



Doing the Work **That Matters**

Corporate Responsibility at IDEXX

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NO
NO
NO

IDEXX



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A Message from Jay Mazelsky

I am proud to share our 2020 Corporate Responsibility Report, which demonstrates tangible ways IDEXX has advanced initiatives in support of responsible corporate citizenship since our first report in 2018.

As a purpose-driven organization, our nearly 40-year history has been dedicated to enhancing the health and well-being of pets, people, and livestock. Our Purpose and Guiding Principles inform every decision and action we take, including our firm belief that we are citizens of the communities in which we do business.

2020 is my first full year as President and Chief Executive Officer. I am so appreciative of how we have come together as a company to address the many challenges associated with the COVID-19 pandemic. At each turn, our employees have shown an unwavering commitment to supporting each other, our customers, and our communities. Highlights from our 2020 report include:

- Establishing the IDEXX Foundation, a donor-advised charitable fund, with a contribution of \$10 million, to support activities aligned with our Purpose. The IDEXX Foundation's priorities will be on long-term, outcomes-focused investments in areas such as supporting education in the veterinary and Science, Technology, Engineering, and Math (STEM) fields, including advancing diversity, equity, and inclusion in animal healthcare.
- Prioritizing employee health and safety in a dynamic environment, with the introduction of pandemic safety protocols to reduce risk for our employees, their families, and our community.
- Partnering with the State of Maine to quadruple the state's COVID-19 testing capacity with the launch of our OPTI® SARS-CoV-2 RT-PCR test and mobile testing lab. We also partnered with other regulatory agencies globally to supply tests to support pandemic mitigation efforts.
- Affirming our commitment to diversity, equity, and inclusion (DEI) through a public statement issued in June in the wake of global demonstrations against racial inequity. We at IDEXX have continued to listen, learn, and make progress to advance diversity and inclusion throughout our company.

- Incorporating sustainability-focused planning, construction, and renovation at our global facilities, as well as driving innovative approaches to product packaging and insulation.
- Advancing efforts to incorporate environmental, social, and governance (ESG) issues into our strategic planning and enterprise management processes.
- Launching a new Global Whistleblower Policy that supplements our Code of Ethics and clearly describes how any IDEXXer can report ethical or other concerns under the protection of our strict non-retaliation policy along with updated, innovative training for all our managers.

We have made good progress on several fronts and will continue to prioritize Corporate Responsibility as an important part of our business strategy. Looking forward, we are committed to being a responsible corporate citizen and advancing our efforts and goals in key areas we've highlighted throughout this report.

At IDEXX, we are driven by a desire to contribute to something bigger than ourselves by making a positive social impact on a global scale. I remain deeply thankful and appreciative of the work our more than 9,000 colleagues across the company perform each day to deliver on our Purpose.

// **JAY MAZELSKY** PRESIDENT AND CEO, IDEXX



JAY MAZELSKY
PRESIDENT AND CEO



IDEXX

IDEXX 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.

IDEXX Guiding Principles

- Achieve and sustain market leadership
- Exceed the expectations of our customers
- Empower and reward our employees
- Innovate with intelligence
- Cultivate entrepreneurial spirit
- Contribute to our communities



About This Report and Our Corporate Responsibility Journey

Corporate Responsibility is fundamental to how IDEXX operates, as a business, employer, supplier, customer, and member of the community. We prioritize investments that support our Purpose and Guiding Principles, conduct ourselves with the highest ethical standards, empower and reward our employees, promote a culture that values diversity, equity, and inclusion (DEI), and seek to enhance environmental sustainability in our facilities and operations. Corporate Responsibility activities and environmental, social, and governance (ESG) performance benefit all of our stakeholders and promote continued, long-term value for our shareholders.



“Since joining IDEXX

in October 2019, I have been so energized by the passion colleagues have for living our Purpose. Thank you to IDEXXers around the world for sharing your stories and goals in this report.”

CAROLINE ROSSIGNOL DIRECTOR,
GLOBAL CORPORATE RESPONSIBILITY

How we developed this report

We released our first Corporate Responsibility Report in 2018. This document provides an update on IDEXX’s performance and the continued evolution of our reporting, including topics important to employees and other stakeholders. Included are details on how we are advancing our diversity and inclusion strategy and programs, preparing to undertake a third-party carbon footprint assessment, and helping animals and people impacted by extreme climate events. You will also find descriptions of our sustainability-focused facilities, our product stewardship activities, and examples of initiatives led by our entrepreneurial employees.

IDEXX is in the process of building a multi-year environmental sustainability strategy with science-based targets for climate adaptation and reducing our environmental footprint. We have worked to strengthen our global ESG data management systems, including resource usage at our facilities. As a result, we have expanded our ability to collect information and report on our ESG performance. The topics covered in this report were determined through engagement with employees, external stakeholders, specialists in ESG reporting, and peer benchmarking. We intend to conduct a materiality assessment in 2021 and engage

additional stakeholders through that process and as we develop our multi-year environmental sustainability strategy.

This report includes disclosure indexes in line with industry-specific [Sustainability Accounting Standards Board \(SASB\)](#) guidelines and in accordance with the [Task Force on Climate-related Financial Disclosures \(TCFD\)](#) reporting recommendations.

The IDEXX Board of Directors is responsible for oversight of our approach to Corporate Responsibility and has reviewed this report.

Selected goals for 2021–2022 and preparing for our next report

While we have made progress on our ongoing Corporate Responsibility journey, we still have more work ahead of us. Throughout this report, you will see an overview of our agenda and selected goals for the next two years, which include:

- Launch a formal enterprise-wide DEI Education Program, including training for senior executives
- Undertake a third-party ESG materiality assessment
- Undertake a third-party carbon footprint assessment
- Further develop disclosure of climate-related risks in line with the recommendations of the Task Force on Climate-related Financial Disclosures
- Continue to strengthen ESG data management systems
- Develop a multi-year environmental sustainability strategy with science-based targets

We look forward to providing an update on our progress in our next Corporate Responsibility Report in 2022.

Please share your comments, questions, and suggestions for our next report by contacting us at Corporateresponsibility@idexx.com



IDEXX

Founded and headquartered in Maine, IDEXX Laboratories, Inc. (IDEXX) employs more than 9,200 employees on five continents and offers products to customers in over 175 countries.

A member of the S&P 500[®], IDEXX is a leader in pet healthcare innovation, serving practicing veterinarians around the world with a broad range of diagnostic and information technology-based products and services. IDEXX products enhance the ability of veterinarians to provide advanced medical care, improve staff efficiency, and build more economically successful practices. IDEXX is also a worldwide leader in providing diagnostic tests and information for livestock and poultry, tests for the quality and safety of water and milk, and point-of-care and laboratory diagnostics for human medicine. For more information about IDEXX, visit www.idexx.com.

About IDEXX



What We Do Matters



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The philosophy of One Health¹, that animals, humans, and the world we live in are interdependent, is core to who we are as a company and is reflected in all aspects of our business and contribution to society. Our people bring diverse perspectives to their work, and yet each day demonstrate a shared, personal connection to improving the standard of care for pets and livestock, keeping drinking water safe, and reducing our environmental footprint. This unifying purpose embodies the One Health philosophy and inspired our Corporate Responsibility narrative.

¹ For examples of how One Health is defined by globally respected organizations, please see the following links to the United States Center for Disease Control and Prevention (CDC) <https://www.cdc.gov/onehealth/basics/index.html> and the American Veterinary Medical Association (AVMA) <https://www.avma.org/resources-tools/one-health>



One Health, One IDEXX

**Global cross-functional collaboration
to aid during a pandemic**

COVID-19 has created unprecedented challenges around the world. With a commitment to keep pets and people healthy and safe, we felt a responsibility to help. During the early months of the pandemic, IDEXX championed efforts to reinforce the essential business classification for veterinary clinics and hospitals and ensured the viability of supply chains to deliver our most needed products and services. Simultaneously, we set to work developing new products and services to meet the challenges of the global crisis.



“Our global leadership

provided veterinarians and health authority experts with valuable information at a critical point of the pandemic. I’m proud to be a part of a company making such a difference.”

