

# Forward, Together

2019 Corporate Social Responsibility





## Letter from the President

Once again, I am proud that our team delivered a year of growth and success in spite of significant challenges. Our strong business model and outstanding team allowed us to shift, redirect and successfully address unexpected market changes, including the onset of the COVID-19 virus at the end of 2019.

All totaled, we delivered award-winning products, process improvements and service innovations; invested over \$5 million in infrastructure improvements to further reduce environmental impact; acquired two new companies; launched three international research hubs; added three new solar installations, providing clean and renewable sources of energy; achieved sound growth and earned awards and recognition, including the highly respected number 1 rank in Barron's 100 Most Sustainable Companies.

Working together as One Agilent, we are fulfilling our mission: to deliver trusted answers and insights that advance the quality of life.

But as 2020\* unfolded, we saw COVID-19 grow into a pandemic. We were all reminded that everything in our lives – our families, our jobs, our businesses, our food supply, our health care – can literally change overnight. The challenges we have all faced have often seemed insurmountable. However, by working together we know we can achieve the impossible.

At Agilent, we have always believed in the power of collaboration – working together to innovate and achieve the best results. We've also learned that when we transfer this approach to working externally – joining forces with customers, suppliers, educational institutions, nonprofits, even similar businesses – our learnings and results are greater than ever.

Let's remember these lessons as we consider the massive sustainability issues our world is facing.

As individuals and as businesses, we must choose wisely. Together, we are powerful.

Please join with us as we seek a safer and more sustainable world.

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

\* As expected, this report will highlight our social responsibility work in 2019. Due to the onset of the COVID-19 pandemic, our reporting was delayed and therefore, we also address relevant activities in the first half of 2020.



## About Agilent Technologies

Agilent Technologies Inc. (NYSE: A) is a global leader in life sciences, diagnostics and applied chemical markets, delivering insight and innovation toward improving the quality of life. Agilent instruments, software, services, solutions and people provide trusted answers to customers' most challenging questions.

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 employees share a passion and commitment to advancing the quality of life.

For the fiscal year ended October 31, 2019, Agilent business units include the Life Sciences and Applied Markets Group, the Diagnostics and Genomics Group and the Agilent CrossLab Group.

- **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.

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### 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.


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### Our Core Values

- Innovation and contribution
- Trust, respect and teamwork
- Uncompromising integrity
- Speed
- Focus
- Accountability

#### Life Science Tools

Gas and Liquid Chromatography  
Mass Spectrometry  
Atomic and Molecular Spectroscopy  
Cell Analysis  
Laboratory Management Software

 \$2.3B


#### Agilent CrossLab

CrossLab Services  
Chemistries and Consumables  
Lab Enterprise Services

 \$1.8B

#### Diagnostics & Genomics

Genomics Solutions  
Cancer Diagnostics  
Therapeutic Oligonucleotides

 \$1.0B

## 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.

For more information, please see the [2019 Proxy Statement and Form 10-k](#).

# 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.

## 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.



## Our 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.

# Agilent Enterprise Risk Management

The Agilent Enterprise Risk Management (ERM) program provides a framework for identifying material risks across the company, determining ownership of the risk and supporting the creation and maintenance of our business continuity plan. It ensures adequate plans across key business flows, appropriate testing/drills and the availability of a central repository for documentation.

## Quality Management System (QMS)

QMS is built upon a quality policy aligned with our customer expectations: Agilent earns customer loyalty by providing trusted answers through continuous improvement of products, 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 ISO9001 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.

## 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 their business no longer needs a product, Agilent will take it back for reuse or ensure it is properly recycled.

In addition, we use tools such as the "General Specification for the Environment" and our "Design for the Environment Guidelines" to help minimize the environmental impacts of product packaging.

## Materials declaration requirements

At Agilent, we require hazardous and restricted material composition data for purchased materials used in our 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. Our company 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.

## Information security approach

The Agilent 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 maintaining the confidentiality, integrity and availability of the data and systems in our environment. Security is a company-wide priority and we continuously invest in our people, processes and tools to strengthen our security posture to protect data for both Agilent and our customers.

To support our company-wide approach, we have a dedicated IT Information Security and Risk Management (ISRM) department that is accountable for the following key areas:

### Policy, Standards and Operating Procedures

- IT Compliance
- Security Operations
- Risk Management
- Threat and Vulnerability Management
- Security Awareness

# 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 and socially responsible

Economically effective

ISO compliant

Our Order Fulfillment and Supply Chain Organization (OFS) centralizes all order fulfillment and supply chain operations in our businesses. They provide resources for manufacturing, engineering and strategic sourcing to our respective businesses. Each of our businesses, together with OFS, is supported by our global infra-structure organization, which provides shared services in the areas of finance, information technology, legal, workplace services and human resources.

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 potential 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.



# Committed to the UN Sustainable Development Goals

At Agilent, we have a long-standing history of commitment to sustainability. Last year, we declared alignment with the 17 United Nations Sustainable Development Goals (UN SDGs), which were launched in 2015, creating a blueprint for a better and more sustainable future for all. Agilent's work touches nearly all the UN SDGs, with specific contributions to those shown on this page.

Watch for these icons throughout this publication, indicating how our work is contributing to specific goals.



## Materiality Assessment: Our commitment to the future

At Agilent, we believe that we have a responsibility beyond making a profit; we are committed to advancing the quality of life. Therefore, we must think long-term and consider the needs of others as we make decisions.

It's important to pause and analyze our situation – to understand the types of issues our business could generate. We must analyze these potential influences in advance of any problems and determine which could have the most impact on our environment, communities and business. When we understand the importance of these issues, we can better determine business priorities and strengthen our positive impact on society.

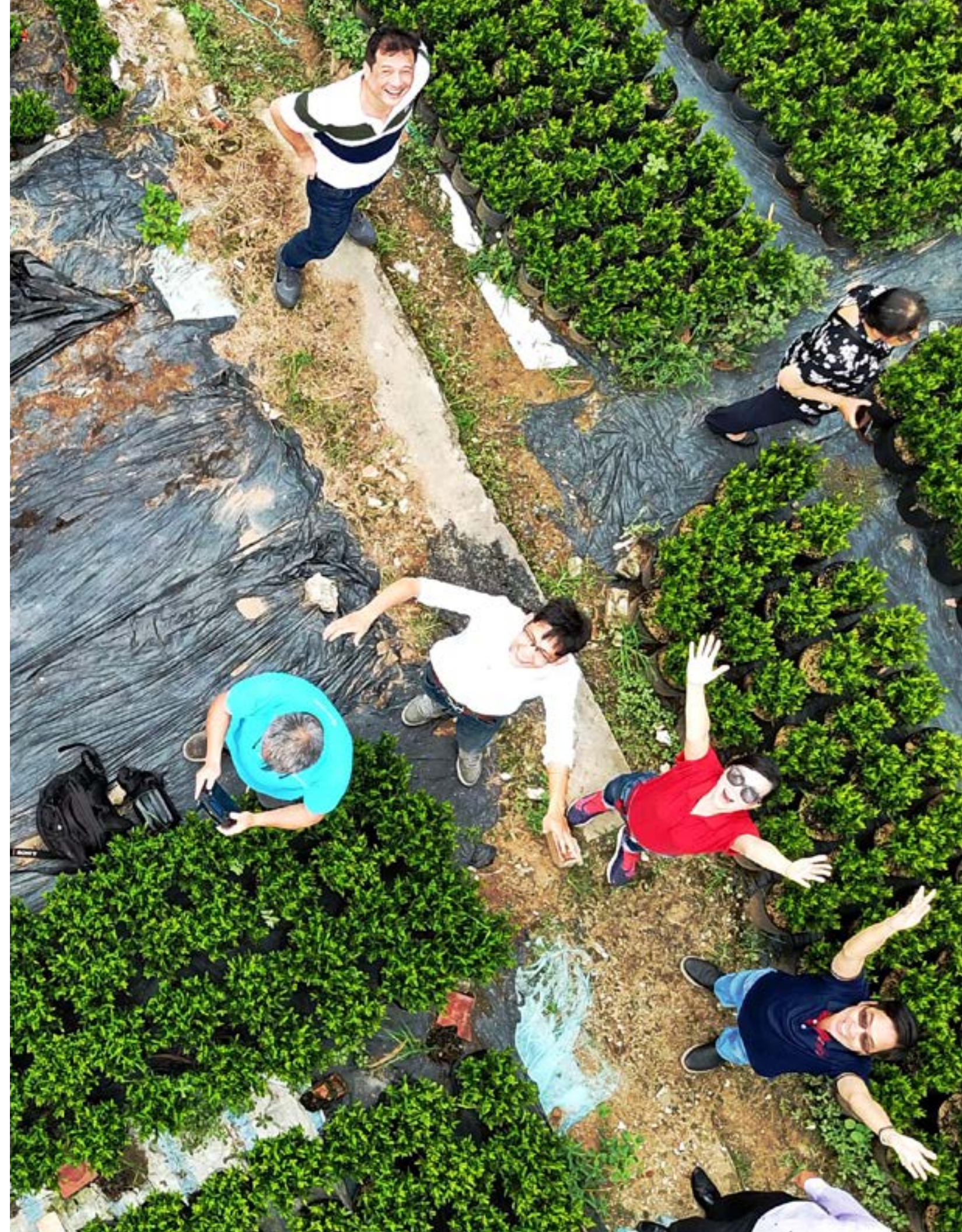
That's why, in 2018, we laid the groundwork to begin our Materiality Assessment, completing the process in 2019. These results will continue to inform our evolving sustainability strategy and our business planning until our next Materiality Assessment in 2021. The chart below illustrates the many ways Agilent impacts our environment, our society and our economy.

The materiality matrix displays the 19 social, environmental and governance issues that matter most to our stakeholders and upon which we believe our business can have the most impact. Agilent will continue to periodically conduct assessments in the future to better inform our business decisions.

### Materiality Matrix

IMPORTANCE TO STAKEHOLDERS	High		Climate change & energy Product safety & quality	Ethical business conduct Innovation Market presence & pricing
		Labour 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
	Moderate	Air quality & other emissions	Chemicals & hazardous materials Diversity & inclusion	
		Moderate	High	
SIGNIFICANCE OF IMPACTS				

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



## Key policies

### Supplier Code of Conduct policy

Our Supplier Code of Conduct policy states that we will not establish or maintain a business relationship with a supplier if we believe that its practices violate local laws or basic international principles relating to human rights, anti-corruption, bribery, labor standards or environmental protection. We expect our suppliers – and their suppliers – to adhere to environmental and social responsibility principles that are similar to those valued in Agilent.

### Conflict Minerals policy

Agilent supports the goal of ending violence, human rights violations and environmental devastation in the Covered Countries. We are committed to complying with all requirements applicable to our company under the Conflict Minerals Rule. We are also committed to sourcing components and materials from organizations that share our values around human rights, ethics and environmental responsibility.

### Quality policy

We earn customer loyalty by providing products and services of the highest quality and greatest value.

### 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.

Agilent's policies and practices are consistent with many internationally accepted charters and principles. For more information, [please see p. 24](#).

Related UN Sustainable Development Goals



## 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 industry-wide 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. Agilent engages with our stakeholders through consultation, surveys, ad-hoc feedback and reviews:

### Customers

- When customers engage with Agilent in any manner, including face to face, on the phone or digitally, Agilent's goal, across all key touchpoints, is to ensure that they have a delightful experience that delivers on Agilent Trusted Answers, our brand promise.
- Over the past year we have made significant improvements to the customer experience:
  - Introduced an automatic notification system that confirms when a product is ordered and shipped, 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 customer purchase and delivery experience.
  - Reduced the time it takes to schedule service.

### Employees

- CEO all-managers meetings provide business updates with Q&A each quarter.
- Agilent conducts an annual Leadership Survey that allows employees to provide feedback on leadership effectiveness.
- Every employee has regular performance reviews and discussions with immediate supervisors.
- Employee Coffee Talks are held to share business updates and country-specific information and answer employee questions.
- Agilent holds an annual gathering of senior leaders.

### Investors

- Each quarter, Agilent conducts a financial results conference call that presents analysts and investors with an opportunity to ask questions and share concerns with the CEO and CFO.
- At Agilent's annual shareholder meeting, all attendees are presented with the opportunity to ask questions of 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.

### Suppliers

- Agilent's relationships with suppliers are of great strategic importance.
- Agilent generates strong results from carefully choosing the correct suppliers, and then working closely with them in specific areas to improve quality and productivity.
- The basic strategy for establishing these good 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.



