



# IDEXX Water

## Creating and Executing Sustainability Commitments – A Corporate View

Patsy Root, IDEXX Water



## IDEXX Westbrook, ME Headquarters



## IDEXX Water, Scarborough, ME



# Who We Are

At IDEXX, we are driven by our Purpose to innovate and enhance health and well-being on a global scale. Headquartered in Maine, IDEXX employs nearly 11,000 people on six continents and offers solutions and products to customers in more than 175 countries and territories.

A member of the S&P 500® Index, IDEXX is a leader in pet healthcare innovation. Our diagnostic and software products and services create clarity in the complex, constantly evolving world of veterinary medicine. We support longer, fuller lives for pets by delivering insights and solutions that help the veterinary community around the world make confident decisions—to advance medical care, improve efficiency, and build thriving practices. Our innovations also help ensure the safety of milk and water across the world and maintain the health and well-being of people and livestock.

## Our Purpose

To be a great company that creates exceptional long-term value for our customers, employees, and shareholders by enhancing the health and well-being of pets, people, and livestock.



## Our Business: What We Do

### Companion Animal Group

IDEXX Companion Animal Group (CAG) is a global leader in pet healthcare innovation. CAG provides diagnostic and software products and services for the companion animal veterinary industry, including in-clinic diagnostic solutions, reference laboratory services, and veterinary software and services. We believe that the breadth, quality, and integration of our complete CAG diagnostic and software product and service offering give our customers the tools and services to offer advanced medical care to their pet patients, improve staff efficiency, and build financially healthy veterinary practices.

### Water

IDEXX Water is a global leader in water microbiology, providing tests that ensure the safety of drinking water and other water supplies for more than 2.5 billion people in over 100 countries around the world. Our innovative testing solutions provide easy, rapid, and accurate detection and quantification of bacterial indicators of fecal contamination, as well as common microbial pathogens, such as *Legionella pneumophila* and *Pseudomonas aeruginosa*.

### Livestock, Poultry, and Dairy

IDEXX Livestock, Poultry, and Dairy provides diagnostic tests and services to monitor the health of herd and flock animals worldwide, improve producer efficiency, and ensure the quality of milk. Our diagnostic solutions help livestock veterinarians and producers identify and manage disease for confidence in healthy herds and flocks. Over the last 10 years, over 1.1 billion IDEXX livestock diagnostic tests have been sold around the globe.

### OPTI Medical Systems

OPTI Medical Systems, Inc. specializes in the design and manufacturing of point-of-care and laboratory diagnostic solutions for human medicine, such as blood gas and electrolyte analyzers. Used in emergency rooms and intensive care units across the globe, OPTI analyzers combine accuracy with convenience and clinical flexibility to support time-critical diagnostic testing.



# IDEXXers All Over the World are Living Our Purpose

**115+** Locations in **33** Countries

Nearly **11,000** employees



\* Note that the figures are as of December 31, 2022.

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# Water

More than 2.5 billion people worldwide rely on IDEXX testing to ensure the safety of their drinking water every day

- + A global leader in microbiological water testing
- + Offering solutions for drinking water, wastewater, on-premise, and recreational water
- + Delivering improved accuracy with simplified testing process
- + Offering IDEXX Tecta<sup>®</sup> - a benchtop system that automates microbiology testing