JAMES BLACKA SENIOR DIRECTOR,
COMMERCIAL LEARNING, CAG

In April, we announced the availability of the IDEXX SARS-CoV-2 (COVID-19) RealPCR™ test for pets. In a time of many unknowns and concerns about animal welfare, IDEXX worked with leading experts and organizations such as American Veterinary Medical Association (AVMA), World Organization for Animal Health (OIE) and the United States Center for Disease Control and Prevention (CDC) COVID-19 One Health Working Group to amplify aligned messaging on COVID-19 risks, management, and testing guidelines. Bringing global insights and evidence-based data to the conversation helped the veterinary community confidently manage the concerns of their teams, clients, and patients.

IDEXX leveraged its global innovation engine to make an impact in human health as well. We drew on technology, regulatory, and manufacturing expertise from our livestock and OPTI® lines of business to rapidly develop the OPTI® SARS-CoV-2 RT-PCR® test to fill the urgent need for more

human diagnostics early in the pandemic. From Ireland to Maine to Indonesia, the IDEXX test is helping authorities contain the spread of the pandemic. In some regions, IDEXX helped convert livestock laboratories into COVID-19 testing centers. IDEXX’s Water team developed an application for detecting SARS-CoV-2 virus in untreated wastewater, creating an important epidemiological tool for public health officials to determine the spread of the pandemic.

Ongoing support for our employees includes the U.S. rollout of the Pandemic Paid Time Off Policy and the creation of global COVID-19 employee safety manuals translated in 23 languages. We also created visual health and safety resources for all facilities.

—
For more information, please see [Employee Well-Being](#) and [Health and Safety](#).





“

As the largest diagnostic technology company based in Maine, IDEXX was in a unique position to assist with the state’s COVID-19 testing. When we were granted FDA Emergency Use Authorization in early May for the OPTI® SARS-CoV-2 RT-PCR, IDEXX provided tests to the Maine Center for Disease Control (CDC).

“This changes everything,” said Maine Governor Janet Mills in a public announcement on May 7. **“Acquiring this testing capacity is a major breakthrough for all the people of Maine ... on behalf of this Administration and on behalf of all the people of Maine, I thank IDEXX for their ingenuity, generosity, and partnership. Acts like this demonstrate to us the heart of Maine’s extraordinary companies and the power of public-private collaboration.”**

A cross-functional IDEXX team expeditiously designed, constructed, equipped, and staffed a mobile PCR laboratory for COVID-19 testing which operates under the auspices of the Maine CDC’s Health and Environmental Testing Laboratory (HETL). This partnership has quadrupled testing capacity in the state ahead of the flu season. Maine municipalities are also using IDEXX’s test to screen for COVID-19 in wastewater.

IDEXX’s response to the COVID-19 pandemic has been to swiftly deploy our many capabilities across all global businesses and functions. We moved quickly from surviving to thriving and *fulfilling our Purpose.*”

**OLIVIER TE BOEKHORST
CORPORATE VICE PRESIDENT,
WATER, LPD, AND OPTI**



#VeterinaryHeroes

The COVID-19 pandemic saw veterinary professionals around the world navigating uncharted waters. As frontline workers they rose to the challenge, continuing to provide care for animals while protecting their teams and developing new ways of working. IDEXX created the #VeterinaryHeroes campaign to show our gratitude and increase the recognition of veterinary professionals on social media.



Helping feed families near our World Campus

Since early April, IDEXX Dining Services has partnered with [My Place Teen Center](#) (MPTC) to provide 150 meals per day to families most in need during the COVID-19 crisis. As of September 1, the IDEXX team contributed 252 hours to create 4,488 meals for local Maine families facing food insecurity.





"IDEXX has helped so many animals. What an incredible gift to be a part of this work!"

MANDY DAVIS MARKETING BUSINESS PARTNER,
GLOBAL CUSTOMER AND MARKET INSIGHTS, CAG

IDEXX teamed up with over 25 national organizations, including the Banfield Foundation, to launch #SpayTogether, a stimulus fund to help animal shelters and veterinary clinics perform more than 50,000 spay/neuter surgeries and preventive care testing in the wake of COVID-19.

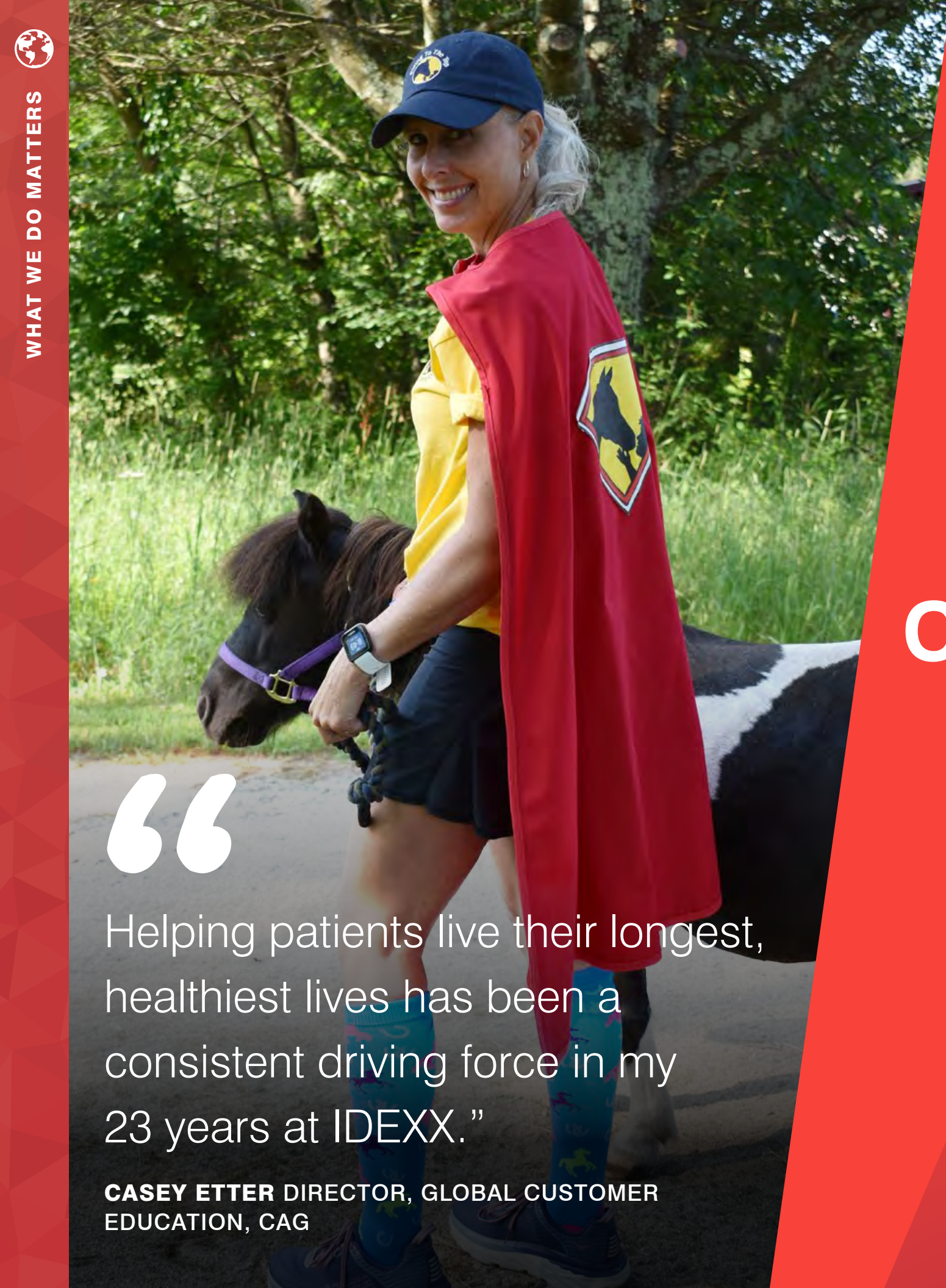


In collaboration with the Banfield Foundation, IDEXX partnered with the Michigan One Health initiative to provide healthcare services for pets whose owners were deeply affected by the economic impact of COVID-19.



"The accomplishments of the Banfield Foundation across the country would not be possible without generous support from partners like IDEXX—not only are they in the business of enabling critical veterinary care, they are in the business of providing hope. And through collective efforts in response to COVID-19 like #SpayTogether and the One Health Clinic with Michigan Humane Society, we've been able to provide both."