# Sustainability highlights

\$5 Million invested in **sustainability initiatives** in 2019



Globally 5 existing on-site solar photovoltaic systems amounted to a net offset of 623 CO2 emissions

Solar photovoltaic generation has **offset annual Greenhouse Gas Emissions** by nearly 3000 MT since FY15

11%

reduction in site carbon footprint since FY14

## Analytica conference



First planned carbon neutral event

### My Green Lab

Agilent is earning the highly respected Accountability, Consistency and Transparency (ACT) label on products



### GOAL 1

1% energy reduction each year  
5% by 2019  
10% by 2024

**BELOW TARGET** for kWh/sq. ft. which was 3.2%

**ON TARGET** with 18% reduction in kWh/headcount in 2019

### GOAL 3

2% water reduction per year  
10% reduction by 2019  
20% by 2024

**BELOW TARGET** for m3/sq. ft. which was 4%

**ON TARGET** with 19% reduction by headcount in 2019

### GOAL 2

95% solid waste diversion from landfill by end of 2020

#### ON TARGET

85% of solid waste diversion from landfill

94% of total waste generated globally diverted from landfill

### GOAL 4

1% CO2e reduction per year  
5% reduction by 2019  
10% by 2024

#### ABOVE TARGET

with 17% reduction by sq. ft. and 30% reduction by headcount in 2019

# Business highlights

## 2019 Revenue

\$5.16 Billion

5% reported revenue growth and 5% increase in core revenue

Earnings per share of \$3.37, up 247% year over year

## Over

\$7.5 million

donated to universities, hospitals, research and charitable organizations

3,000+

issued patents worldwide

## Approximately

8% of revenue

invested in Research & Development every year

600+

Active published patent applications

## 2019 Leadership Survey

86%

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

87%

of employees **intend to stay at Agilent**



38.6% of full-time employees are female



32.6 average hours of employee training per employee

16,300\* employees serving customers in 110 countries

### 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

\*approximately

Acquired two companies: BioTek Instruments, Inc. and ACEA Biosciences, Inc.

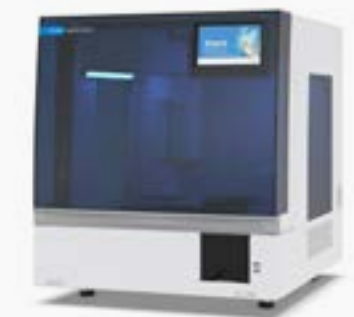
## Product innovation highlights



**LC/Mass Spec Detector iQ**



**8890 Gas Chromatograph**



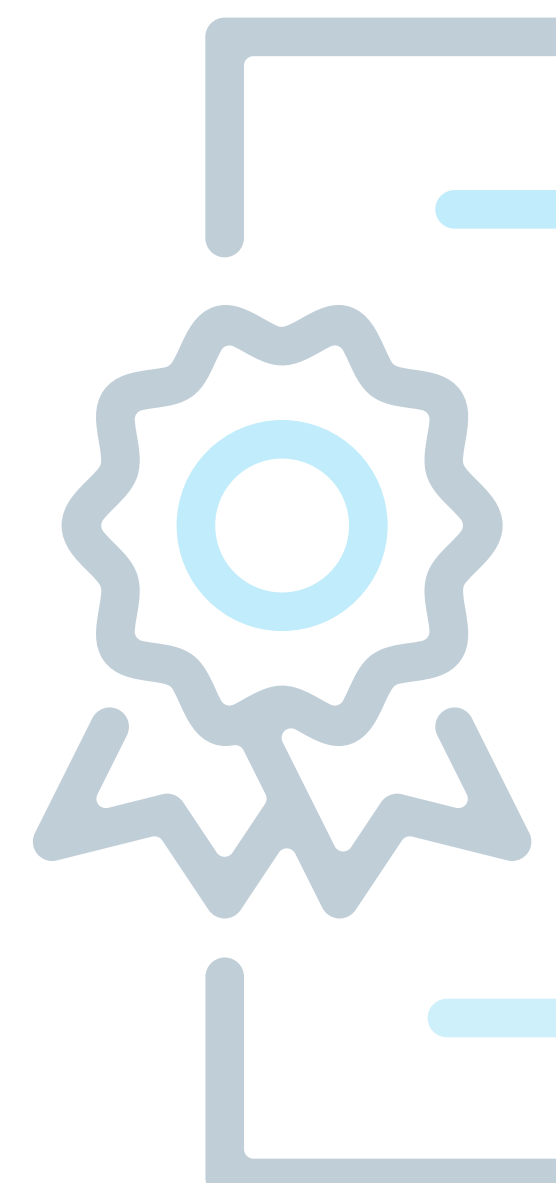
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**Agilent CrossLab Smart Alerts**

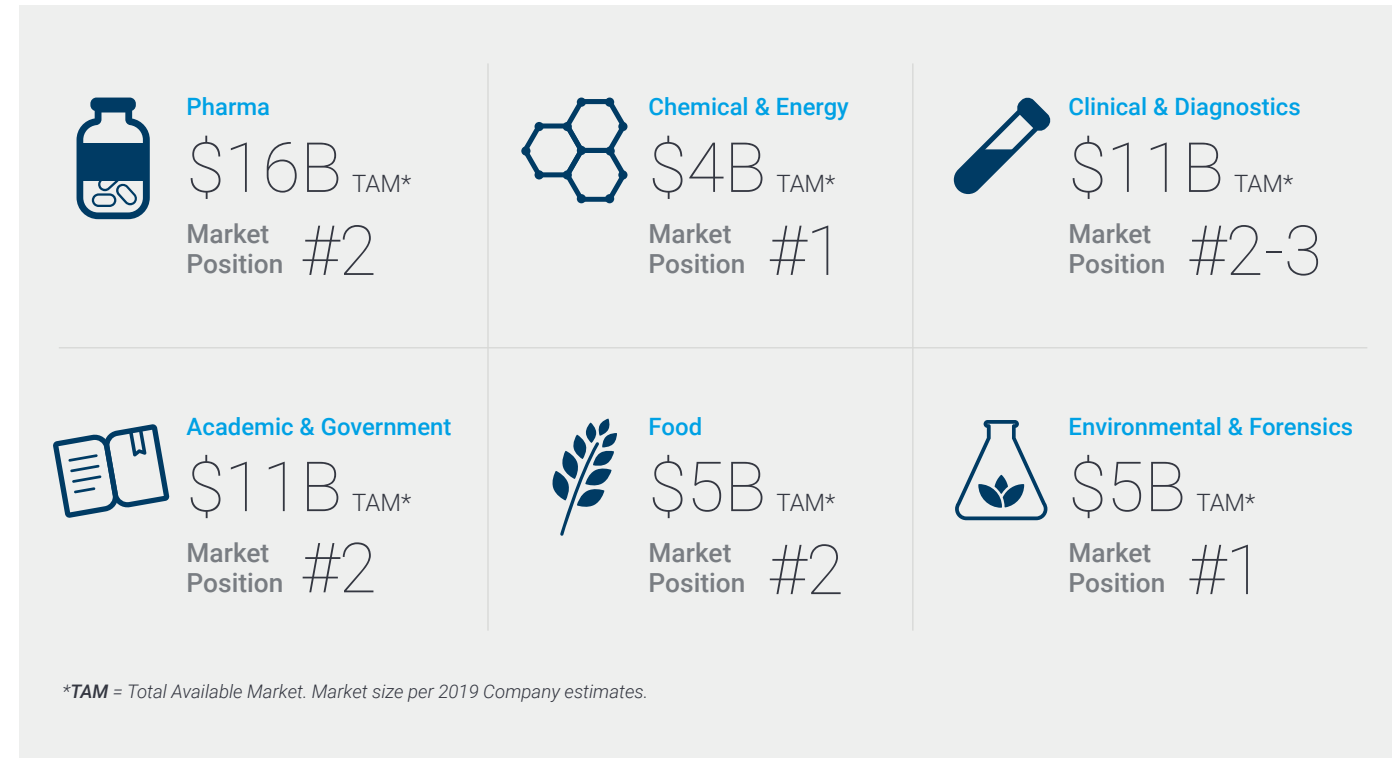
# Recognition and Awards

<b>Barron's Most Sustainable Company</b> #1 in 2019 #3 in 2018	<b>Management Top 250</b> Wall Street Journal	<b>Best Employers for Diversity</b> Forbes	<b>Employer Excellence Award</b> Malaysia Employee Federation	<b>93% CEO Approval Rating</b> 4.0 rating, Glassdoor
<b>Industry Leader for Life Sciences Tools and Services</b> Dow Jones Sustainability Rankings by RobecoSAM	<b>Just 100 List</b> Forbes	<b>Best Employers for New Grads</b> Forbes	<b>Best Family Friendly Management</b> Korea Minister of Gender Equity & Family	<b>Learning! 100 Award</b> eLearning Magazine
<b>EcoVadis</b> Gold rating for sustainability performance, three consecutive years	<b>AAA Rating</b> MSCI ESG	<b>Best Mid-Size Employers</b> Forbes	<b>Healthiest Workplaces</b> AIA Malaysia	<b>Talent Payback of the Year Award</b> SCM World, A Gartner Company
<b>Best Corporate Citizens</b> Corporate Responsibility Magazine	<b>World's Best Employers</b> Forbes	<b>Best Workplaces</b> China, Germany, Singapore, Spain, GPTW Institute	<b>Cycle Friendly Employer</b> Denmark	<b>Best in Class Contact Center</b> Training & Development Program, Customer Contact Week Awards
	<b>America's Best Employers for Women</b> Forbes	<b>Best Workplaces for Women</b> Greater China, GPTW Institute	<b>90th Percentile</b> Employee Engagement, Perceptyx	



# Our markets

Agilent serves customers in 110 countries, focusing on six key markets where we help our customers achieve their goals. These markets provide an estimated \$52B opportunity, growing 3-5% annually.



## 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 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 conditions. Our instruments, software and sample preparation solutions help scientists conduct faster, more accurate research.



## Pharmaceutical

Agilent has one of the broadest solutions portfolios of any company serving the pharmaceutical industry. Our solutions provide precise answers for every segment of the pharmaceutical industry, 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, and Agilent also ensures that their instruments and processes conform to the highest compliance.



# 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
- Compensation
- Executive
- Nominating / Corporate Governance

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.

Agilent has 11 board members, 10 of whom are independent directors. Agilent has adopted the standards for director independence in compliance with the NYSE's corporate governance listing standards. See details [here](#).

## Anti-corruption

Agilent does business directly or indirectly in over 110 countries around the globe, 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 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'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.
- During the reporting period, 100 percent of all Agilent business units were analyzed for risks related to corruption and 100 percent of management and non-management employees in all locations were required to receive anti-corruption training.
- Agilent has a formal process for investigating and resolving allegations of corruption should they occur.

### Agilent complies 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 U.K. 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.

### Anti-competitive behavior

- Agilent understands that 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.
- 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 control deviations, and

identify errors and potential fraud. Tests are performed periodically throughout the year, ensuring that all transactions in an identified population are reviewed during the year.

- Agilent runs multiple tests on data including purchase orders, payables, vendor data, customer data, sales orders, expense reports, site access, etc.
- 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.

### 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.
- To work to better understand the rules governing interactions with competitors.

### Economic performance

- Our One Agilent cultural transformation promotes greater collaboration across the company and has made it easier for customers to do business with us.
- Our Agile Agilent business system and associated initiatives are driving continual operational improvements.
- Revamped research and development programs and execution of our mergers and acquisitions strategy are building an even stronger portfolio, focused on customer-centric products and solutions.
- Agilent serves large, attractive markets where growth is fueled by investments to improve the human condition.
- Agilent is focused on four key growth drivers to continue our momentum: innovation from our R&D engine,

complementary mergers and acquisitions to augment our core growth, geographic penetration in high-growth markets, and digital innovation to transform the way we work inside and outside the company.

- Agilent invests approximately 8% of its annual revenue in R&D, and over the next three years, we expect to invest more than \$1 billion.
- In fiscal 2019 we continued our tradition of introducing highly differentiated solutions to help our customers advance their work. Our innovation also extends to how we meet our business goals.
- More than 50% of our Agilent CrossLab Group consumables orders are digital. E-commerce initiatives are making it easier for customers to do business with Agilent.
- We are also investing in the digital lab of the future. Informatics is a strategic differentiator for Agilent. We are bringing to market technologies that help our customers leverage their data for even more insights and discoveries.
- Our mergers and acquisitions strategy complements organic growth by bringing new capabilities and unique offerings to the company. Our One Agilent approach to integration fully leverages our scale to drive revenue and create cost synergies.
  - In 2019, Agilent acquired 100 percent of the stock of ACEA Biosciences Inc. (ACEA), a developer of cell analysis tools, for \$250 million.
  - In addition, we completed the acquisition of privately-owned Lionheart Technologies LLC (BioTek), a leader in the design, manufacture and distribution of innovative life science instrumentation, for \$1.17 billion. The financial results of these businesses have been included in our financial results from the date of the close.

### 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. For details of Agilent's material plans, please see the [Agilent Form 10-K](#).

### Indirect economic impacts

- 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 and providing products and expertise for research in the life sciences, diagnostics and applied chemical markets.

### Our environment

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

- First, Agilent has an active sustainability program in which our ISO14001 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 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.
- Supplier selection and procurement decisions are also influenced by climate change considerations. Since 2004, Agilent has had in place a Supplier Environmental Social Responsibility (ESR) Code of Conduct, which we use to evaluate existing and potential suppliers on factors including adoption of sound environmental practices and conformance with relevant laws, regulations and international principles.



### Energy

Agilent has identified energy use as one of its significant and 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 has invested in over 5 Megawatts of solar photovoltaic (PV) power and new energy fuel server technology.
- Energy consumed in FY 2019 was approximately 146,000 MWh (525,000 GJ).

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

Agilent is working on 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.

For example, our new Agilent Intuvo 9000 Gas Chromatography (GC) system made significant energy reductions compared to the predecessor instruments, now using nearly half the power of a regular GC. The employed direct heating technology is a much faster and more efficient way to do GC and can run methods faster, in half the space (footprint), with using less than half the power normally required.

