2%	0.3%
	under 30	undisclosed	-	-
	between 30-50	undisclosed	0.02%	0.01%
	over 50	undisclosed	-	0.01%

Regions	Age group	Gender	Rate - New hires	Rate - Employees leaving employment
Asia Pacific	under 30	male	1.5%	0.4%
	between 30-50	male	1.8%	1.3%
	over 50	male	0.1%	0.2%
	under 30	female	0.6%	0.3%
	between 30-50	female	1.3%	0.7%
	over 50	female	0.01%	0.1%
	under 30	undisclosed	0.01%	-
	between 30-50	undisclosed	0.01%	-
	over 50	undisclosed	-	-
Americas	under 30	male	1.0%	0.4%
	between 30-50	male	1.9%	1.1%
	over 50	male	0.6%	1.0%
	under 30	female	0.7%	0.4%
	between 30-50	female	1.0%	0.7%
	over 50	female	0.3%	0.7%
	under 30	undisclosed	0.03%	0.02%
	between 30-50	undisclosed	0.03%	-
	over 50	undisclosed	0.01%	-

<sup>4</sup> Percentages of new hires/employees leaving employment by age group and gender are derived from actual year-end employee headcount of 16,278.



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