KIM VAN SYOC
EXECUTIVE DIRECTOR,
BANFIELD FOUNDATION



“

Helping patients live their longest, healthiest lives has been a consistent driving force in my 23 years at IDEXX.”

CASEY ETTER DIRECTOR, GLOBAL CUSTOMER EDUCATION, CAG



The human-animal bond plays a valuable and proven role in the health and well-being of people and families. Our veterinary customers are the clinical heroes who work every day to preserve this bond by enabling the long, healthy, and happy lives of their patients.

Companion Animal Group (CAG)

Our global CAG organization provides personalized support, guidance, and expertise to veterinary practices through innovation, leadership, and keeping our customers’ mission and purpose at the heart of what we do.

IDEXX partners with our customers to advance veterinary standards of care around the world. Our in-house and reference laboratory diagnostics, coupled with highly integrated practice management software, help veterinarians provide accurate and reliable information to clients and support practice growth.

IDEXX Preventive Care®—Everything you need to implement diagnostics for a lifetime of healthy relationships

Routine preventive care testing has distinct medical benefits. Our menu of differentiated tests uncovers underlying disease in seemingly healthy pets. Results of ongoing bloodwork and fecal testing enable veterinarians to detect diseases and conditions, leading to earlier interventions that help patients of all ages live healthy lives for as long as possible. Once a veterinarian has baseline values, she/he/they can monitor trends and, if necessary, create individualized treatment plans. If no abnormality is detected, veterinarians and staff can—and should—celebrate the good news with clients. By communicating the value of every test result, veterinary practices reinforce the importance of routine wellness checks and the central role that clients play in the health of their pet.

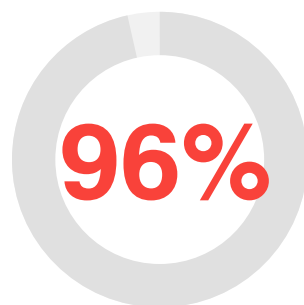
For more information on IDEXX Preventive Care,® please see <https://www.idexx.com/en/veterinary/preventive-care>

“IDEXX understands and supports the deep connection between people and animals. Their leadership in strengthening the human-animal bond is inspiring. As people come to understand how good their pets are for them, they, in turn, take better care of their pets.”

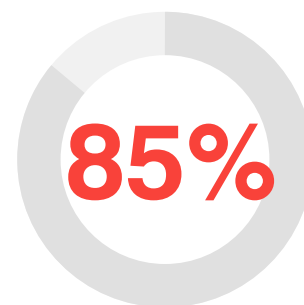
STEVEN FELDMAN CEO,
HUMAN ANIMAL BOND RESEARCH INSTITUTE (HABRI)



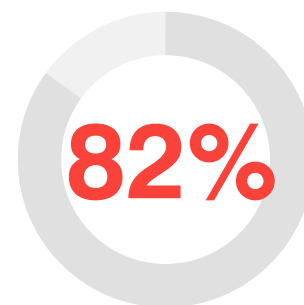
ACCORDING TO A NATIONWIDE SURVEY CONDUCTED BY THE HUMAN ANIMAL BOND RESEARCH INSTITUTE (HABRI)¹



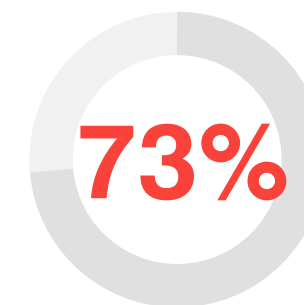
of pet owners agree that their pet has a positive impact on their life



of pet owners reported that their pet brings them joy

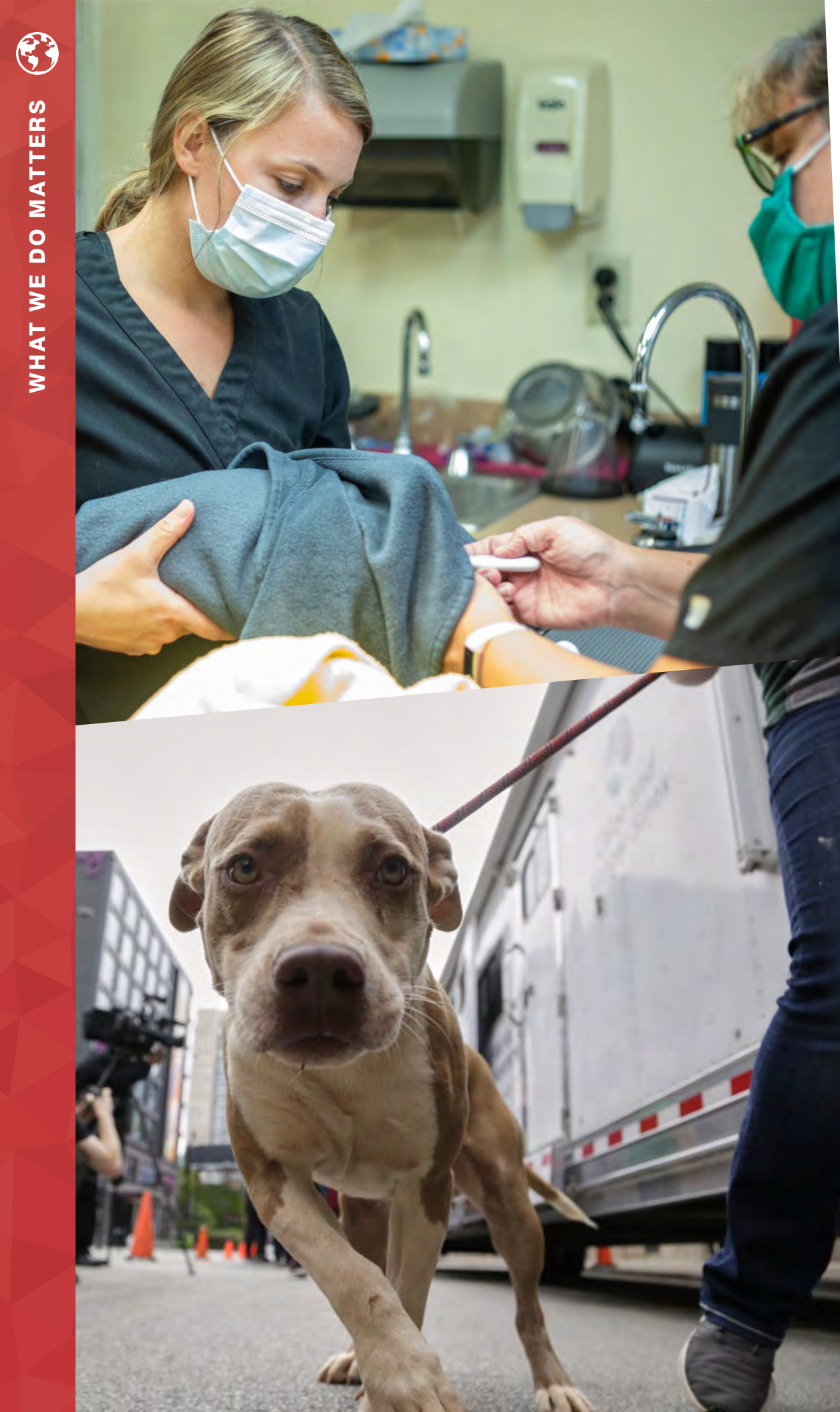


said their pet comforts them



said their pet enhances their mental health

¹ <https://habri.org/research/healthy-aging/mental-health/>



SNAP® test: an integral tool in disaster relief

With IDEXX's proprietary SNAP® tests, veterinarians have a rapid, single-use, in-clinic diagnostic aid to quickly detect both infectious and non-infectious disease. In times of natural disaster, we are proud to support local animal shelters and practices as they address animal needs. IDEXX SNAP® donations help veterinarians quickly and accurately identify animals in need of critical medical help, allowing relief workers to treat infected animals and safely segregate them from the healthy population. This reliable testing also allows shelters to take in animals displaced in a disaster so they can be reunited with their families. Over the years, IDEXX, in partnership with international animal welfare organizations, has donated tens of thousands of SNAP® tests to a range of relief efforts, from Hurricane Katrina and Indonesian floods to Hurricane Florence and the California wildfires.