This adds to and aligns with our strategy from previous years, that most of the energy savings achieved are based on two key factors:

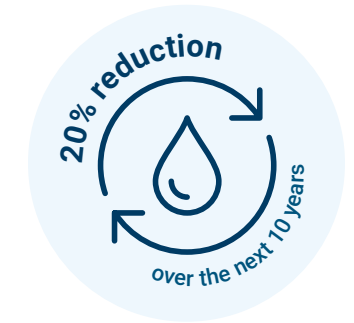
- The increased type and volume of tests that can be conducted, thus increasing tests per watt.
- Enhanced existing product features, thus bringing more measurement capabilities to the same product footprint.

Another great example of Agilent’s sustainable innovation is the 4210MP optical emission spectrometer that is the perfect alternative to the traditional flame Atomic Absorption Spectroscopy (AAS) technique. This instrument runs on air instead of combustible gases, leaving a much lower energy and carbon footprint.

Other sustainability-driven projects include the substitution of some of Agilent’s vacuum pumps with a new dry scroll pump range that does not use any oil, eliminating oil consumption and waste.

### Water

Water use has been identified as one of Agilent’s globally significant environmental aspects. The company has established a target of 20% reduction in normalized municipal water consumption over the next 10 years from an FY14 baseline.



#### Water withdrawal by source

Water withdrawal 1000 m3	2019	2018	2017
Ground water	136	157	173
Municipal water supplies or other water utilities	347	341	311
Total water withdrawal (volume)	483	498	484
Normalized withdrawal (m3/site sq ft)	0.137	0.141	0.145

### Emission

Agilent’s only direct emissions are the arisings from the on-site combustion of fuel for heating or local electricity generation.

#### Direct (Scope 1) GHG emissions

GHG emissions in metric tons of CO2e	2019	2018	2017
Gross direct (Scope 1) GHG emissions	9,192	7,518	8,195

Direct (Scope 1) GHG emissions by gas (CO2e)	2019	2018	2017
CO2	7,693	6,317	6,908
CH4	239	191	205
N2O	1,260	1,010	1,082

- **YTD global total (municipal consumption):** -4% normalized by operational sq.ft against the FY14 baseline:

- By Region: AP: +2%; EU: -5%; US: -3%

- **YTD global total (municipal consumption):** -13% normalized by site headcount against the FY14 baseline:

- By Region: AP: -18%; EU: -18%; US: -17%

- Groundwater is extracted from our sites in Turin (113,000 m3) and Manesar (23,000 m3).

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

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

GHG emissions in metric tons of CO2e	2019	2018	2017
Gross location-based indirect (Scope 2) GHG emissions	39,735	54,350	51,291
Total direct (Scope 1) GHG emissions	9,192	7,518	8,195
Total (Scope 1) + (Scope 2) GHG emissions	48,927	61,868	59,486

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

GHG emissions in metric tons CO2e	2019	2018	2017
Gross other indirect (Scope 3) GHG emissions	169,001	153,589	151,547

**GHG emissions intensity**

Scope 1+2 CO2e	2019	2018	2017
GHG emissions intensity ratio: MT of CO2e per site square footage	0.01283	0.01623	0.01627

**Reduction of GHG emissions**

	2019	2018	2017
Total GHG reductions metric tons CO2e	52	5,704	4,490
Projects commenced in FY19 and due to be operational in early FY20: Expected CO2e reduction (MT)	2,141		

**Emission of ozone-depleting substances (OOS)**

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.

**Nitrous oxides (NOx), sulfur oxides (Sox) and other significant air emissions**

Agilent has been reporting direct NO2 emissions since FY15.

	2019	2018	2017
NOx emissions (MT)	1,260	1,010	1,082
NOx intensity: factored against base figure: MT / Sq.ft.	0.000330	0.000265	0.00030

**Effluents and waste**

Waste is identified as one of Agilent’s significant Environmental Aspects. In FY19, the overall global waste diversion (from landfill) goal was 95% and Agilent narrowly missed this target, diverting 94.1% of all its wastes from landfill.

**Environmental compliance**

Agilent operates an Environmental Management System (EMS) and strategic sites operate under a single company-wide 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’s Environmental (EHS) Policy 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.

**Non-compliance with environmental laws and regulations**

In FY19, Agilent reported zero alleged regulation compliance violations and accordingly there were no monetary fines or penalties.



## Our products

At Agilent, we continue to dedicate 8% of our revenue each year to funding innovations in Research and Development. That consistent commitment continues to deliver innovative new products that are making a difference:

### LC/Mass Spec Detector iQ

This Single Quadrupole mass detector for Liquid Chromatography was developed specifically for chemists and chromatographers who will benefit from the intuitive design and greater level of confidence in results that come with mass detection. It can quickly confirm compounds and provide more specificity and selectivity than a UV detector, even for compounds that are chromatographically unresolved. Named Best New Spectroscopy Product by Analytical Scientist and The Medicine Maker 2019 Innovation Awards.



running anywhere in the lab. The Remote Assist feature allows users to immediately send a service request to Agilent. All these capabilities are designed to deliver reduced downtime and sustained instrument performance.

### Magnis

This new benchtop instrument provides a complete system for next-generation sequencing (NGS) library preparation. Fully automated, it self-detects and tunes, and delivers reproducible results, making it easy to assay multiple genes and complex genetic aberrations from genomic DNA including degraded samples. Magnis requires minimal NGS expertise to run and enables labs to perform complex NGS sample preparations with the press of a button. Silver award for Most Innovative New Product in Genomics by Life Science Industry Awards.

### 8890 Gas Chromatograph

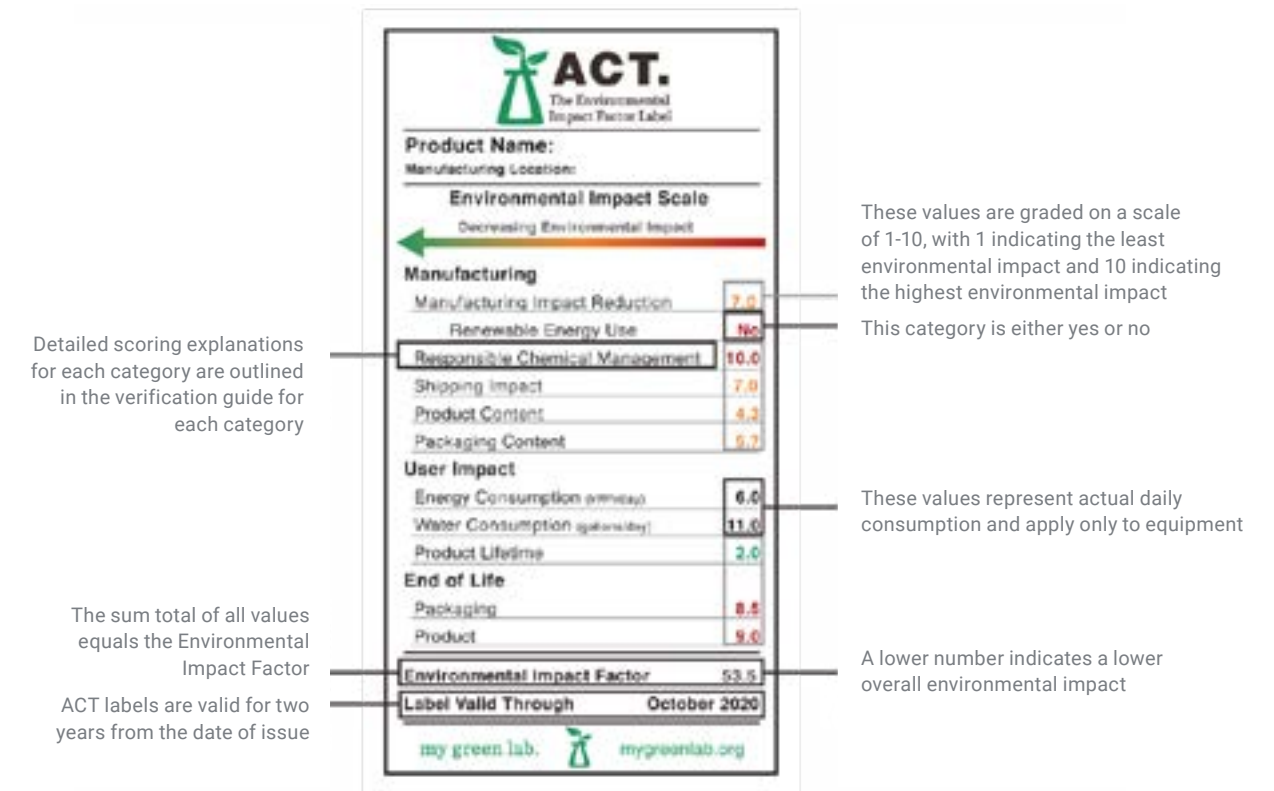
This system delivers fast and accurate results with flexible configuration capabilities to address specific analysis demands. When results are critical and instrument operation is a must, the 8890 exceeds expectations for uptime and accuracy, every time. Built-in intelligence enables remote connectivity and the autonomous, user-initiated system checks system health, alerting users to potential issues and suggesting solutions. Named Best Spectroscopy Product by Scientists' Choice Awards.

## Sustainable practices

Sharing insights, partnering with a leadership organization in sustainability

**In the spirit of partnership – working with even more people, groups and businesses to build a sustainable world – Agilent took several steps forward in 2019.**

- We have added an important new section to our website: [How Corporations Can Help Shape a More Sustainable World](#). We address the pillars of sustainability, the United Nations Sustainable Development Goals and more. We are working to help educate all people – customers, businesses and consumers – about sustainability and how we can all take steps to begin making a difference.
- In addition, Agilent has recently become a top-level sponsor of [My Green Lab](#), a nonprofit organization dedicated to improving sustainability of scientific laboratories. This [infographic](#) details the breadth and depth of the sustainability challenges facing this industry – underscoring the importance of supporting the work of My Green Lab.



*"We hope that our partnership with My Green Lab will encourage more businesses to commit to this cause. Sustainability must be a priority element in science and the scientific community. I'm proud of Agilent's leadership in collaborating with My Green Lab and bringing these practices to analytical instrumentation."*

– Darlene Solomon, Chief Technology Officer



## Sustainable packaging: Working to close the loop

With millions of products shipped daily in boxes, crates and more, sustainability in packaging is more important than ever.

### Taking a team approach

To drive more sustainable packaging at Agilent, Nick Valerio, packaging engineer from the New Product Introduction Team in Santa Clara, California, is leading Agilent's Incubator for Environmental Sustainability and Global Packaging teams. These teams are exploring and implementing many packaging solutions.

One important topic being addressed: the use of bio-based, not fossil-based, plastics. The world produces more than 400 million tons of plastics every year. Half of that is from plastic packaging and only 9% of it gets recycled, so a sustainable solution in this category would be a significant improvement.



Eberhard Obreiter, Software & DataSystem manufacturing engineer, and the Agilent team in Germany are leading the switch from plastic packaging to paper-based packaging for their software and data system components (such as instructional DVDs and thumb drives), eliminating 120,000 plastic boxes shipped each year.

### Repurposing waste and moving to recyclable materials

Incubator teams continue to conduct experiments with repurposing lab plastic waste into 3D printer filaments, which could be used globally at Agilent sites for prototyping. Filaments that can't be used internally would be dedicated to social enterprises. According to estimates, the world's bioscience labs generate as much as 5.5 million metric tons of waste annually, so repurposing lab plastic waste could truly have a global impact.



The team's initial efforts have saved about 530 lbs. in styrofoam peanut usage.



Like most companies, Agilent uses filler in our packing process to prevent damage during shipping. Our team in Penang, Malaysia, has begun replacing plastic-based styrofoam peanut-shaped filler with Kraft paper.



### Starting cold and staying cold: not easy

Temperature-controlled shipments are still an industry-wide issue. We continue to research and test alternatives to expanded polystyrene (EPS) coolers used in sites that ship products that must be kept at specific temperatures.

The work for these teams is challenging because there's almost always room for improvement.



### Paper is preferred

In the coming year, Agilent's Global Packaging Team will evaluate the use and implementation of sustainable paper-based filler at all of Agilent's manufacturing and logistics sites.

In the U.S., Agilent eliminated the use of plastic foams in over 25% of our packaging in 2019. For the packages that still required the use of foam, we implemented the use of a foam that contains 60% - 100% recycled content.

*"Even when we introduce an improvement, we continue to look for better ways. We're very proud of the forward-looking research and testing that we are doing, and we hope to add more improvements as we learn. Ultimately, we would love to see all packaging everywhere, from every company, become 100% sustainable."*

– Nick Valerio, packaging engineer from the New Product Introduction Team

### Coming soon: Sustainability info on product labels

This year, Agilent started the process of having our instruments independently audited to achieve the [Accountability, Consistency and Transparency \(ACT\) label](#). This respected label provides information about the environmental impact of manufacturing, and the use and disposal of a product and its packaging. This empowers buyers to make better-informed, sustainable choices. Samples of Agilent labels can be seen [here](#), with more to come in the near future.



### Supplier teamwork: observing, suggesting, improving results for all

Agilent is proud to be an active collaborator with customers and suppliers. At times, the actual help we provide may be as simple as a minor suggestion, but sometimes those small things can lead to great results.

For example, in 2019, we were working with a supplier whose product packaging shipments were creating minor labor and quality issues on our end.

The Logistics Inventory Storage (LFS) team in Little Falls, Delaware noticed that products were packed too loosely, causing movement during transportation and higher rates of damage. The oversized packaging also required extra storage space on shelves.