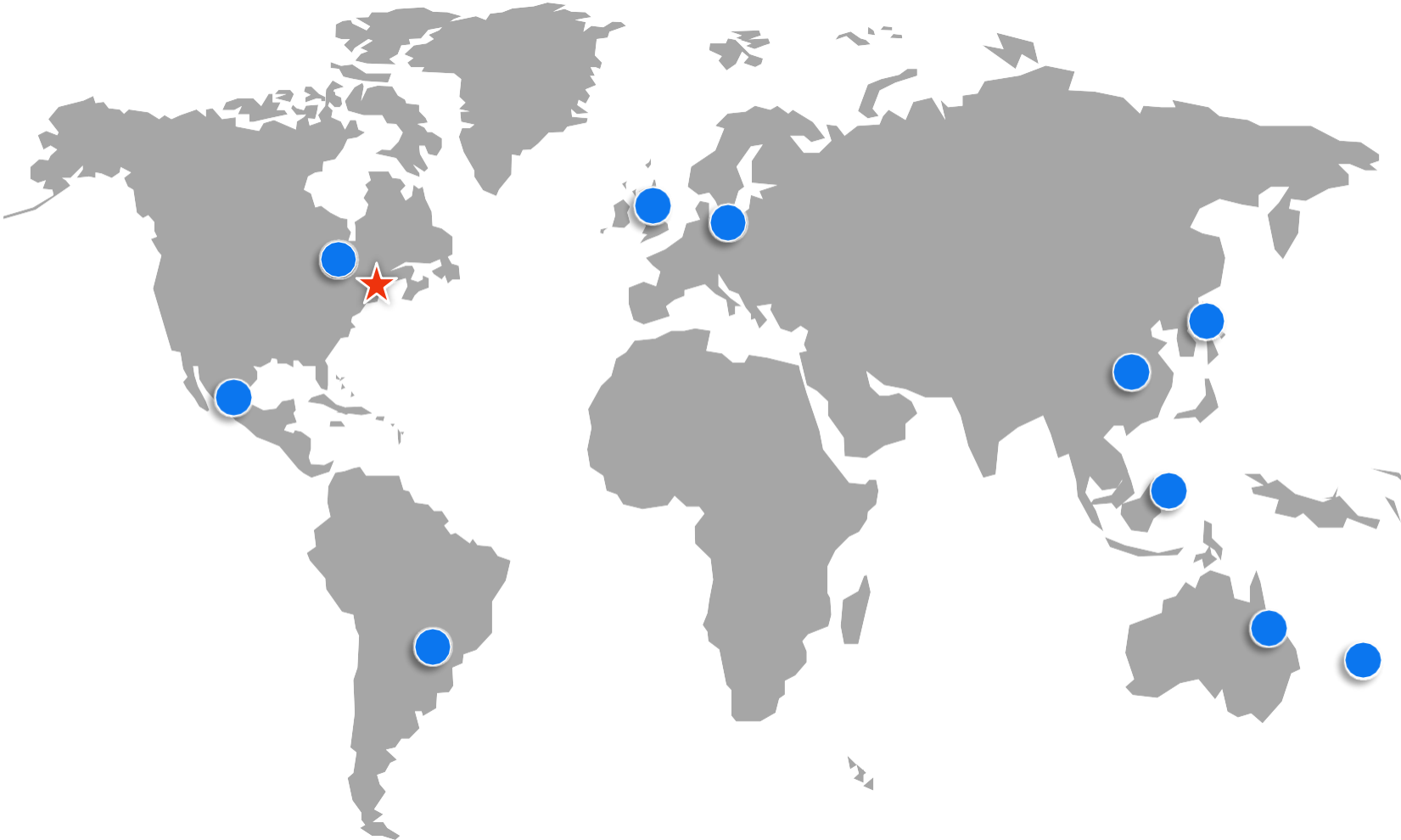


*“Clean, safe drinking water is something no person should have to worry about. We partner with community organizations around the globe to help make water safety a reality. We can all take pride in this work.”*

Emily Frawley,  
Product Manager



# IDEXX Water Has 200+ Global Team Members



- + Over 200 employees
- + Regional offices in:
  - + Maine (U.S.A.)
  - + Ontario (Canada)
  - + Newmarket (UK)
  - + Hoofddorp (Netherlands)
  - + São Paulo (Brazil)
  - + Asia (five locations)
- + Horizon Center opened in 2023: ★
  - + Manufacturing
  - + R&D
  - + Commercial teams

# History Of Novel, Differentiated Product Innovation

## Product Development Capabilities



Customer-facing software



Instrument platform development



Differentiated assay development



Connectivity systems



AI / Machine learning



**How all these factors  
relate to Sustainability at  
IDEXX**





**IDEXX also holds  
Accreditation and  
Certification at several  
global locations**



Quality Management System  
Westbrook, Maine  
Newmarket, UK



Water QC lab is ISO 17025 accredited  
(reducing customer QC requirements)

# Typical Quality Management Areas and Outcomes

## + **Security of supply**

- + 99%+ key product availability
- + Multiple sources of production materials
- + Rigorous quality and sterility standards