“

In the wake of the April 2020 tornado in East Texas, I worked as part of the Texas A&M Veterinary Emergency Team (VET). It's very rewarding to help these animals and people.

Our efforts make a big difference.”

WADE BURTON DVM
MEDICAL AFFAIRS SPECIALIST,
INFECTIOUS DISEASES, CAG



“We continue to raise the standard of care

by delivering education on the importance of radiation safety and providing tools and resources to support practices.”

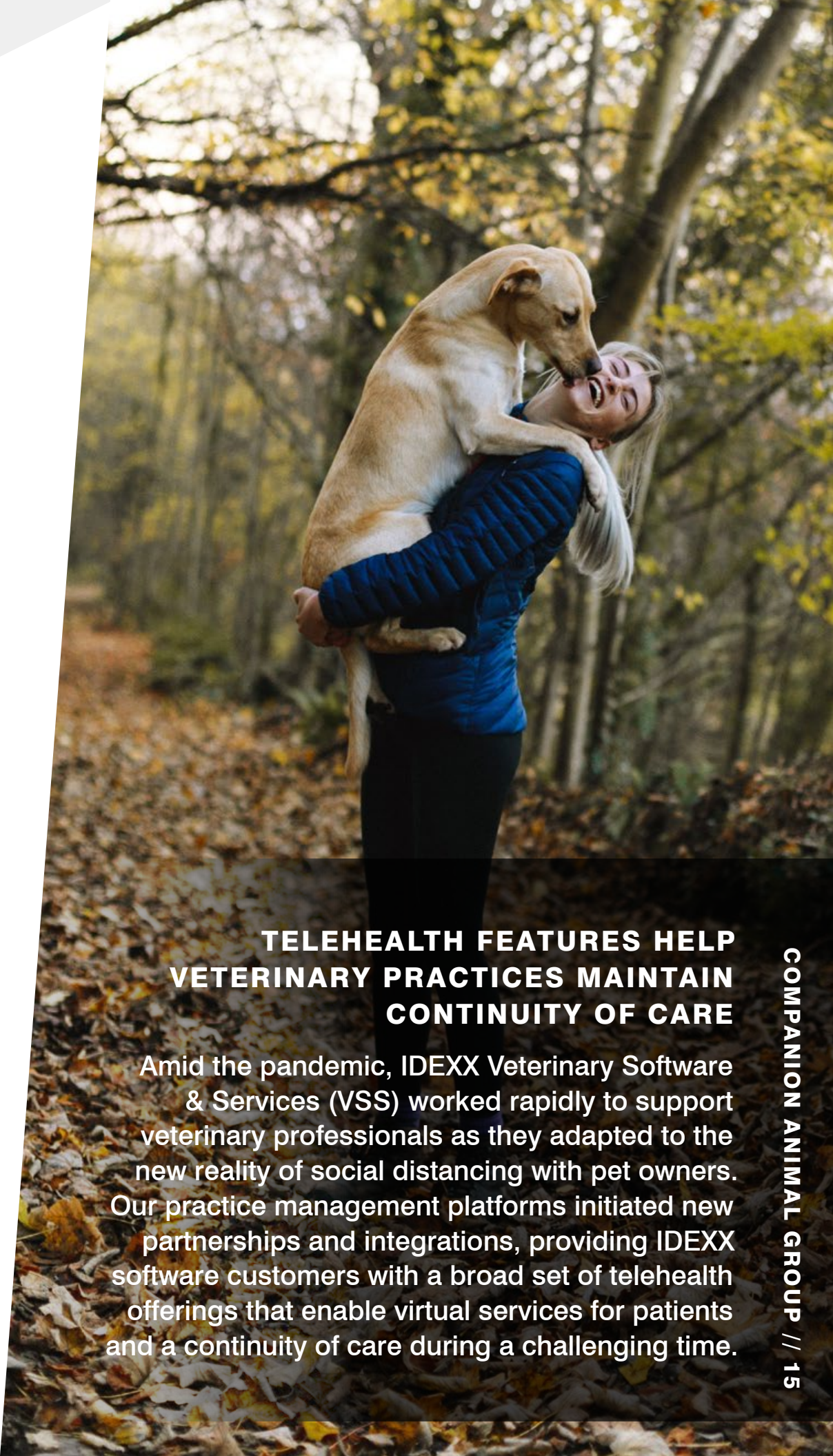
LAURIE FISHER SENIOR DIRECTOR AND GENERAL MANAGER, DIAGNOSTIC IMAGING, CAG

Leading the way in radiation safety

Veterinary technicians, 75% of who are women of child-bearing age, administer 16 x-ray studies per week on average¹, and radiation exposure is a concern. To increase awareness and educate about safety protocols, in 2016 IDEXX launched [ImageVue® DR50](#) in partnership with the American College of Veterinary Radiology and National Association of Veterinary Technicians in America. Building upon the work of Lower the Dose, we created the [IDEXX Radiation Safety Center](#) in January 2020. Imaging equipment technology also plays a significant role in radiation safety.

Our portfolio of low-dose digital radiography systems is led by IDEXX’s proprietary ImageVue® DR50 Digital Imaging System, the lowest-dose radiography system in the market today², offering up to 50% less radiation compared to computed radiography systems while achieving optimal image quality. Recognizing the importance of affordability, in August 2020, IDEXX launched the [ImageVue® DR30](#) Digital Imaging System, which delivers low dose imaging at a price point that is accessible to more customers while still delivering superior image quality.

¹ NAVTA 2016 Demographic Survey Results. Schaumburg, IL: National Association of Veterinary Technicians in America; 2016. https://cdn.ymaws.com/www.navta.net/resource/resmgr/docs/2016_demographic_results.pdf. Accessed January 6, 2020. Data on file at IDEXX Laboratories Inc. Westbrook, Maine USA. Hemispheres May 2019 IDEXX Diagnostic Imaging Market Survey
² Innovations in Digital Radiography and Dose Reduction. Stamford, CT: Fujifilm Medical Systems U.S.A., Inc.; 2015.



TELEHEALTH FEATURES HELP VETERINARY PRACTICES MAINTAIN CONTINUITY OF CARE

Amid the pandemic, IDEXX Veterinary Software & Services (VSS) worked rapidly to support veterinary professionals as they adapted to the new reality of social distancing with pet owners. Our practice management platforms initiated new partnerships and integrations, providing IDEXX software customers with a broad set of telehealth offerings that enable virtual services for patients and a continuity of care during a challenging time.



FLORA ELLIS, A MARKETING MANAGER in Southwold, United Kingdom, has gone above and beyond to advance sustainable practices for IDEXX’s participation in trade shows, such as leveraging interactive technology to reduce the need for paper and eliminating all single-use plastics in displays. IDEXX partnered with Bumble Bee Conservation Trust to provide customer giveaways consisting of recycled biodegradable bags printed with non-toxic ink containing wildflower seeds and reusable bamboo coffee cups. These initiatives reduce our impact, showcasing IDEXX’s values to our customers.

Helping customers reduce their environmental footprint

IDEXX focuses on helping our customers create “paperless practices”—reducing paper waste, improving operational efficiency, reducing lost charges, and enabling a higher standard of care. Our SmartFlow® patient workflow software offers simple tools that optimize every step of the patient visit. By supporting seamless communication, automating charge capture, and streamlining patient documentation, SmartFlow® helps practices achieve their sustainability goals by enabling them to go paperless with the use of digitized consent forms, patient charts, treatment sheets, and anesthetic sheets.

Supporting the growth of new practices

IDEXX is committed to the health of our customers’ patients and practices. New veterinary practices, in particular, have many competing priorities and expenses. The IDEXX 360® New Practice Program helps by eliminating capital costs for IDEXX analyzers, digital imaging, and practice management software. Customers benefit from no upfront costs or lease requirements, and an easy-to-meet, step-up commitment that grows as their client base does. With IDEXX’s support, start-ups can practice medicine the way they want to, with the highest-quality, most accurate, and innovative diagnostic tools in the industry. To date, more than 300 new practices have joined this program.



Providing access to diagnostic services for underserved communities in partnership with veterinary students

The IDEXX VetLab® University Educational Program donates a full suite of IDEXX in-house diagnostic (IHD) analyzers for veterinary students to use during their primary care rotations at a growing number of North American universities. Through this program, students gain practical experience with in-house diagnostics and universities gain resources to serve their local communities.