Agilent team members discussed the issue with LFS Procurement, and our buyer noticed that the packaging also led to excess freight costs.

#### Details make the difference

Working with Logistics, the Procurement team inspected the original packaging of each item, took dimensional and weight measurements, and noted issues in the current designs. Then the team reached out to the supplier to discuss learnings and team up to determine potential solutions.

Americas Logistics, Category Management, and Procurement Engineering collaborated with our supplier to develop new, more efficient packaging and shipment-lot quantities for 37 different part numbers.

The supplier happily made the packaging improvements, which, in the long run, helped their business and saved Agilent over \$100,000.

#### The best result

After right-sizing packaging and reducing shipping weight, those products are now more sustainable for all end-users.

### Manufacturing team improves efficiency, provides jobs for people with disabilities

Last year, the manufacturing team for the Biomolecular Analysis Division in Waldbronn, Germany was challenged to convert an existing assembly line to include a new, additional product without adding any production space. Line Supervisor Christian Scharf asked his team to gather all the problems they were facing, asking a simple question: What slows you down in your daily work?

The cross-functional teams started brainstorming and then developed an "Ease and Impact" matrix to simplify the problems. As the team started identifying improvements, it decided to focus on assembling devices and improving processes instead of interrupting its work to prepare one small but essential part.

**The solution? The team decided to outsource that task and support an important community organization at the same time.**

Agilent was already working with Lebenshilfe BBA, a nonprofit organization that provides employment opportunities for people with disabilities. The new Agilent work was awarded to Lebenshilfe BBA and today, many of its members are proud to be earning paychecks for their hard work, preparing small, important parts for use in one of Agilent's analytical instruments.



The workers of Lebenshilfe BBA, a nonprofit that provides jobs for the disabled, are now assembling small parts for our site in Waldbronn, Germany.

### Energy outlook: brighter every day

Clean energy clearly has a bright future at Agilent. In 2019, we increased our commitment to clean, reusable energy with the addition of three new solar sites that will provide a total carbon offset of 277 metric tons.

- In Middelburg, the Netherlands, a 120-kilowatt solar photovoltaic rooftop system was completed in May 2019. It is now generating about 108,000 kWh of power per year.
- The Lexington, Massachusetts, site started on a 660-kilowatt solar photovoltaic carport system in 2019, which was completed in January 2020. This project will reduce annual energy usage by more than 32%, while providing covered parking and stormwater management.
- A new solar photovoltaic carport for Singapore is one of the largest business-owned solar installations in the country. It is expected to reduce our carbon footprint by approximately 1.5 million tons. Started in 2019, the site went live in early 2020.

These three new solar installations are in addition to our impressive BioTek solar facilities, which are expected to offset 100% of the site's annual electricity costs well into the future. They rely on a five-acre, 500-kilowatt solar farm in Whiting, Vermont and an 88-kilowatt photovoltaic solar energy installation in Milton, Vermont.

### Second Bloom energy fuel server powers up

Agilent's commitment to sustainability took another major step forward in 2019 as our second Bloom energy fuel server powered up, this time in Little Falls, Delaware. The innovative 1.3-megawatt system converts natural gas into electricity by chemical reaction rather than combustion. It provides about 80% of Little Falls' site power, generates no emissions of smog, nitrogen dioxide (NO2) or sulfur dioxide (SO2), and offsets carbon dioxide emissions by about 3,500 metric tons per year. This is the equivalent of taking about 757 passenger vehicles off the road, while saving Agilent \$1.2 million in electricity costs over 15 years.

Related UN Sustainable Development Goals



### Analytica: Agilent plans its first carbon neutral event

Analytica – considered the world's leading trade fair for laboratory technology, analysis and biotechnology – presents a massive business opportunity for Agilent. But with well over 1,000 exhibitors vying for attention, how would Agilent stand out?

First, by starting well in advance. Work on this event began in early 2019, when Agilent's marketing experts decided the best approach would be to play to our strengths, as well as to market needs. Our booth theme became **"Better Results, Sustainably Inspired."**

But planners decided they wanted to do even more to stand out. They couldn't overlook the fact that while promoting sustainability, their attendance would negatively impact the environment – especially carbon emissions – by travelling to the event and shipping all the necessary materials.

The team hired Carbon Footprint Ltd. to lead an initiative that would offset the unavoidable carbon emissions, making Agilent's participation at Analytica a carbon-neutral event.



### From the Amazon rainforest to the Great Rift Valley, Kenya

Through Carbon Footprint Ltd., Agilent donated money in support of the Verified Carbon Standard project in the Amazon, the world's largest remaining rainforest, in [Brazil](#). This project works to prevent deforestation, and is expected to avoid the consequences of over 22 million tons of carbon dioxide equivalent greenhouse gas emissions, over a 40-year period.

In addition, in September, we supported the planting of 200 trees in the Great Rift Valley as part of [The Kenya Reforestation project](#), which also helped provide employment for impoverished people.

The planning team was thrilled to see [photos](#) of our actual tree planting event, complete with workers wearing Agilent t-shirts, and excited to use these images at Analytica.

### Along came COVID-19

Due to the global onset of COVID-19, the Analytica conference transitioned to a virtual event and rescheduled for October 2020.

While the team was initially disappointed, they translated their plans for an on-site booth to a strong virtual presence.

The group plans to continue responsible event organization, going paperless and plastic-free, and partnering with environmentally conscious vendors.



### Calculating Agilent's future carbon footprint at Analytica

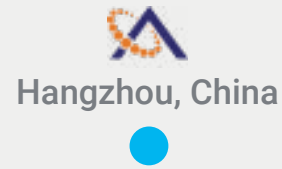
Agilent partnered with Carbon Footprint Ltd., which offers a great range of carbon offset projects meeting international standards as well as the Quality Assurance for Carbon Offsetting standards.

Based on data provided by Agilent, Carbon Footprint Ltd. developed an initial estimate of 20.23 tons of carbon dioxide that would be emitted by our Analytica participation. To ensure that our attendance would be carbon neutral, we volunteered to offset 10 times more than that estimate.

#### The carbon footprint assessment included:

- Site energy consumption (estimated)
- Hotel stays
- Car travel to and from events
- Air travel to and from events
- Taxi travel during events
- Freight transportation





# Our operations

## Our Business Growth

Agilent made substantial investments in the business in 2019, supporting both growth and research and development (R&D) capabilities.

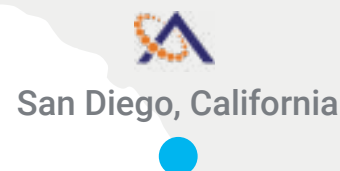
## Acquisitions



Early in our fiscal year, Agilent announced the acquisition of ACEA Biosciences, Inc., a developer of cutting-edge cell analysis tools. This purchase brings together two pioneers in cellular function and metabolism measurements focused on real-time, live cell analyses. ACEA has headquarters in **San Diego** and a large manufacturing and R&D footprint in **Hangzhou, China**.



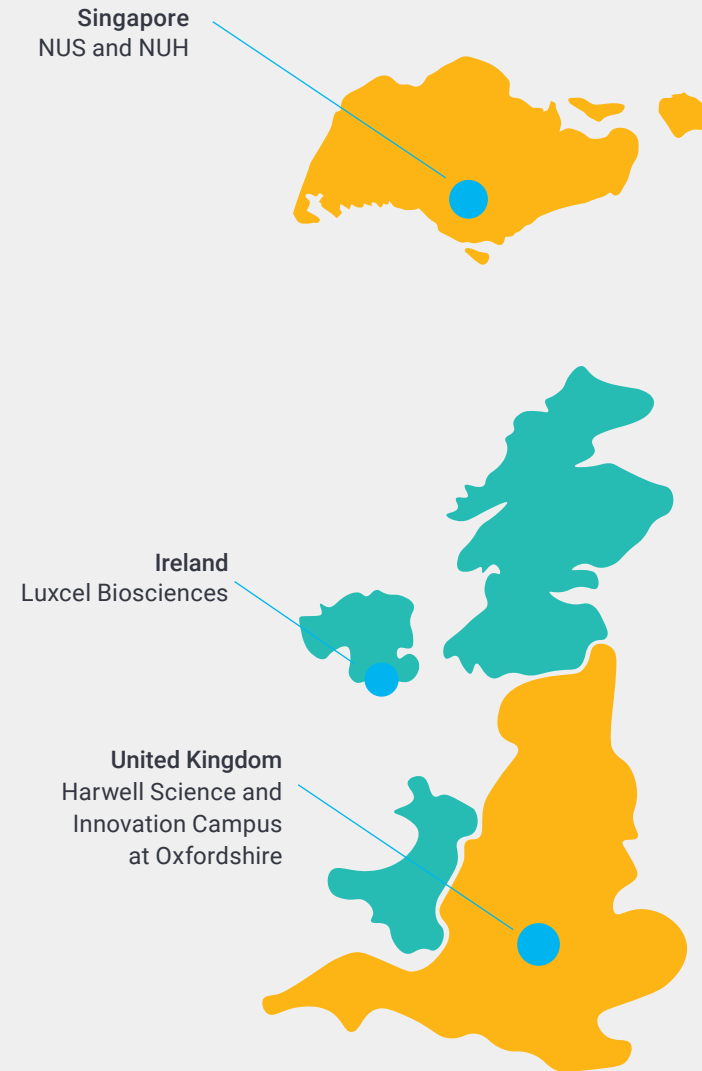
In August, we finalized the purchase of BioTek Instruments, a global leader in the design, manufacture and distribution of innovative life science instrumentation. The BioTek acquisition further expands Agilent's growing presence and expertise in cell analysis and strengthens the company's position in the large and growing immuno-oncology and immunotherapy areas. The business is headquartered in **Winooski, Vermont**.



## Three international R&D hubs opened

Agilent also invested in opening three international research and development (R&D) hubs in 2019. These top tier sites will facilitate global partnerships, collaboration and research among scientists, clinicians and industry partners, accelerating outcomes and improving the quality of life.

- Agilent partnered with the **National University of Singapore (NUS) and National University Hospital (NUH)** to establish Singapore's first integrated translational R&D hub: the **NUS-Agilent Hub for Translation and Capture**.
  - Working together, this team will use biochemical and analytical innovation and research data bioinformatics to develop new mass spectrometry clinical methods, initially focusing on cardiovascular disease and diabetes, with broader metabolic disorders and predictive bioanalytical panels into the future.
  - The facility comprises iconic laboratories at NUS and NUH, providing dedicated research space for international collaboration among scientists, clinicians and industry partners.
- In the U.K., Agilent opened a new **state-of-the-art facility for spectroscopy R&D at the Harwell Science and Innovation Campus at Oxfordshire**. The site will be a major hub for laser spectroscopy and includes the company's Laser Spectroscopy Center of Excellence, focusing on R&D in vibrational spectroscopy. The site also accommodates Agilent's Raman spectroscopy business.
- The company expanded its **growing cell analysis R&D capabilities in Cork, Ireland** with a purpose-built addition for Luxcel Biosciences business, acquired in November 2018.



# Agilent and COVID-19

Near the end of 2019, COVID-19 unexpectedly disrupted the world. When the novel virus was reported in China, we quickly stepped up, offering instruments, resources, expertise, scientific teams and management talent to address the problems facing China's academic and clinical organizations.

In January 2020, we donated equipment to four entities in China: [The First Affiliated Hospital](#), School of Medicine, Zhejiang University; Tongji Hospital, Huazhong University of Science and Technology; Wuhan Institute of Virology, China Academy of Sciences; and the [National Institute for Viral Disease Control and Prevention](#), Chinese Center for Disease Control and Prevention.

Additional contributions were made to other institutions so that global researchers could quickly ramp up and begin their work.

## Our ongoing fight against COVID-19

Agilent continues to support three major areas of COVID-19 work: infectious disease research; test development; and vaccine and drug development. See how we provide [information](#) to help researchers find the best potential paths to answers.

COVID-19 has touched all areas of our business. Here's a quick look at how we are addressing this crisis:

- We've been transparent and stayed in communication with our stakeholders. See some [frequently asked questions](#) about COVID-19 as well as our business.
- Many of our customers are using Agilent instruments and solutions in their laboratory flow for COVID-19 research. See the latest news about [their progress](#).
- We executed our [Enterprise Risk Management program](#), outlining our approach to managing our business during this global pandemic. Many employees are working remotely.

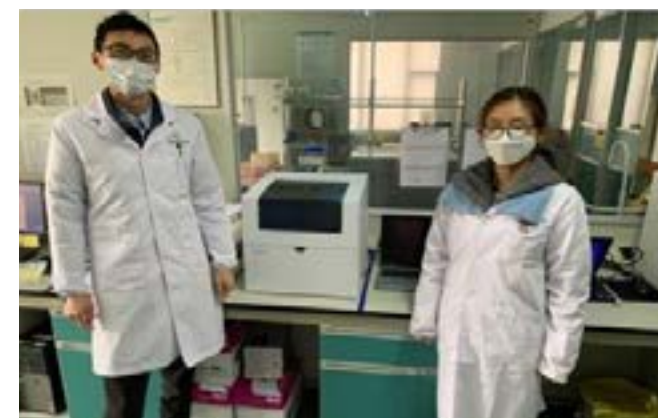
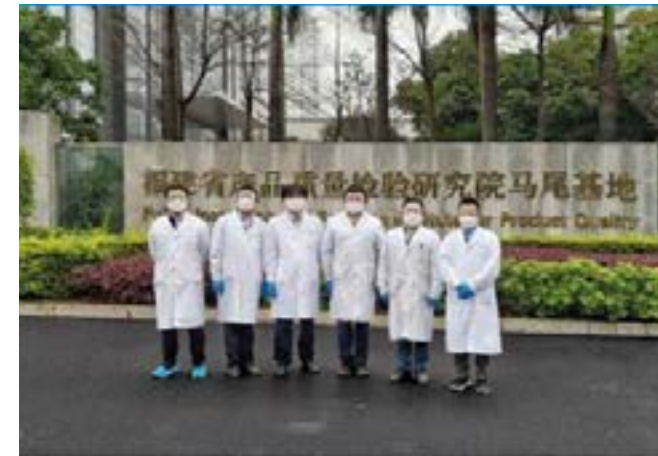


Moorthy Narayanaswamy, service business manager in Chennai, India, found a quiet and comfortable spot to work from home during the COVID-19 pandemic.