## + **Product quality**

- + High test accuracy and specificity
- + No confirmation steps required
- + 150+ global regulatory approvals

## + **Technical support**

- + Expert customer and technical support teams

## + **Education and training**

- + IDEXX Water Academy – global online learning platform
- + Global webinars and workshops

## + **NEW 2024: Sustainability** →

# Importance of ISO 9001 and New Sustainability Requirements

- + The 2024 amendment to ISO 9001 introduced 2 specific clauses that **require organizations to determine whether climate change is a relevant issue and to address it** accordingly within their QMS.
- + The inclusion of the ISO 9001 Climate Change Amendment is a testament to the *evolving nature of quality management*. It reflects the growing recognition of environmental **sustainability as a fundamental aspect of business excellence.**
- + **Achieved through activities such as:**
  - + Energy Supplier Invoices
  - + Eco-Design and Product Claims
  - + Carbon Credits
  - + Engaging customers on their related needs



# Potential risks from climate change that could affect an ISO 9001 QMS

## 1. Supply Chain Disruptions

- Weather affects shipping/receiving for us and customers

## 2. Resource Scarcity

- Water shortages or energy constraints; raw material availability

## 3. Regulatory Compliance

- Adherence to regulations to mitigate climate change impacts, including emission reduction targets, carbon pricing mechanisms, and environmental standards.

## 4. Market Demand Shifts

- Customers may increasingly prioritize eco-friendly products, sustainable practices, or carbon-neutral supply chains.