IDEXX helps subsidize in-clinic diagnostic services for pet owners facing economic challenges and donates SNAP® tests when students volunteer at free and low-cost community care and screening events.

WE ARE PROUD TO PARTNER WITH THE FOLLOWING PROGRAMS THAT BENEFIT THE HEALTH AND WELL-BEING OF PETS AND PEOPLE IN UNDERSERVED COMMUNITIES



Wisconsin Companion Animal Resources, Education, and Social Services (WisCARES) is a community clinic for low income and homeless families. This clinic provides veterinary care, temporary pet boarding for pet parents unable to find housing, social services for family members, and supplies to help these individuals and families maintain and benefit from the human-animal bond.

IN PARTNERSHIP WITH



Tufts at Tech Community Veterinary Clinic This student-run veterinary clinic provides citizens of underserved communities from Greater Worcester in Massachusetts with compassionate and affordable veterinary care.

IN PARTNERSHIP WITH



A COMMUNITY PRACTICE

Auburn Shelter Medicine Rotation The mission of the Hoerlein Spay/Neuter Program is to provide high-quality reproductive surgical services and preventive care to dogs and cats from partnering animal shelters, while providing training to veterinary students in Alabama.

IN PARTNERSHIP WITH



24 university programs reached



Water

More than 2.5 billion people worldwide rely on IDEXX testing to ensure the safety of their drinking water. Used by municipalities and water safety organizations on all seven continents and even the International Space Station, our products detect bacterial indicators of fecal contamination, as well as common microbial pathogens, such as *Legionella pneumophila* and *Pseudomonas aeruginosa*. In 2020, we were proud to announce the Water SARS-CoV-2 RT-PCR® Test, which detects and quantifies SARS-CoV-2 in wastewater systems.

“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, WATER



SWIM DRINK FISH, a Canadian organization, uses the IDEXX Quanti-Tray® System for recreational water quality monitoring and testing for *E. coli*. Swim Drink Fish has established citizen science water quality monitoring hubs that share water quality test results through Swim Guide, a free app and website. Monitoring hubs are operating in several remote First Nations communities throughout Canada, including the Zhiibaahaasing First Nation Hub located on Manitoulin Island. IDEXX is proud to be involved with Swim Drink Fish projects which are contributing to public health across Canada.

IDEXX Water Humanitarian Award

More than 70,000 citizens of Lower Nyakach, Kenya, do not have access to safe drinking water sources and must use heavily contaminated rivers, streams, ponds, and shallow wells to access drinking water. IDEXX's long-time collaborator, Dr. Robert Metcalf, has pioneered a technological breakthrough in water testing methods by creating a Portable Microbiology Laboratory that includes IDEXX Colilert® tests. Since 2012, Friends of the Old (FOTO), a community-based organization supported by Dr. Metcalf and the International Water and Health Alliance, has implemented a local strategy called 'The Goal is Zero' to eliminate waterborne disease using community-led, evidence-based microbiology. FOTO uses IDEXX Colilert® testing to educate communities about the relationship between contaminated water and disease.

Enhanced water-quality monitoring also positively affects women's empowerment in the communities of the Lower Nyakach.

“Women involved in the FOTO project

have become microbiology teachers and this has raised their esteem in their communities—they are the microbiology ambassadors in Lower Nyakach.”

DR. ROBERT METCALF

Since FOTO's implementation of this *“teach, test, treat”* strategy, the prevalence of community members suffering from waterborne disease has dropped dramatically. In recent years, there have been several serious cholera outbreaks in adjacent districts but no cholera cases in Lower Nyakach.



In recognition for his innovation and impactful work in Kenya, **Dr. Robert Metcalf** was presented with the IDEXX Water Humanitarian Award in 2018. Pictured here with Darren Alcock, IDEXX Global Director of Marketing, Water.



Pamela Otieno 'Lower Nyakach microbiology ambassador'



Livestock, Poultry and Dairy (LPD)

Since
1985
more than

1.5 billion

IDEXX LPD tests have been used worldwide

“Healthy animals need fewer antibiotics and produce less waste, reducing environmental impacts and contributing to sustainable livestock production systems.”

CHRISTOPH EGLI ASSOCIATE DIRECTOR, PRODUCT MARKETING, LPD





Many livestock diseases can be controlled or eradicated using protocols supported by IDEXX testing products, including Foot and Mouth disease (FMD), a highly contagious virus that can spread rapidly among cattle, sheep, goat, pig, and wildlife populations. The IDEXX FMD® Multispecies Antibody Test helps farmers, veterinarians, and governments manage the threat of this highly contagious disease.

IDEXX is also revolutionizing cattle reproductive practices in Switzerland, where more than 45% percent of dairy herds are using IDEXX tests to accurately determine the pregnancy status of cows. IDEXX's tests use the most advanced technology to help farmers get timely information that allows them to improve the reproductive health of dairy herds.

Around the world, our portfolio of tests for poultry, swine, and ruminant species play a role in ensuring food security for a growing global population while reducing the impact on the environment from protein production by keeping livestock healthy and productive.



I'm proud that IDEXX tests are improving the livelihoods of farmers worldwide by helping manage devastating livestock diseases."

FRANK WINSLOW SENIOR DIRECTOR, OPERATIONS AND PRODUCT MANAGEMENT, LPD



OPTI Medical Systems

OPTI specializes in the design and manufacturing of point-of-care and laboratory diagnostics for human medicine. We leverage advanced technologies to develop reliable, cost-effective, easy-to-use products that combine accuracy with convenience and clinical flexibility to support blood gas and electrolyte analysis using optical fluorescence technology as well as infectious disease diagnostics. OPTI analyzers are used in emergency rooms and intensive care units in more than 100 countries to aid in critical care diagnoses. For example, the OPTI CCA-TS2[®] analyzer provides fast and accurate blood gas and lactate analysis results to assist in the early detection of sepsis¹, a life-threatening issue in hospital settings. In 2020, we launched the OPTI[®] SARS-CoV-2 RT-PCR[®] laboratory test kit for the detection of SARS-CoV-2, the virus that causes COVID-19, to support testing during this unprecedented pandemic.

“

The best part about my job is the pride I feel knowing our products provide time-sensitive diagnostic results to help save human lives.”

ANGELA WILMOT PRODUCT MANAGER, OPTI

¹ <https://www.cdc.gov/sepsis/what-is-sepsis.html>



Our People and Workplace

“When my husband and I moved to Maine 10 years ago, more than anything I wanted to work for a company with a strong purpose, where my contributions matter, where people care for one another, and I can be my authentic self. I found that home in IDEXX.”

GIO TWIGGE
CHIEF HUMAN RESOURCES OFFICER

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“IDEXX’s innovative culture

is very meaningful to me. Our culture embodies our entrepreneurial spirit and shows up in many impactful ways for our employees, our customers, and our communities.”

ZACH NELSON VICE PRESIDENT,
HUMAN RESOURCES

Our people are key to our company’s success in an industry where innovation is paramount. Competition for experienced leaders and talent, particularly for those with specialized skills and capabilities, can be intense. Our ability to recruit and retain talent relies on a number of factors, including a passion for our [Purpose](#), our culture, opportunities for growth, compensation and benefits, and work location.

We are focused on creating a workplace where employees feel engaged, supported in their development, comfortable to be their authentic selves, and provided with deeper meaning and fulfillment in their work.



CULTURE

IDEXX’s culture is reflected in the passion our employees have for our Purpose, our focus on driving innovation as demonstrated in our pipeline of products and services, fostering employee well-being and safety, advancing diversity and inclusion, progressing environmental sustainability across the enterprise, and investing in facilities that enhance the employee experience.



Engagement

Over the last nine years, IDEXX has conducted an annual company-wide myVOICE survey to give IDEXXers an opportunity to directly provide input on our culture, their experiences, and workplace conditions. This collective input helps develop meaningful and actionable insights and enables us to improve the employee experience.