- [Digital solutions](#) are keeping research laboratories up and running during this critical time.
  - **Training:** We offer one of the largest bodies of [online learning](#) available in the industry. Our team has mobilized to offer more instructor-led virtual courses, marrying remote access with live instructors, real-time exercises and discussions. Over 50 multi-lingual courses are now available.
  - **Field service, repairs and installations:** On-site service and installations are still available, following strict social-distancing protocols. In addition, new virtual access options allow our technicians to remotely address complex service issues, almost as if these experts were on site. Calls and WebEx meetings are always an option, and our online Agilent Community allows customers to be an amazing help to each other as well.

## Employees partner to help

- At the onset of the pandemic, we made our own hand sanitizer. [Read about Project Nightingale here](#).
- Nursing homes and other medical facilities in Ankeny, Iowa needed protective face shields, so Agilent came to the rescue. [Learn more here](#).
- As COVID-19 spread, the number of volunteers everywhere dwindled – but help was desperately needed at the Singapore Food Bank. See how the [Agilent Singapore site's REACH program](#) helped.



# Customer health and safety

At Agilent, 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 earns customer loyalty by providing trusted answers through continuous improvement of products, services and interactions of the highest quality and greatest value.

## Assessment of the health and safety impacts of product and service categories

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

## Marketing and labeling

Agilent complies with required labeling for substance identification in our products in accordance with regulations and safe use guidance for products produced by Agilent.

## Requirements for products and service information and labeling

Annually Agilent communicates materials specifications through "General Specifications for Environment," shared with suppliers to inform them of banned chemicals/materials that should not be included in material/parts/products purchased by Agilent to ensure compliance with global regulations and minimize the environmental impact of its products and operations. Agilent also provides Safety Data Sheets with Agilent and third party-provided chemicals supplied stand-alone or with products for safe use.

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

## 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, and 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 Lei Geral de Protecao de Dados and 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 can be found in our privacy statement [here](#). Agilent is unaware of any complaints regarding breaches of customer privacy or loss of data. Agilent has appointed a Data Protection Officer to comply with the requirements of the GDPR and 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).

# Our people

## Employment

Agilent is positioned to become a leader in innovation, creativity, problem-solving and organizational flexibility. As a company, we must be able to address work/life balance challenges and leverage diverse perspectives, talents and teams to meet this global challenge. 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. Company policies and practices support global diversity and inclusion and work/life success. Agilent is committed to creating a diverse work environment and is proud to be an equal opportunity employer.

## Agilent benefits

Our benefits are offered to eligible employees and comply with local legal requirements. Agilent has a number of programs and policies designed to help employees in its diverse workforce manage their work and personal lives while meeting company objectives for business success:

- Flexible work hours
- Holidays
- Flexible time hours
- Flexible work arrangements
- Leaves of absence
- Health and welfare benefits
- Retirement plans
- Employee and Family Assistance Plan
- Competitive medical, dental, disability and life insurance plans
- Employee Stock Purchase Plan
- Parental leave

## 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.

### Human rights and labor policy

Our policies and practices require Agilent to conduct our business with uncompromising integrity and to promote human rights within the company's sphere of influence.

### Employee Volunteer Time Off

Agilent employees may use up to six work days per year to volunteer at charitable organizations that meet Agilent's program guidelines.

### Privacy policy

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, and 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.

### Employee diversity and inclusion

Agilent's commitment to diversity, equity 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, inclusion, accessibility and work/life balance, including:

- Non-discrimination policy
- Harassment-free work environment
- Education assistance program
- Employee assistance program
- Employee network groups
- Unconscious bias training
- Balanced approach between campus recruiting and experienced hiring
- Flexible and part-time work schedules when possible





**For 2020, we have established new measures in the areas of employee perception, leadership gender diversity and pay equity to ensure we deliver on our commitment. We also recognize there's always more work to be done. We are committed to making Agilent the best place to work for everyone.**

**Occupational health and safety**

Agilent Technologies operates under a company-wide environmental, health and safety management system (EHSMS) that applies to Agilent design, development, manufacturing, distribution, and sales and service operations worldwide. The EHSMS provides a framework for Agilent's business operations to make decisions regarding their environmental and Occupational Health and Safety (OHS) activities in response to changing internal and external factors. The EHSMS is supported by key processes focused on planning, implementation and operation, checking and corrective action, and management review.

Agilent reviews its OHS aspects annually. Each region conducts its own local reviews, which are consolidated into a Global OHS aspects and impacts register. Those OHS aspects that attain the highest (risk) scores are either assigned objectives and targets for the current year or, if they are business fundamentals, will have associated programs established to ensure compliance and implementation of risk-based management approaches. Performance related to these objectives and programs is monitored and reported to senior management at least quarterly and identified in quarterly business reviews. Formal Management Reviews are held twice annually to report current OHS performance to senior management. Any deviations from target are noted, and corrective actions or changes to strategies are identified for approval.

**Training and education**

Training at Agilent takes several forms: face-to-face classroom experiences, on-the-job learning, virtual classroom events and self-paced e-learning.

- One hundred percent of Agilent employees receive regular performance reviews.
- In 2019, approximately 99% of our Agilent employees completed training activities, with over 156,000 documented instances of training, including over 150,000 self-paced online course completions.
- Employees average 32.6 hours of training per year per person, including both regular and temporary.

**Programs for upgrading employee skills and transition assistance programs**

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. 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 their current skills 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.

### Diversity and Equal Opportunity

Agilent has a longstanding commitment to diversity and inclusion. Agilent recognizes the potential of every employee and continues to strive to make our values a true part of the company culture. Agilent has been recognized by Forbes as one of America’s Best Employers for Diversity 2019 and one of America’s Best Employers for Women 2019.

Agilent tracks gender diversity on a global basis. The company measures the balance of male and female employees at various levels in the company, as well as hiring and attrition rates for men and women.

As part of Agilent’s commitment to diversity and inclusion, Agilent’s CEO has joined more than 900 CEOs around the world in CEO Action for Diversity & Inclusion. See our [2019 Diversity and Inclusion report](#) and our [EEOC report](#) for details.

#### 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 mid-point of the pay range for the assigned job.

#### Ratio of average compa-ratio men/women

Employee categories	Male	Female	Male/Female
Leadership (Officers, Execs, SMs)	.99	.97	1.02
Tech	.94	.92	1.02
Non-Tech	.93	.93	1.00
<b>Total Global Workforce</b>	<b>.93</b>	<b>.93</b>	<b>1.00</b>

#### Percentage of board members by gender and age group (under 30; 30–50; over 50):

Male/Female	72%/27%
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	62%	71%
Female	38%	29%

#### Percentage of employees and managers by age group (under 30; 30–50; over 50):

	Employees	Managers
% Under 30 years of age	15.6%	0.8%
% 30-50 years of age	60.6%	63.8%
% Over 50 years of age	23.8%	35.4%



#### Human rights

Agilent acknowledges and respects the fundamental principles contained in the Universal Declaration of Human Rights. Agilent’s core values and culture reflect a commitment to ethical business practices and good corporate citizenship. Our policies and practices require that we conduct our business with uncompromising integrity and promote human rights within the company’s sphere of influence. In terms of child labor, Agilent condemns all forms of exploitation of children. Agilent will not recruit child labor and supports the elimination of exploitive child labor. Agilent is unaware of any operations or suppliers identified as having significant risk for incidents of child labor.

#### 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 [Agilent Supplier Code of Conduct Policy](#).



# Engagement

## Planting Mangrove Trees in Malaysia

Agilent Malaysia Employee Community Social Services (ECSS) Environmental Pillar members and Environmental Health Services developed an outreach program for the Malaysia team. They used their Volunteer Time Off (VTO) hours to plant mangrove trees, which prevent beach erosion and protect sea animals and water quality. Volunteers met at the Mangrove Forest Education Centre in Penang, where they learned about the importance of mangrove forest preservation, toured part of the forest and spent their day planting trees in the woods.



## India Kids' Science Day

Agilent India hosted Kids' Science Day for children of employees in June 2019. More than 200 children, aged 5-17, participated in fun and educational activities.



## Family Day in China: Record-breaking attendance

China's 2019 Agilent Family Day broke previous records with more than 2,000 employees and family members attending events in Beijing, Chengdu, Guangzhou, Hangzhou, Qingdao, Shanghai ATS, Shanghai Litong and Shengyang. More than 300 employee volunteers helped make Family Day possible.

For the first time, the Shanghai Family Day was celebrated at the Shanghai Science and Technology Museum (SSTM), where more than 800 employees and family members participated. In addition to a tour of the museum, volunteers from both Agilent and the SSTM delivered several popular science classes for kids using Agilent After School science projects. Agilent and the SSTM have built a strong partnership, promoting science, technology, engineering and math (STEM) education and careers.



## Ankeny team wins trophy, 25 medals in local corporate games

Agilent colleagues in Ankeny, Iowa, joined forces for some local competition, taking on other corporations in the area. About half of the site's 85 employees participated, and the team brought home 25 medals: 12 gold, seven silver and six bronze.



## Check Your Blind Spots – Unconscious Bias Tour: Reducing bias, improving inclusion

A flashy painted bus, proclaiming, “Check Your Blind Spots – Unconscious Bias Tour,” rolled up to Santa Clara, California headquarters last year, providing a unique education on wheels for Agilent employees.



Employees were encouraged to take the “I Act On” pledge: “I pledge to check my bias, speak up for others and show up for all,” then post a photo to spread the word.



The Unconscious Bias Tour bus entertained and educated employees using virtual reality and gaming.

This special event was made possible through [CEO Action for Diversity & Inclusion™](#), the largest CEO-driven business commitment to improve diversity and inclusion within the workplace in the U.S. Agilent joined the organization in 2018.

The interactive multimedia bus was fully loaded with virtual reality and gaming technology, designed to help participants better understand and recognize unconscious biases – blind spots – that can narrow vision and influence everyday decision making.

### Helping employees recognize bias

Activities included “Wake Up Call,” where participants listened in on realistic conversations to identify potential bias, participated in virtual reality interactions, and considered taking the “[I Act On](#)” pledge to demonstrate their personal commitment to inclusion.

“The tour was a fun and innovative way to learn more about unconscious bias and how it may show up in the workplace,” said one participant. Another added, “We all have our own story and we all want to be included.”

### Additional training for leaders

As part of our advanced training for senior leadership, an optional “Managing Unconscious Bias” training was provided; more than 50% have taken the course to date. Executives have also enrolled in this training, with 90% having completed the course.



### Sonia Kapoor: Her singlehood story

Last fall, India Today highlighted a major societal trend in the country: independent Indian women and their embrace of a single lifestyle, also known as “singlehood.” Sonia Kapoor, an attorney in Legal Global Contracts, shared her singlehood experience, along with eight other women in a story called, “Brave New Woman.” Kapoor was featured on the cover of the publication, the country’s most widely circulated magazine. [Read the full article here.](#)

## Employee Network Groups: Bigger and better than ever

Agilent employees now lead Employee Network Groups (ENG) in every region, creating opportunities for personal growth, professional development and career networks around the world.

"Our ENGs share a common purpose," said Annette Leder, vice president of Finance and ENG executive sponsor. "They bring employees together in ways that help them feel accepted, included and heard, and that's something that's important to everyone."

Members are quick to point out that Employee Network Groups provide outstanding opportunities to learn and grow, personally and professionally. "Our meetings attract a wide range of people from all levels of the organization, from newer and early career employees to senior leaders and decision makers," said one member. "It's an easy and safe way to share ideas that otherwise, may not be heard."

All employees are welcome to attend or join any Employee Network Groups and activities:

- Society of Women Engineers@Agilent, our first ENG, promotes opportunities for women in engineering and other technical careers.
- INSPIRE, in Denmark, aims to help newcomers in particular develop around-the-world networks and further their career through its buddy program and activities.
- 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 has active chapters in Australia/New Zealand, Santa Clara, Carpinteria, Delaware, Germany, Korea and Singapore, in addition to a virtual global Instrument Manufacturing group.

## How Women@Agilent helped Kaul change careers

Last year, Sonu Kaul recognized it was time to shift from her successful career path and aim for something new, thanks to lessons learned from her Women@Agilent group. She hopes that sharing her story will encourage others to pursue their dream careers.