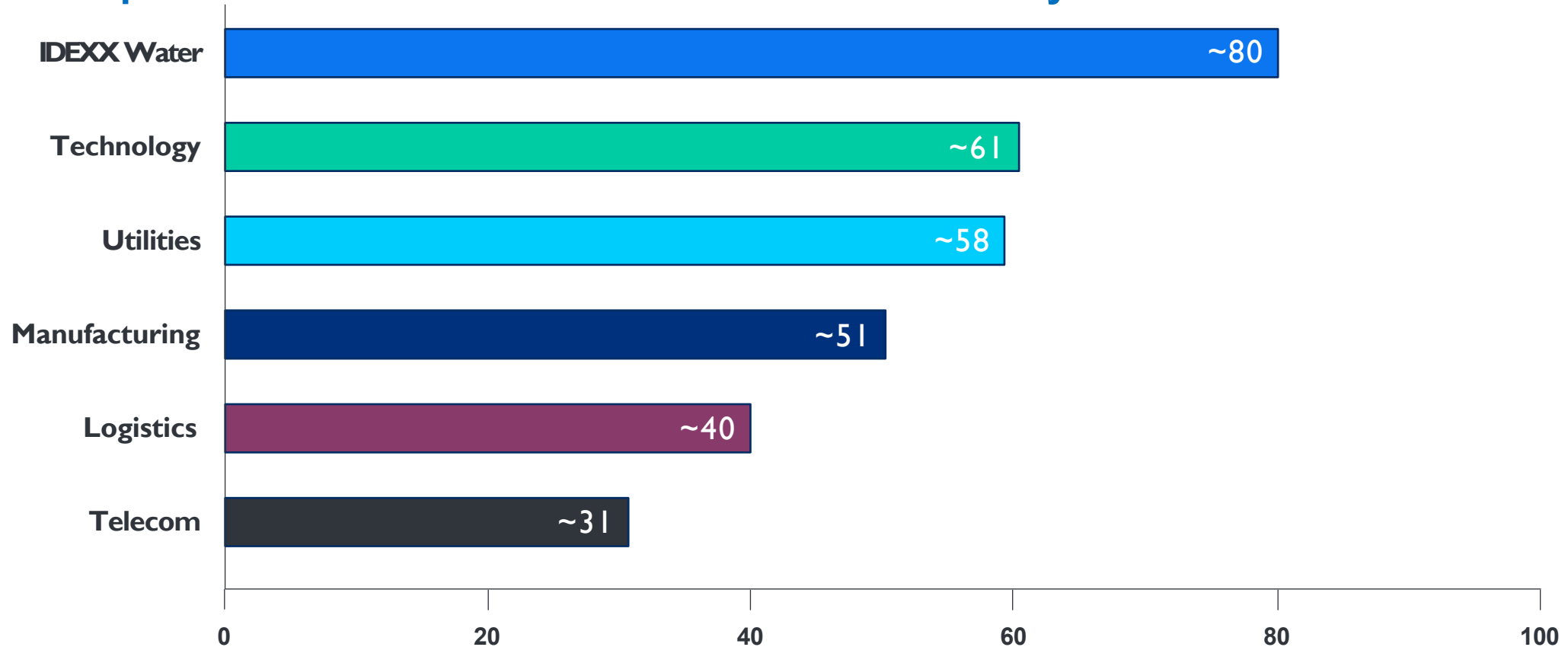
## 5. Reputational Risks

- Negative publicity related to environmental violations, supply chain disruptions, or carbon footprint issues can tarnish your brand image and erode customer loyalty.

## 6. Insurance and Financial Impacts (need we say more?)

# Exceptional Customer Experience

- + IDEXX's Net Promoter Score (NPS) exceeds standards across industries
- + NPS is a metric of how likely customers are to recommend a company's products or services
- + **NPS questions and score also reflect our sustainability efforts**



# Stewardship and Sustainability are connected to ISO

## Clean Water Access

### Supporting global and local water access

Projects in global communities to help protect and provide access to clean water, hygiene, and improved sanitation



## Disaster Relief

### Helping in times of need

IDEXX Water is committed to helping communities affected by natural disasters, such as the earthquake in Turkey, to restore water safety and prevent waterborne diseases



## Safe Water for All

### Supporting the right to clean and safe water

Decades-long partnerships with NGOs focused on increasing access to clean and safe water through sound water microbiology





# Sustainability – IDEXX Focal Areas

- + Save Energy
- + Conserve Water & Wastewater
- + Reduce Waste
- + Recycle / Reuse
- + Circular Economy and Product Stewardship

# ALL Actions of Sustainability Matter



# Save Energy – Big and Small Ways





# Conservation of Water and Wastewater

Funded a 3-year initiative with Sebago Clean Waters, aimed at advancing forest conservation and watershed protection projects.

Helped restore 50+ hectares of land through building water bunds, built 800+ water-harvesting trenches in Northern Tanzania

Encourage the use of reusable water bottles and provide public water fountains for refilling

Integrated storm water drainage, Protecting nearby wetlands and minimizing impact on local ecosystems

Added sustainable landscape design with native plants, minimized impervious surfaces

Implementation of water management programs to ensure water safety and lower water loss



# Reducing Waste



# Recycle and Reuse

Donate non-IP related equipment and furniture by partnering with local nonprofits and educational facilities

Moved away from plastic water bottles/coffee cups to refillable ones.

Add recycling bins in all areas of work.



Changed plastic product packaging to paper and other recyclable materials

Offer recyclable sample bottles.

Repaired over 31,000 instruments instead of customers scrapping them



# Circular Economy and Product Stewardship

## IDEXX's: Plan – Repair – Salvage – Upgrade –Take Back

Plan	Repair	Salvage	Upgrade	Take Back
<p>New product development teams review stakeholder sustainability needs when new product projects are initiated.</p> <p>This includes the consideration of sustainability compliance and the environmental impact of materials.</p>	<ul style="list-style-type: none"><li>+ Service Operations around the world allow us to improve repair cycle times, reduce transportation emissions.</li><li>+ Teams repaired over 31,000 instruments in 2023 instead of them going to landfill.</li></ul>	<ul style="list-style-type: none"><li>+ Use “excess” instruments in inventory to salvage parts for use in repairs for existing customers, significantly reduces the amount of new materials required to support customer needs</li></ul>	<ul style="list-style-type: none"><li>+ Point-of-service upgrades continuously improve products for customers. Improved reliability means longer instrument life (less new waste), fewer repairs, and reduce shipping and packaging</li></ul>	<ul style="list-style-type: none"><li>+ Provide recycling and take back services for our electrical products in the EU.</li></ul>

What sustainability looks like





**What sustainability looks like**



**What sustainability looks like**





**What sustainability looks like**



**What sustainability looks like**



**What sustainability looks like**



# What sustainability looks like

Before



After





## Discussion & Questions