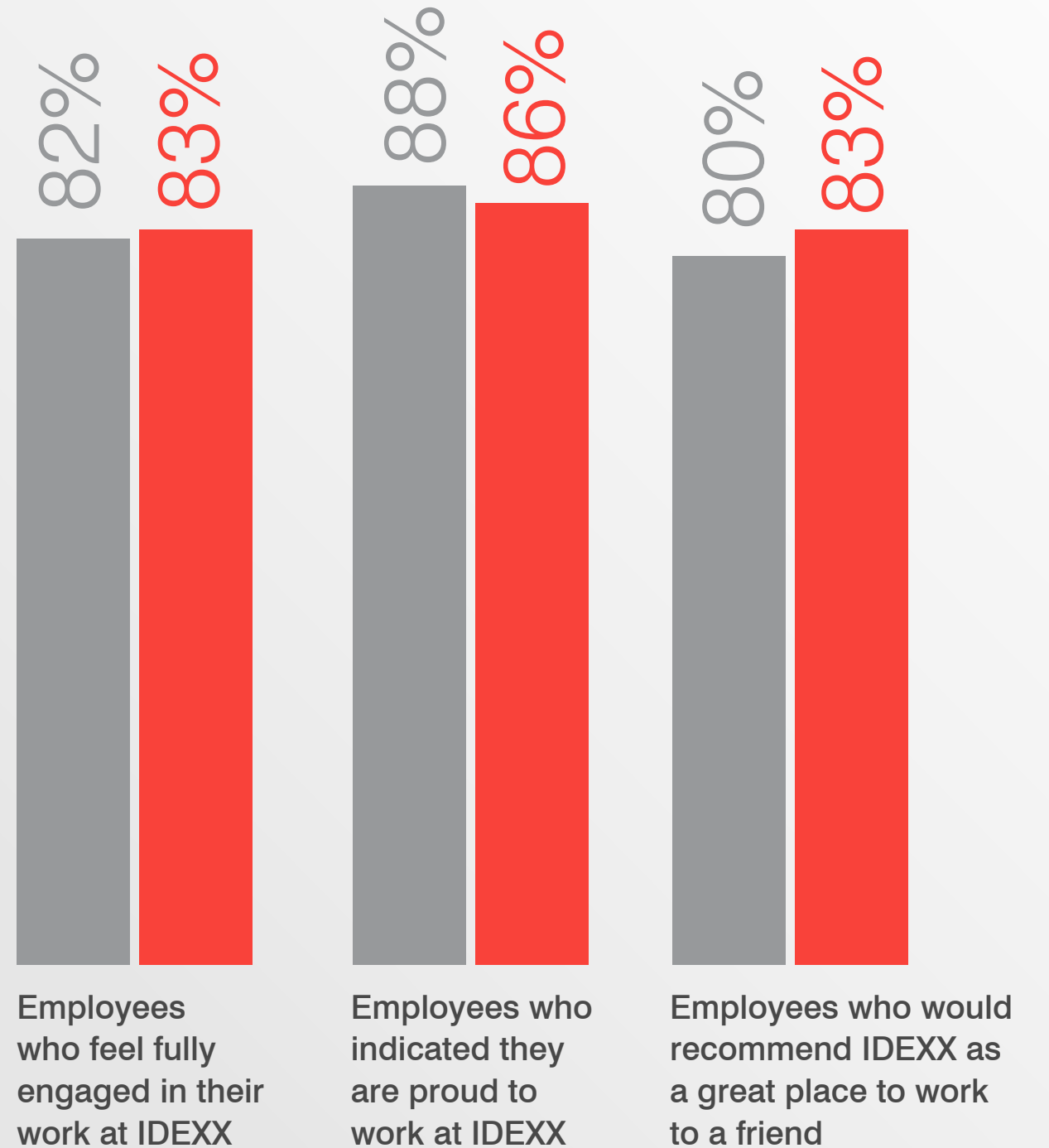
In response to the global pandemic, IDEXX shifted the 2020 myVOICE survey to understand employees' experiences navigating the complexities of COVID-19, know what we are doing right, and guide us moving forward.

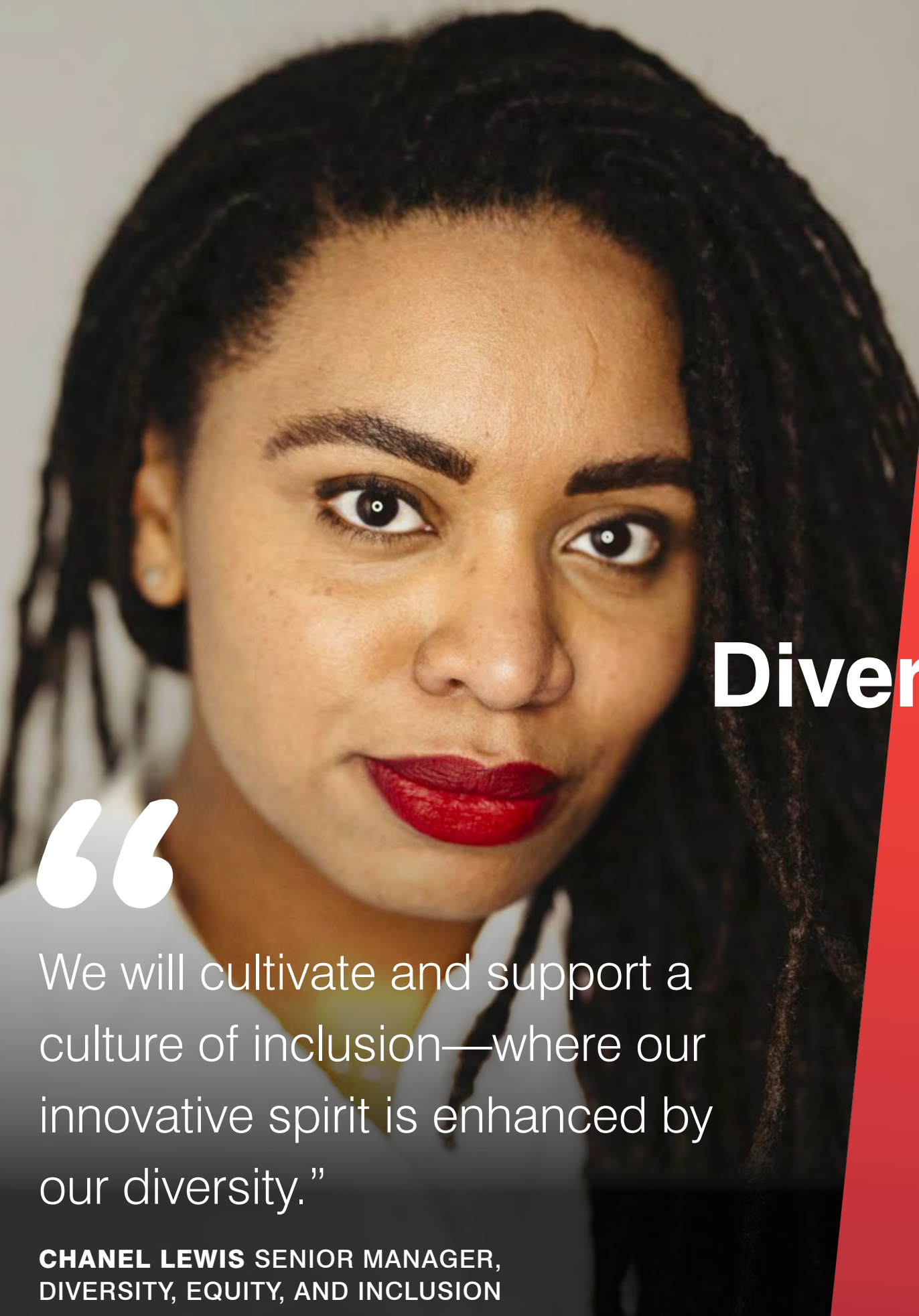
Across the globe 6,671 (71%) employees responded to the survey and the general sentiment was that IDEXX responded well to the pandemic. 83% of our employees feel fully engaged in their work at IDEXX, a 1% increase from 2019.

A key finding that emerged from the survey was the different needs of those employees who remained working on-site and those who work remotely. Feedback from our employees has enabled us to better understand what each group requires and respond by providing additional tools, resources, and flexibility—for both on-site and remote employees.