### From Sonu Kaul:

*As a mother of two children and a volunteer at a non-profit organization helping victims of domestic violence, I found that I preached a lot, especially with statements like, "Step outside your comfort zone for growth and change."*

*At times, I asked myself if I was heeding my own advice. I did take up new activities like hot yoga and classes at a community college, but it wasn't enough. I knew I wanted to try something different professionally, but that's easier said than done.*

*I was in technical support management for over five years, and it was familiar to me. I was neither bored nor unchallenged. I had a great team and my colleagues were fantastic, so it was an ideal situation. The age-old saying "If it ain't broke, don't fix it" nagged me, and I did what many folks in my state would do: I did not fix anything.*

### Learning from shared experiences of participants

*As I started attending Women@Agilent Santa Clara events, I met many people (mostly women and a few men, including our CEO) from different departments and learned something valuable from every session. I found most people were open and even vulnerable when they spoke about their struggles and wins.*

*The most critical lesson for me was learned by listening closely to these women who were sharing their experiences. I realized even the most successful leaders were not perfect – they did not have all the answers – but they were resilient, curious learners who continually challenged themselves.*

*This was a turning point for me. It gave me the confidence to embrace the uncertainty and change something that was not broken. I realized that continuing to stay in my safe, predictable space would be a disservice to me and no one else.*



Sonu Kaul, Ph.D, On Demand Services program manager

### Choosing roles, losing the hesitation

*Having done my homework, I looked closely at open jobs and applied for my current position in SSD Marketing in 2019. It was a different role, but I made sure I met 70-80% of the job requirements, another valuable lesson I learned at Women@Agilent events. Unlike men, females tend to only apply for jobs when they match close to 100% of the requirements, which limits their future opportunities. After a series of tough interviews, I got the job.*

*The excitement and nervousness I felt made me remember how I felt when I first joined Agilent in 2008. As I shared my news with a few folks in the group, I got nothing but encouragement from all the women and men. It felt like everyone was rooting for me.*

*I have been in my new role for a little over 12 months now, and I am happy that I stepped outside my comfort zone. My partners in Women@Agilent gave me the confidence to know that it is not always about just how fast or far you go in your career. It's all about losing the hesitation and having the courage to want to grow, vertically or laterally.*

*I feel grateful for the people who surround me in my personal and professional life, for Women@Agilent Santa Clara, and I am most grateful that I pushed myself to try and improve something that was not even broken.*

## Agilent CTO named to top 25 women leaders in biotech



Darlene Solomon, Senior Vice President and Chief Technology Officer

[Healthcare Technology Report](#) announced its 2019 Top 25 Women Leaders in Biotech, and Agilent's own Darlene Solomon, senior vice president and chief technology officer, is on the list.

Each year, the publication honors women in key roles for some of the most important global companies shaping the future of biotechnology. The evaluation process included a detailed review of the depth of professional experience as well as the caliber of career achievements. The report also noted, "These women have demonstrated a commitment to the advancement of biotech."

### Recognition

Forbes Best Employers for Diversity 2019

Forbes US Top Employer for Women 2019

Great Place to Work Certified Best Workplace for Women in Greater China 2019

2019 Best Family Friendly Management Company, Korea Minister of Gender Equity and Family

# Diversity & Inclusion

## Two lessons learned through SWE@Agilent

In 2019, Kelly was a member of the Agilent delegation that attended the national Society of Women Engineers conference. She attended dozens of workshops, but two were especially eye-opening. She surprised herself with how she put that knowledge to work.



### From Kelly Beckerman:

I read about the Agilent Society of Women Engineers group—SWE@Agilent—on the intranet at work. My manager approved me joining the group to travel to the national SWE Conference.

Before I ever got there, the SWE@Agilent team was in touch with attendees. At first, there was pre-work that had to get done, and then there were meetings to organize members that were attending, and later, there were even opportunities to network and build friendships cross-country during the event in Anaheim. It was a great networking opportunity.

I went to so many sessions during the three-day conference, but two sessions in particular really struck a chord with me. One was, “The Power of Personal Branding,” and the other was called, “Sorry, Not Sorry.”

*“The Power of Personal Branding” resonated with me because it was a big reminder of how important your personal brand is. It’s about how others perceive you and how that can play a powerful role in your career and in life. The presenter pointed out that you can negatively impact your personal brand by apologizing unnecessarily and this tied in perfectly with the theme of the other session.*

### No apologies necessary

*“Sorry, Not Sorry” was a great discussion about how many times a day we – especially women – apologize for something when we really mean “excuse me,” “thank you,” or “I appreciate that ....”*

*I realized that I’m one of those women who says, “I’m sorry” all the time. This can downplay my importance, or the importance of what I’m trying to say to someone. And it can also directly impact my personal brand. I want my brand to be strong and positive, not apologetic. So that was a great insight for me, and I have really been working on getting rid of that phrase unless I truly mean it.*

*I felt so passionately about the topic that, after I returned from the national SWE conference, I decided I wanted to share my learnings with others. I used my notes, did some additional research and created my own version of the presentation. I actually delivered it to an audience of about 80 people during a SWE@Agilent event.*

*I tend to be a nervous presenter but delivering a topic that I feel so strongly about, to an audience of SWE@Agilent members, made all the difference. It was a great opportunity to practice and polish my presentation skills and gain confidence in a safe environment with my SWE peers.*

*It’s wonderful to be part of a supportive organization where everyone has the opportunity to share their knowledge, help others build a skill or even just inspire others. It’s helped my professional growth and given me so much more confidence. If I was asked to present again on a topic that I’m passionate about, I’m 100% sure that I’d sign up.*

## Singapore employees share their cultural diversity



A Cultural Diversity Fair was one of several ways Singapore employees celebrated their many unique cultures.

Diversity and inclusion are Agilent strengths, so it’s fitting that one of Agilent’s most diverse sites – Singapore – celebrated the power of diversity for an entire week to coincide with the United Nation’s [World Day for Cultural Diversity](#) on May 21. Singapore site employees represent more than 19 nationalities.

From a simple pop quiz to wearing traditional national clothing to the main event – a Cultural Diversity Fair on May 23 – employees celebrated by sharing food and engaging in group activities. More than 10 booths in the cafeteria offered traditional delicacies and gave employees opportunities to try games and crafts from other cultures and nationalities.

### Leaders show strong support, commitment

Site leaders, including Woai Sheng Chow, vice president and general manager, OFS Global Instrument Manufacturing & Singapore Country General Manager

along with Fabrice Thomas, vice president, OFS Global Supply Chain, Chee Beng Lim, senior director, WW Service Parts and Asia Pacific Logistics, and David Cheong, Channel Sales and Development director, South Asia Pacific & Korea, Laboratory Solution Sales, Agilent Singapore (Sales) Pte Ltd., showed their strong support as they took on the role of preparing and serving the traditional delicacies.

“Events like this showcase Agilent’s commitment to both a diverse workforce – one made up of individuals with different identities, experiences and perspectives – and an inclusive environment in which we respect and value each person,” says Dr. Vimala Sreenivasan, associate VP, sales South Asia Pacific & Tech Touch & Singapore site GM. “It is this uniqueness of individuals that continues to inspire Agilent and all of us to build a better future.”

Related UN Sustainable Development Goals

# Our Communities

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 Foundation and 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 under-represented in the technology industry. Each year Agilent employees throughout the world devote thousands of volunteer hours to increasing student interest in science and other community activities. Agilent employees make their communities a better place to live and work through their generous contributions and volunteerism efforts.

Agilent's Volunteer Time Off (VTO) program allows eligible employees to take up to six days of paid time off each year for volunteer activities with charities and organizations.

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

The Agilent Foundation matches those employee contributions dollar-for-dollar, doubling the employee donation and allowing the Foundation to support our employees' preferred charities.

In addition to the Giving Program, the Agilent Foundation supports other initiatives to enhance, enrich and support the communities in which Agilent operates.

## Volunteer Time Off: Four employees set out to change the world

Last year, thousands of Agilent employees volunteered their time and energy to make a difference in thousands of different ways. Many of these individuals took advantage of Agilent's VTO program, which provides up to six paid days a year to volunteer at approved nonprofits. Here are the inspiring stories of four employees who set out to make a difference — and did.

[Rob Braaten](#)

Sierra Leone, Africa

[Sharon Tran](#)

OzHarvest, Australia

[Diego Diaz-Ramos](#)

Spain

[Traugott Maurer](#)

Bahnhofsmmission, Germany



## Building partnerships, equal treatment and better health in Sierra Leone

From Rob Braaten, service and sales representative, Canada:

*It was absolutely life changing.*

That's what I'd say about my volunteer experience. My wife, Ellen, is a teacher, and she had volunteered with the Freedom Tree organization in Sierra Leone four times and loved it. She tried to get me to go and I never could schedule the time, but thanks to the VTO program at Agilent, I finally made it work. From Canada, it took us about 24 hours to get to the city of Bo, which is the second-largest city in Sierra Leone. That's where Freedom Tree

arranged for us to stay in a small guest house. We had a simple, comfortable room with bucket baths and indoor plumbing. There was an outdoor kitchen and the staff cooked our meals over a charcoal fire. We enjoyed local food, whatever the staff would eat, and it was quite good: lots of fresh mangoes, pineapple, bananas, greens, chicken and fish.

### Our schedules: never a dull moment

For the first week, I supported Ellen and her colleagues as they led a workshop for local teachers, showing them how to run an after-school girls' empowerment program. The initiative was envisioned by the Sierra Leone Freedom Tree staff and designed by Ellen.

For our second week, Ellen and her colleagues organized a three-day weekend camp for children enrolled in

# Our Communities

Freedom Tree's educational sponsorship programs, so I worked there. On the other days, we traveled to remote villages to help in medical clinics. I could go on and on about our amazing experiences, but I think it is better to give a summary of the main events of our trip. Let me tell you about the things that stand out for me.

## Girls Advocacy Movement: providing a different perspective

Throughout the weeklong Girls Advocacy Movement workshop, we encouraged teachers to provide a safe place for girls to learn and to create an environment where girls are treated as equals to boys in all subjects.

In Sierra Leone, most of the teachers are men, since few women have the educational qualifications to teach. Girls are seen as family support, so the choice is often made to keep them at home to help with laundry (done in buckets after hauling water!), cooking, and caring for younger siblings. This means that many girls fall far behind academically and eventually drop out of school.

We taught the lessons using positive and engaging teaching techniques which were new for most of the participants. Generally speaking, the educational system is very strict and punitive — maybe due to trying to control upward of 50 students in a class!

## Participants: inspired, eager to deliver new program

The teachers were hungry for training and very engaged in the workshop. They were excited to learn how to work with students in a positive way so they would love school and want to continue their education in a nurturing setting, without threats or harsh discipline.

They were also very interested in the Girls' Advocacy Movement and committed to taking the fun after-school program back to their students. I think the teachers were eager to share their learnings about health and hygiene, the importance of staying in school and why equality is important to their futures.

It really helped for me to be there in a supporting role, helping Ellen, who was in charge. We were able to model an equal and healthy relationship — where I was supportive



partner and she was taking the lead. This willingness to have a woman in a leadership role with a man supporting her was revolutionary to some of the male teachers, but I think we demonstrated that it could work very well.

## Children's' camp: opening eyes and minds

Our "Dreaming Big" weekend kids camp was a lot of fun. Picture about 100 kids arriving from all over Sierra Leone. Many had never been out of their village before, so it was a big deal for them to travel and meet people from different areas. I think it really opened their eyes to a bigger world and greater possibilities for their futures.

Ellen had worked closely with Freedom Tree's local partners over the past year, so the event felt like a wonderful collaboration of common vision. The local young people who served as counselors were inspirational role models and will stay in touch with the children in their home communities.

I have some background in education, so at camp, I put my training to use and taught art and music classes. I also played MANY cooperative games.

## Key camp goals: health awareness and self-advocacy

An important part of the camp was teaching the children, aged 6 to 20, about health topics such as "Managing Emotions," "Handwashing," and "Puberty/Sexual Health." The taboo subject in Sierra Leone is that around age 13-15, girls are often required to undergo "initiation," or female genital mutilation. With the support of our local partners, we discussed this highly sensitive topic with the teenagers.

The goal was to help these girls understand what is happening with their bodies and let them know that it's OK to talk about it. They can express feelings, opinions and questions and, if they wish, they can choose a different path for themselves.

Most of the girls are orphans and self-advocacy is very difficult, but it so important for them to be empowered with accurate information and have it delivered by local partners who understand their situations. Feedback has been very positive, and we feel like this camp was such a good step forward.

## Medical clinics: great needs, many people, few supplies

We had several medical personnel on our team, so on our off days, we went to remote villages with limited access to medical care and helped with physician and nurse consultations.

The Bo area has over 600,000 people with one hospital and very sparse supplies. I learned there is only one oxygen tank for the whole hospital, and it's shared where it's most needed. People die every day there simply because there's not enough equipment, medical expertise or basic supplies. The power supply is not consistently available. There's a general lack of education, with almost no basic health or medical instruction.

Ellen and I were extra hands at the clinics: signing people in, fetching supplies, and keeping kids and families entertained when the wait was long.

I often had the role of standing in the hot sun, dripping with sweat, as I entertained the waiting kids and families by playing guitar and singing with them. Music is universal and it was surprising how much we all enjoyed this.

## Getting there: cars and canoes

Transportation was a 4x4 on dirt roads — sometimes with working air conditioning, sometimes with open-window, dusty ventilation — and it was a very bumpy and slow ride as we negotiated the huge gullies caused by erosion. It was amazing how the driver could figure out the route with no road signs to follow.

One day we had to travel by dugout canoe, a rather frightening trip over a fast-flowing river, to get to a village. It was nerve-wracking, but we made it.

I'd never been to West Africa in this capacity, getting out into the villages and really seeing the culture clearly. People were so welcoming. Given all the strife and troubles they've

# Our Communities

experienced (civil war, Ebola, AIDS), you'd expect them to be harsher, harder. But they were friendly, kind and often generous. In the villages, few people spoke English and my command of the local languages was very minimal, so we communicated with smiles, handshakes and gestures. Thankfully, we had local interpreters with us who could communicate the more important messages with clarity.

## Takeaways: more than expected

One of the best takeaways from this trip is the great relationships we're building. Ellen and I have several people that we now communicate with through WhatsApp and we're really hoping we can go back to see them at some point.

Ellen also communicates through online meetings in order to remotely support the initiatives we were involved in and she really loves to hear how things are going.

I think that sometimes, we expect that trips like these will be pretty straightforward: you'll fly in and help, and then you leave and it's all over. But it's not — it's so much more than that. It becomes a part of you. And it's not a one-way street either as your lives become intertwined. I learned that we're actually building relationships for the long term and helping each other grow and learn.



## In Germany, he helps people when life gets out of hand

From Traugott Maurer, production supervisor, Waldbronn:

*I have been employed by Agilent for 48 years and work as a supervisor in production in Waldbronn.*

Three years ago, I attended an external workshop called "Preparation for Retirement." It gave me a lot of ideas about what a successful and healthy exit from working life might look like. I am planning to retire next summer, and it is important that I have meaningful work after my active working life. So I began searching for such an activity, and found the [Bahnhofsmision](#) in Karlsruhe. I spend two days per month there and find it a great perk that Agilent supports me with six days of VTO per year in my volunteer work.

## The history of the Bahnhofsmision

The Bahnhofsmision is a Christian aid organization that provides free assistance to travelers in need at 105 train stations across Germany. Sometimes life gets out of hand. Then people need help. The Bahnhofsmision helps everyone. There is no registration or requirements, and it's free of charge. We help people:

**When traveling:** We provide information and assist in communications and translation, helping passengers board, disembark and change trains. We also assist with accommodations, wheelchairs, luggage trolleys and lifting platforms and accompany children travelling alone.

**In acute need:** This includes people who have no phone, no place to sleep, who are hungry and thirsty, who have been robbed, or who are hurt, sick or weak.

**In existential emergencies:** These people may be homeless or refugees with nowhere to go. They are people who may be addicted, sick, impoverished or desperate.



## My work at the Bahnhofsmision

My duties are varied. The spectrum ranges from accompanying blind people on the platform to making coffee for the guests and cleaning the rooms at the end of the service. I prefer to walk around in the station and on the platforms.

Every day about 60,000 people pass through the station in Karlsruhe, often in great haste and with no view for the neighbor. It's amazing when you consciously look around to see who needs help — there are many, and you also receive a lot of gratitude.

I am glad that I have found this activity, and I have discovered for myself that those who help other people are often the most gifted.

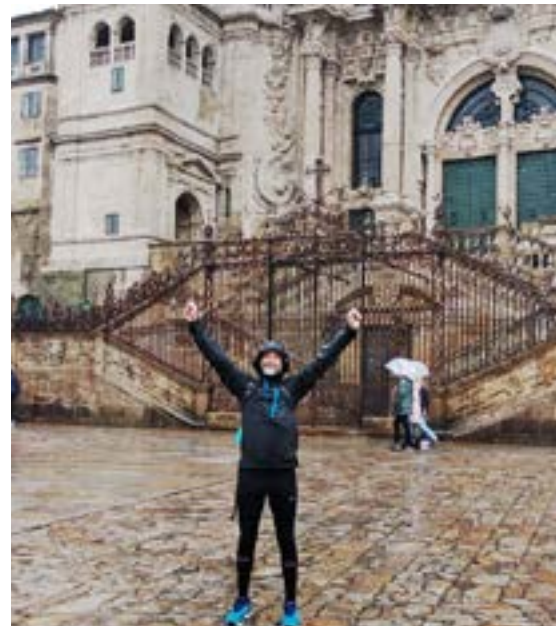
# Our Communities

## Racing for a cure, breaking world records in Spain

Diego Diaz-Ramos, OFS manufacturing in Waldbronn, Germany

A fierce running and cycling competitor, Diego used a week of his Volunteer Time Off to raise funds and awareness for [NUPA](#), an organization that supports children with chronic intestinal failure.

Diego was jubilant as he finished his journey at the Cathedral of Santiago de Compostela in an amazing 4 days and 3 hours — breaking the world record of 4 days and 15 hours. But the most important part of winning for Diego: raising over €3,000 for the children and families of NUPA.



In May of 2019, Diaz-Ramos headed out at 6 a.m. to compete in the grueling Camino de Santiago duathlon, running 100 kilometers, biking 570 kilometers and running another 100 kilometers. He started at the famous Cathedral of St. James at Roncesvalles and followed the rough, decades-old trails of pilgrims headed for the tomb of apostle St. James at Santiago de Compostela.

## Preventing food waste in Australia

From Sharon Tran, DGG Sales, Australia:

*This year, I decided to use my Volunteer Time Off with [OzHarvest](#) because of my passion for food and preventing food waste.*

OzHarvest is a food rescue organization that collects excess food from supermarkets, restaurants and cafes to help prevent food waste and eliminate hunger by redistributing to charities. Since 2004, this organization has rescued 37,000 tonnes of food, which is the equivalent of 109 million meals.

It has many programs that teach people awareness about food waste, and this year I volunteered for the Nutrition Education Skills Training (NEST) program, which runs one day a week for six weeks.

## Teaching the vulnerable healthy eating, low-cost, resourceful meals

The NEST program is an educational program teaching people in need how to nurture themselves through healthier food choices and preparation, taught with fun activities and hands-on cooking. The workshops are based around healthy eating choices, low-cost meal planning and correct food storage to minimize food waste. Most of the ingredients used in the workshops were rescued.

As volunteers, our job was to help set up for the workshop, ensuring each workstation had all the necessary equipment, ingredients and recipe cards to prepare the recipes for that day. We assisted with small group activities, giving guidance to participants and encouraging them to share their experiences.

In the kitchen we helped monitor cooking times and washed dishes (thankfully, there was a dishwasher, so we just loaded, unloaded and dried the dishes). After cooking, we sat down and had a wonderful meal together and got to know everyone. At the end of the workshop, we packaged leftovers for participants to take home before clean-up.

## One in five bags of food wasted daily

What I have learned through volunteering with OzHarvest has been insightful as well as shocking. I'm amazed at how much food Australians waste each day because we either buy too much and can't consume it all or we don't know how to store and use up leftover ingredients. Approximately one in five household shopping bags full of food gets wasted each day.

Meanwhile, some of the participants in this program have to skip meals because they can't afford to buy food. All the ingredients we used in the workshops were rescued from shops. They were all good products which would have otherwise gone to waste.

I also met some amazing people who were passionate about helping others and reducing food waste. I encourage everyone to find their passion and use their Volunteer Time Off to do something good for the community. You might meet some amazing people and learn a thing or two.





# Our Giving

Agilent's 2019 philanthropic initiatives made significant indirect economic impacts around the world.

Here's a brief summary:

Agilent provided \$4,700,058 in global university grants and equipment, supporting science and technology research at the forefront of bio-analytic measurement technologies

In addition, \$2,412,466 in pre-university science-education grants and other community investments supported programs reaching hundreds of thousands of students, educators and communities worldwide

Through our employee matching gift programs, the Agilent Foundation provided \$391,920 in matching donations.

In total, Agilent and the Agilent Foundation invested about \$7.5 million in philanthropic efforts and equipment in 2019.



## The Agilent Foundation

In 1999, when we launched Agilent Technologies, we also launched the Agilent Foundation. For 20 years, we have been committed to sharing a portion of our earnings to improve the quality of life around the world. We're convinced it's the right thing to do.

Our philanthropic efforts focus on areas where we believe we can make the most impact with our time, our talents and our funding. We provide grants addressing issues such as:

- clean water
- food safety
- cancer solutions
- science education

## Matching employee donations

In addition, the Foundation matches approved employee contributions dollar-for-dollar through the Agilent Year-Round Giving Program. This effectively doubles employee donations and allows the Foundation to invest and support our employees' preferred charities. We match up to \$5,000 per person each year.

The Foundation also matches employee donations to approved hospitals and universities, up to \$20,000 per person each year.

## Funding our Volunteer Time Off program

Volunteerism is a key element of our core values and the cornerstone of our corporate citizenship efforts. Through our Volunteer Time Off (VTO) program, Agilent employees may use up to 6 paid days each year to volunteer with charitable organizations or nonprofit events. Read how [our employees are using their VTO](#) to make a difference.

## Fingerprinting Rice: A successful second year

Year 2 of the Fingerprinting Rice research initiative has done it: the international team led by Chris Elliott at Queen's University - Belfast, has topped their own outstanding first year of work.

In 2018, the group developed methods and processes to verify rice authenticity and built an impressive digital library of rice "fingerprints." When rice was quickly tested using hand-held equipment in processing plants or in market shops, results were compared with known rice chemometrics stored in the cloud. Questionable rice samples were sent to labs for more sophisticated analysis, where fraudulent varieties were identified, stopping rice fraud in its tracks. Much of the field research was conducted in Ghana, where fraudulent rice was causing dangerous sicknesses.

In its second year of work, the team continued to expand its digital rice library, obtaining and identifying varieties from other countries including Vietnam, India and China. Collectively, the group has now tested thousands of rice samples, representing many rice varieties, which will eventually enable rice fraud prevention in those three countries, where rice is considered a dietary staple.

## Spreading the word

International workshops to educate food researchers, growers, processors, importers, educators and government food safety officials were held in Ghana, Vietnam, and China. The Fingerprinting Rice team shared their two-tiered testing approach (a combination of rapid screening using spectroscopy and lab confirmation using mass spectrometry), as well as their insights and experience in preventing rice fraud.

Many attendees have followed up with the team, requesting additional workshops within their countries, with some interested in using the rice technology to address other types of food fraud issues.

All totaled, the team has reached hundreds of food science educators, who are, in turn, updating their class



curriculums to reflect this new direction in the science of food safety. Numerous publications and papers have been written and shared, drawing even more international attention to the rice and food fraud problem.

## Next steps

The team continues to harmonize standard testing methods across countries, as they learn more about the transferability of chemometric models between various instruments and even different foods.

The Fingerprinting Rice initiative was sponsored in part by a 2-year grant from the Agilent Foundation. Mary McBride, associate vice president of Applied Segment Markets at Agilent, championed the project to secure the research funding, and worked closely with the international project team to ensure effective method development and technology transfer.



## Intelligent Lives documentary: How stereotypes, misconceptions impact those with intellectual disabilities

Intelligent Lives, a 70-minute documentary sponsored by the Agilent Foundation, premiered on public television in October 2019, celebrating US National Disability Employment Awareness Month.

Directed and produced by award-winning filmmaker Dan Habib and narrated by Academy Award®-winning actor Chris Cooper, the film follows three young Americans with intellectual disabilities: Micah, Naieer and Naomie, who, with the support of family, educators and colleagues, work toward a future marked with increased inclusion and independence. Their pioneering lives challenge staid notions of intelligence as they navigate high school, college and careers.

Viewers see 17-year-old Naieer Shaheed's journey through a Boston public school and his desire for a career in visual arts; 32-year-old Micah Fialka-Feldman's life as a student and assistant teacher at Syracuse University as he enters the dating scene; and 25-year-old Naomie Monplaisir's attempt to secure work at a Providence, Rhode Island beauty school to gain financial independence.

### A father's story, too

Cooper's narration begins with the emotional, personal story of his late son, Jesse, whose talent and intelligence helped him prove naysayers wrong and show that an IQ score should not determine a person's worth or potential. Cooper also provides context as he explains the evolution of intelligence testing and disability rights in the U.S.



As Habib's film demonstrates, while many strides have been made to make American culture more accepting of diversity, people with intellectual disability are perhaps the most marginalized group of Americans. Only 15% of those living with intellectual disability are employed, and a mere 17% are included in regular education classrooms.

Learn where to watch the film at [www.intelligentlives.org](http://www.intelligentlives.org)

*"... people with intellectual disability are perhaps the most marginalized group of Americans. Only 15% of those living with intellectual disability are employed, and a mere 17% are included in regular education classrooms."*

## Progress through partnerships: research, education and innovation

At Agilent, we recognize that it will take many people, working together, to address the world's greatest challenges.

That's why Agilent has built a strong, global track record of successful collaboration and partnerships with universities, colleges, aspiring professionals and new biotech businesses.

Agilent contributes measurement expertise, products and financial support to [academic research](#) in our fields of endeavor. Our experts frequently serve as adjunct faculty and guest lecturers at universities.

Professional connections between faculty and Agilent research staff help us find areas of overlapping interest and generate research proposals of mutual benefit. Agilent awards university grants semi-annually through a competitive selection of proposals, submitted by university faculty at the invitation of our technical staff members.

### Agilent Thought Leader Program

This invitational program promotes fundamental scientific advancements by focusing Agilent's capabilities and resources to help accelerate the research of influential thought leaders in the life sciences, diagnostics, and chemical analysis. In 2019, we awarded four Agilent Thought Leader awards. Each recipient receives an unrestricted cash award in support of the professor's research.