EMPLOYEE SURVEY RESULTS

■ Annual 2019 employee myVOICE results; 82% response rate
 ■ 2020 'pulse in the moment' survey results; 71% response rate





OUR COMMITMENT TO DIVERSITY AND INCLUSION

“We continue to see troubling events unfold, in the U.S. and globally, highlighting long-standing societal inequities and disparities. At IDEXX, we condemn racism and intolerance in all its forms, and are particularly focused on, and troubled by, how it affects the Black community. I believe it is important to reaffirm that IDEXX values all our employees, as well as their families and loved ones. Our commitment to diversity, equity, inclusion, and opportunities for all is core to who we are and what we stand for as an organization. We have more work to do as a company, and as a society, to ensure there is action behind the commitments we make.”

// JAY MAZELSKY PRESIDENT AND CEO

Diversity, Equity, and Inclusion

“

We will cultivate and support a culture of inclusion—where our innovative spirit is enhanced by our diversity.”

**CHANEL LEWIS SENIOR MANAGER,
DIVERSITY, EQUITY, AND INCLUSION**

At IDEXX, our employees enable us to achieve our Purpose. Through DEI efforts, we ensure our global workplaces are dynamic, supportive of all our employees, and representative of our customers and communities. We believe that DEI is an essential driver of our innovation and success. Our entrepreneurial and collaborative spirit is enhanced when many different people, perspectives, and backgrounds are aligned toward achieving IDEXX’s Purpose.

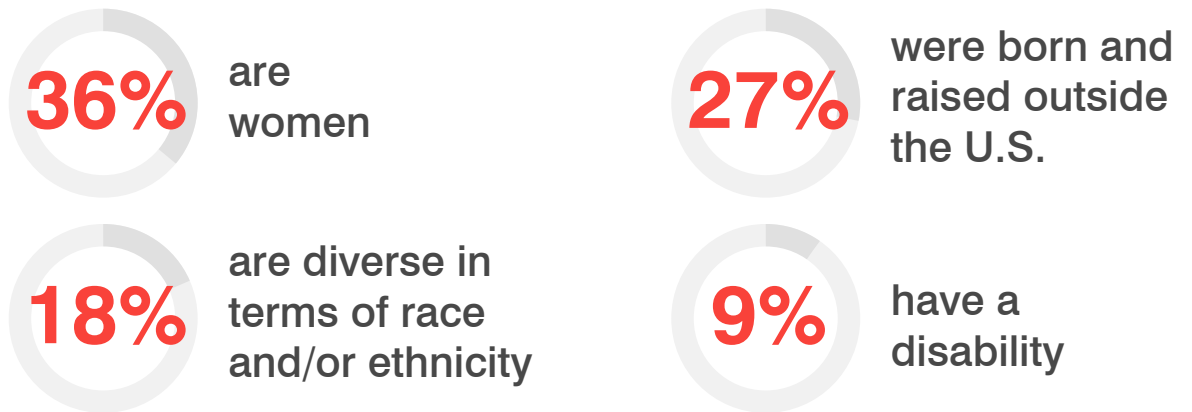
Charting the course towards greater diversity, equity, and inclusion

We are passionate and committed to cultivating and supporting a culture where DEI is part of our DNA. We strive to equip our organization with tools to mitigate bias and bolster trust throughout the organization, attract talent that will add to our culture, and create an environment where employees can be their full and genuine selves at work. Through the efforts of our Diversity and Inclusion Council, which was established in 2017, and with the support of executive leadership, IDEXX created a global DEI leadership role in 2019.

With engagement from management teams across the organization, and under the stewardship of our newly hired global DEI leader, we have developed and are now implementing a global DEI strategy and roadmap. This guides us in how we cultivate a more diverse workforce, support inclusive talent acquisition, and develop our diverse and talented employees. Some significant pillars of this strategy and roadmap include continuing to increase the percentage of women in senior leadership positions and launching an enterprise-wide Diversity and Inclusion Education Program, including training for senior executives, leaders, and managers.

Additionally, our Board has sustained its focus on refreshment and diversity, ensuring that our Directors possess a wide variety of relevant skills, backgrounds, experiences, and perspectives to enable them to effectively oversee our innovative businesses in rapidly evolving markets. We have added eight new independent members in the past nine years, and we are proud that:

DIVERSITY IN OUR BOARD OF DIRECTORS

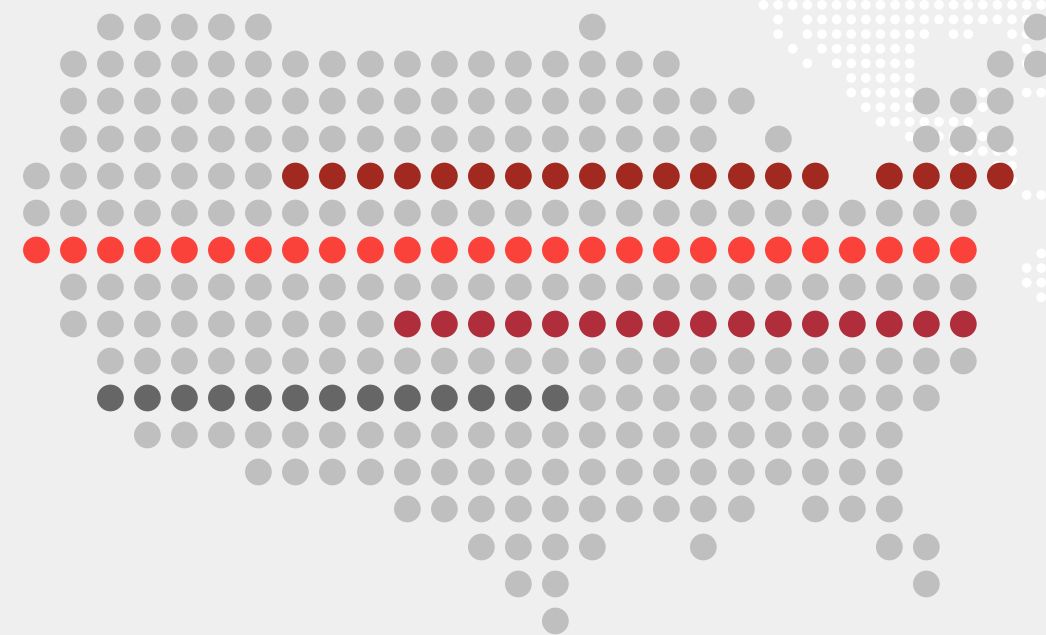


Selected accomplishments over the last two years

- Continued to expand the mission of our Global Diversity and Inclusion Council, established in 2017, which worked with executive leadership on the full-time hire of a DEI leader to design, develop, and champion DEI at the enterprise level.
- Formalized a DEI strategy and roadmap, including continuing to increase the percentage of women in senior leadership positions, expanding DEI education enterprise-wide, and strengthening DEI practices in our human capital management processes.
- As part of our DEI education goals, our executive team participated in Inclusive Leadership Training.

IDEXX is committed to creating a diverse, equitable, and inclusive workplace. The data below outline the racial and ethnic diversity¹ and gender diversity² among our workforce and leadership, as of October 30, 2020.