### Agilent Early Career Professor Awards

This annual program recognizes – and supports – promising research from professors who, early in their careers, show outstanding potential for future research in areas of importance to the customers and markets we serve. The winner receives an unrestricted award totaling \$100,000 in support of the professor's research. We further support this research with the company's products and services, and the collaborative engagement of Agilent scientists and engineers. Read about our [2019 award winner](#) here.

Thought Leader Awards, the Agilent Early Career Professor Award, and most payments in support of research are given as gifts.

### Golden Ticket Contest

We also help promising young biotech companies jump start their businesses. For the second time, the Agilent-sponsored Golden Ticket contest awarded one high-potential biotech start-up company a Golden Ticket, good for one individual bench in nonprofit LabCentral's shared lab space for one year. Read about the 2019 winner [here](#).

LabCentral is designed as a launchpad for high-potential life sciences and biotech startups. Companies apply for the award and finalists present to an esteemed review panel to determine the winner. This provides startups the opportunity to work side-by-side on some of the most exciting potential breakthroughs in diagnostics, therapeutics and disease prevention.

### Educational support available

In addition to these opportunities, we also provide [education and teaching tools](#), and assistance with [core facilities](#) that provide workspace with the latest technological innovations and expertise without having to purchase and maintain equipment. Learn more [here](#).



## External assurance

### 2019 responsible assurance statement by DEKRA

This statement attests that DEKRA Certification can provide reasonable assurance of the claims regarding environmental, health, safety and social responsibility (EHS&SR), as they relate to identified suppliers by Agilent Technologies. In 2019 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.

Agilent Foundation Statement FY19 has also been attested by an independent auditor: Douglas Nichols, CPA. See report in [Agilent website](#).

Agilent energy, greenhouse gas emission, waste and water data attested by external auditor TruCost in accordance with AA100AS (2008) type 2 moderate-level assurance. Detailed TruCost assurance statement is available at <https://www.agilent.com/environment/Agilent%20Assurance%20Statement.pdf>.

## About this report

Agilent’s 2019 Corporate Social Responsibility Report is based on a combination of quantitative and qualitative data relating to our environmental and social performance during fiscal year 2019 (Nov. 1, 2018, to Oct. 31, 2019). Data is recorded on a companywide basis unless otherwise indicated. Agilent publishes its Corporate Social Responsibility Report annually and the 2019 Corporate Sustainability Report is prepared in accordance with GRI standards: core option. Our 2018 report launched on August 28, 2019. We have not made any material restatements from the prior year.

From the 2018 report, we updated the report from GRI guideline 4.0 to GRI standards. 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. The environmental data for 2019 is reported for 19 locations. These 19 locations meet the reporting criteria of being ISO 14001 certified or included in Agilent’s EHS Management System program, sites with a footprint of greater than 50,000 square feet, or those with potentially high environmental impacts.

Asia Pacific	Europe	Americas
Australia: Mulgrave	Germany: Waldbronn	U.S.: Santa Clara, California
China: Shanghai	U.K.: Church Stretton	U.S.: Carpinteria, California
India: Manesar	Italy: Torino	U.S.: Folsom, California
Japan: Hachioji	Netherlands: Middelburg	U.S.: Boulder, Colorado
Malaysia: Penang	Denmark: Glostrup	U.S.: Colorado Springs, Colorado
Singapore: Yishun		U.S.: Newport, Delaware
		U.S.: Little Falls, Delaware
		U.S.: Cedar Creek, Texas

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 two firms with expertise in GRI to assess last year’s report and suggest improvements.

This is the 19th Corporate Social Responsibility Report produced by Agilent.

For questions or comments regarding Agilent’s 2019 Corporate Social Responsibility Report, please contact us at: [corporate.responsibility@agilent.com](mailto:corporate.responsibility@agilent.com).



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# GRI 102: Organizational profile

## 102-13 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 employees abreast of industry issues and best practices and provide vehicles that allow us to contribute to and influence public policy. Examples of these memberships are:

American Physical Society	American Society of Quality	Association of Talent Development	ANSI	AOAC International
Boston College Center for Corporate Citizenship	Category and Sourcing Managers Executive (CASME)	CALCE - Center for Advanced Life Cycle Engineering	Cold Spring Harbor Laboratories Meetings and Courses Program	Center for Bioanalytic Metrology
Confederation of Indian Industry	CEO Action: 2018 CEO Action Pledge for Diversity & Inclusion	Engineering Advisory Board, College of Engineering, UC Berkeley	EBRC - Engineering Biology Research Consortium	Ignited (formerly IISME)
iNEMI (National Electronics Manufacturers Initiative)	IPC	Industry Initiatives for Science and Math Education (IISME)	GovWin	Institute of Electrical and Electronics Engineers
GUIRR - Government-University-Industry Research Roundtable	International Genetically Engineered Machine (iGEM)	NAEM (National Association for Environmental Managers)	National Academy of Engineering	National Association of Software and Services Companies
National Medal of Technology and Innovation Nomination Evaluation Committee	New York Academy of Sciences	Responsible Minerals Initiative (RMI)	Society of Women Engineers	Society of Vacuum Coaters
Society for Laboratory Automation and Screening (SLAS)	Stanford Interdisciplinary Life Sciences Council	Synthetic Biology Engineering Research Center (SynBERC)	SystemX	Technology Services Industry Association
TechUK	VDGH German IVD Association	Visiting Committee for Advanced Technology, NIST		

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## GRI 102-20: Executive level responsibility for economic, environmental and social topics

Responsibility	Job Title	Level From Board	Level From CEO
Overall Responsibility for Corporate Social Responsibility and Sustainability	VP, Workplace Services	3	2
	Director, Communications and Public Relations	3	2
Health and Safety	VP, Workplace Services	3	2
Environmental Issues	VP, 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 VP, Human Resources	2	1
Labor Issues	Employment Law Counsel	3	2

# GRI 201-2

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 to major mitigation or financial remediation. Increased reporting obligations would create an additional financial expense for Agilent.	Increased operational cost	Monitor regulatory developments and compliance obligations.	Presently \$5k-10k 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 observe compliance obligations; also observe Agilent's emissions.	Estimated financial implication for non-compliance could be \$10k - \$50k
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 \$10k-\$50k 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 hundreds of thousands of dollars.
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 the air.	Increased demand for existing products and services	Monitor regulatory obligations and target applicable customer base.	Incremental sales opportunity could be hundreds of thousands of dollars

Type	Catalog	Description	Impact Description	Finance Implications	Methods Used to Manage Risk or Opportunity	Costs of Action
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 hundreds of thousands of dollars.
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 from both products and services from fossil fuel and petrochemical customers.	Track the market shift and adjust products and services to mitigate and capitalize on emerging opportunities.	Incremental impact could be hundreds of thousands of dollars
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 from both products and services from customers in the chemical and analysis sectors.	Track the market and adjust products and services to capitalize on emerging opportunities.	Incremental sales opportunity could be hundreds of thousands of dollars.
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 – that supports our mission to advance the quality of life. 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 stakeholders and employees.	Agilent's brand differentiation has the potential for incremental sales dollars.



# GRI 302: Energy

## 302-1: Energy consumption within the organization

Consumption by Fuel Type (Renewable)	2019	2018	2017
On-site solar power generation (Gigajoules-GJ)	6,809	5,501	6,090
Consumption by Fuel Type (Non-Renewable) (Gigajoules-GJ)	2019	2018	2017
Natural Gas	143,273	117,033	117,359
Diesel Fuel	126	343	580
Propane	277	192	177
Total consumption from non-renewable fuel sources	143,676	117,568	118,116
Energy consumed (Gigajoules-GJ)	2019	2018	2017
Electricity	360,166	365,251	351,501
Heating	19,693	45,781	21,490
Total energy consumption	37,9859	411,032	372,991
Total energy consumed (Gigajoules-GJ)	2019	2018	2017
Overall total energy consumption	530,344	534,101	497,197

The new energy center at Waldbronn became fully operational in FY18 which has impacted the Scope 1 and Scope 2 energy consumption.

## 302-2: Energy consumption outside of the organization

Non-renewable energy categories/activities (metric tons of CO2e)	2019	2018	2017
Upstream: employee commuting	10,031	7,387	7,961
Upstream: upstream transportation and distribution	139,715	122,469	119,459
Upstream: business travel	19,255	23,742	24,127
Total external non-renewable energy consumption	169,001	153,589	15,1547

## 302-3: Energy intensity

	2019	2018	2017
Numerator (kWh)	146,060,472	144,610,893	137,142,455
Denominator (sq. ft.)	3,812,399	3,812,399	3,625,993
Energy Intensity kWh/sq. ft.	38.31	37.93	37.82

## 302-4: Reduction of energy consumption

	2019	2018	2017
Electricity Reduction (GJ)	406	28,841	20,500
Projects commenced in FY19 and due to be operational in early FY20: Expected Electricity Reduction (GJ)	12,359		

## GRI 305: Emission

### 305-2: Energy indirect (Scope 2) GHG emissions

Source of emissions factors and the GWP rates used:

- Latest available data on the 1st Jan 2020 - ref: IEA 2019 Report and US EPA EGrid 2016 Data

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

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

## GRI 306: Effluents and Waste

### 306-2: Waste by type and disposal method

Method of disposal and weight (metric tons) of non-hazardous waste	2019	2018	2017
Reuse	0	0	0
Recycling	1,915	4,027	1,598
Composting	388	242	153
Recovery (including energy recovery)	0	0	0
Incineration (mass burn)	374	256	276
Deep well injection	0	0	0
Landfill	470	326	274
On-site storage	0	0	0
<b>Total weight of non-hazardous waste disposed</b>	<b>3,147</b>	<b>4,851</b>	<b>2,301</b>

Method of disposal and weight (metric tons) of hazardous waste	2019	2018	2017
Reuse	0	0	0
Recycling	1,614	1,543	1,343
Composting	0	0	0
Recovery (including energy recovery)	0	0	0
Incineration (mass burn)	981	614	573
Deep well injection	0	0	0
Landfill	9	13	41
On-site storage	0	0	0
Treated	2,378	2,227	2,169
<b>Total weight of non-hazardous waste disposed</b>	<b>4,982</b>	<b>4,397</b>	<b>4,126</b>
<b>Total weight of non-hazardous and hazardous waste disposed</b>	<b>8,129</b>	<b>9,248</b>	<b>6,427</b>

**401-1: New employee hires and employee turnover**  
*Approximate total number of employees: 16,300*

Regions	Age Group	Gender	NEW HIRE Total number	NEW HIRE Rate	EMPLOYEES LEAVING Total number	EMPLOYEES LEAVING Rate
Global	under 30	Male	768	4.7%	90	0.6%
	between 30-50	Male	1,666	10.2%	309	1.9%
	over 50	Male	302	1.9%	154	0.9%
	under 30	Female	718	4.4%	81	0.5%
	between 30-50	Female	1,160	7.1%	219	1.3%
	over 50	Female	182	1.1%	81	0.5%
	under 30	Undisclosed	4	0.0%	-	-
	between 30-50	Undisclosed	4	0.0%	-	-
	over 50	Undisclosed	-	-	-	-
	<b>GLOBAL TOTAL</b>			<b>4,804</b>	<b>29.4%</b>	<b>934</b>
Europe & Middle East	under 30	Male	194	1.2%	6	0.0%
	between 30-50	Male	396	2.4%	49	0.3%
	over 50	Male	64	0.4%	57	0.3%
	under 30	Female	220	1.3%	11	0.1%
	between 30-50	Female	238	1.5%	39	0.2%
	over 50	Female	16	0.1%	16	0.1%
	under 30	Undisclosed	2	0.0%	-	-
	between 30-50	Undisclosed	2	0.0%	-	-
	over 50	Undisclosed	-	-	-	-

Regions	Age Group	Gender	NEW HIRE Total number	NEW HIRE Rate	EMPLOYEES LEAVING Total number	EMPLOYEES LEAVING Rate
Asia Pacific	under 30	Male	350	2.1%	51	0.3%
	between 30-50	Male	758	4.7%	158	1.0%
	over 50	Male	16	0.1%	16	0.1%
	under 30	Female	268	1.6%	45	0.3%
	between 30-50	Female	526	3.2%	100	0.6%
	over 50	Female	16	0.1%	7	0.0%
	under 30	Undisclosed	-	-	-	-
	between 30-50	Undisclosed	-	-	-	-
	over 50	Undisclosed	-	-	-	-
	Americas	under 30	Male	224	1.4%	33
between 30-50		Male	512	3.1%	102	0.6%
over 50		Male	222	1.4%	81	0.5%
under 30		Female	230	1.4%	25	0.2%
between 30-50		Female	396	2.4%	80	0.5%
over 50		Female	150	0.9%	58	0.4%
under 30		Undisclosed	2	0.0%	-	-
between 30-50		Undisclosed	2	0.0%	-	-
over 50		Undisclosed	-	-	-	-

## GRI 403: Occupational health and safety

403-2: Types of Injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities

Employee Injury Rate			
Area of Operations	2019	2018	2017
Global	0.38	0.41	0.29
Region: Americas	0.91	1.22	0.72
Region: AP	0.04	0.10	0.06
Region: EU	0.10	0.13	0.15

Employee Lost Time Case Rates			
Area of Operations	2019	2018	2017
Global	0.12	0.13	0.12
Region: Americas	0.28	0.23	0.21
Region: AP	0.01	0.07	0.05
Region: EU	0.07	0.12	0.13



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