RACIAL AND ETHNIC DIVERSITY IN OUR U.S. WORKFORCE¹



6% Asian 8% Black 5% Hispanic/Latinx 1% Other³ 76% White

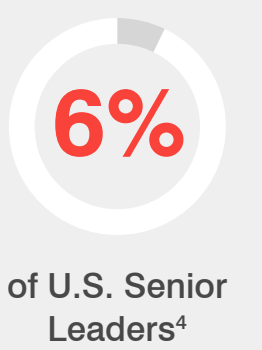
GENDER DIVERSITY IN OUR GLOBAL WORKFORCE



are women²



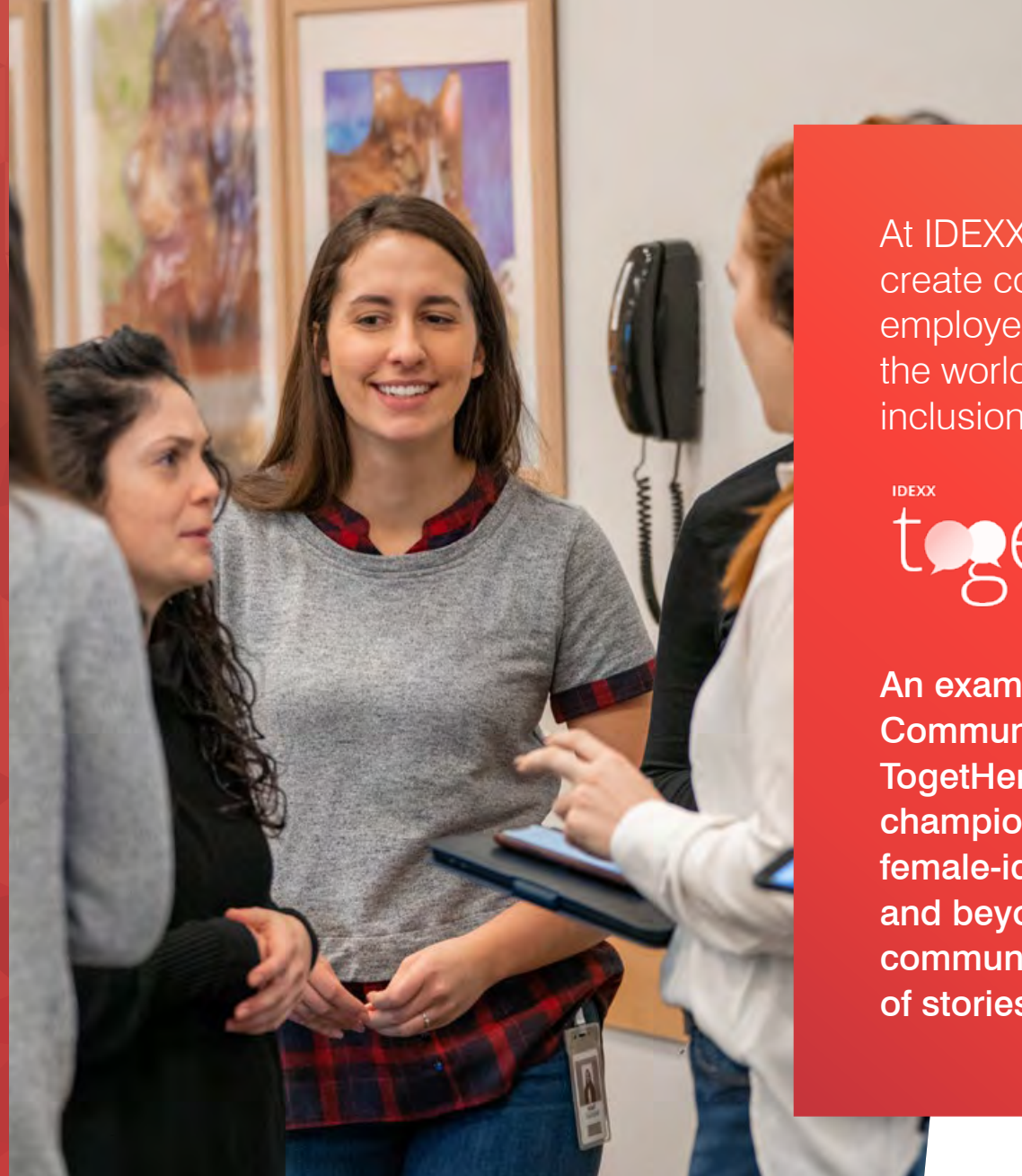
RACIAL AND ETHNIC DIVERSITY¹ IN OUR LEADERSHIP



are diverse in terms of race and/or ethnicity



¹ Data regarding racial and ethnic representation are based on self-identification by our U.S. employees only; racial and ethnic diversity is defined as African American/Black, Asian, Hispanic/Latinx, Native Hawaiian/Other Pacific Islander and two or more races, and percentages do not add up to 100% because some U.S. employees declined to specify.
² Data regarding gender are based on self-identification by our global employees and use the traditional gender category of women (or female) to align with U.S. government reporting requirements. IDEXX deeply respects that gender is nonbinary, and reporting in this manner does not represent our position on this issue.
³ Other: American Indian, Alaska Native, Native Hawaiian/other Pacific Islander, and two or more races.
⁴ Employees with the title of Director and above.
⁵ Employees with the title of Corporate Vice President or Executive Vice President.



At IDEXX, we empower our employees to create connection and community. Through employee-led communities, IDEXXers all over the world contribute to fostering a culture of inclusion and belonging.



An example of our Employee-Led Communities is IDEXX TogetHer. IDEXX TogetHer is a community dedicated to championing the advancement of women and female-identifying individuals in the workplace and beyond. Through programming, this community creates spaces for the sharing of stories, experiences, and perspectives.

Pay equity

Our senior leadership and Board of Directors fully support inclusion, diversity, and pay equity and are committed to advancing these initiatives. IDEXX has numerous processes and practices in place globally that are designed to promote fair and consistent compensation and that are administered in a manner to support pay equity. Please see a summary of our [global pay processes and practices](#). Our global pay processes and practices are intended to prevent identified, unexplained pay disparities based on gender for our global employees and race for our U.S. employees, and we are confident that they are effective in doing so.



“

IDEXX is the only place I have ever worked where I felt total congruence between what I care about as a human, what I do in my work, and what the organization represents to the world. I have never had that line up so beautifully before.”

SAMANTHA JONES
DIRECTOR, TALENT DEVELOPMENT



We created the HEART (Hourly Employee Advocacy, Recruitment, and Training) team in 2020 to cultivate a talent pipeline from Operations' hourly workforce into other areas of the organization based on the interests and experience of the employee. HEART's goals include identifying and removing barriers to career advancement opportunities by providing access to the IDEXX career development network. The HEART team is working hard to better define the program for Operations, with the hope of a more formalized and accessible program rolling out to all U.S. employees in 2021.

"I have had opportunities to grow at IDEXX and expand my responsibilities such as working on product support engineering. *Our leaders care about developing their teams.*"

LOU SENERES INSTRUMENT
TECHNICIAN, MANUFACTURING



Diverse leaders of tomorrow

We are steadfast in our focus on cultivating the diverse leaders of tomorrow and making career development opportunities more accessible across the global organization. Diverse talent is the foundation of a healthy and strong business. Our global recruiting team connected our sourcing strategies with diversified talent channels and adopted new core competencies that focus on valuing differences, to attract candidates with different backgrounds, ideas, and experiences who will help enrich the culture at IDEXX.

Accessibility is key to creating an environment that is inclusive, where all employees feel empowered and supported to learn and develop in their careers. The Talent Development team is identifying barriers, gaps, and obstacles that make it difficult for some employees to access learning and development opportunities. Over the next few years, plans will be developed and implemented to address these barriers.

For example, we recognize that employees for whom English is a second language or who do not have regular access to email need to be reached, served, and supported differently. A project is under way to form a deeper understanding of those communication needs and address them accordingly. We also implemented a new selection process for IDEXX's highest level leadership program to ensure there is diversity of function, geography, race, ethnicity, and gender.



Talent acquisition

Hiring the right leaders directly contributes to the future culture and success of IDEXX. As part of the interview process, recruiters and key external partners are leveraging leader competency-based interviews (called success profiles) to specifically assess potential curiosity and the candidate's value for differing opinions and ideas. Our talent acquisition team is also partnering with key STEM talent organizations to help improve gender, racial, and ethnic diversity within the technology sector. This includes successful partnerships with Hacker413 and the Grace Hopper Celebration organizations, both focused on women in the technology sector. In addition, IDEXX sponsored and participated in a Stanford University co-piloted initiative in 2019 to form a DEI council within the American College of Veterinary Pathologists.

In March 2020, IDEXX created the Talent Acquisition Diversity and Inclusion Committee (TADIC)—a group of talent acquisition specialists, formed to identify and address challenges related to sourcing, recruiting, and hiring diverse talent; determine best practices; and define measures of success. TADIC will serve as a driver behind Diversity and Inclusion

projects and initiatives related to talent acquisition. Over the next two years, we plan to evolve our talent channels and outreach activities for both our entry-level and experienced talent, specifically by:

- **Developing two new entry-level programs:**

Intern program evolution: Entry-level talent in this new part-virtual environment will provide opportunities for a much more diverse intern program.

Apprenticeship program: Allows us to consider more diverse talent, including candidates without a bachelors degree and experienced people new to the United States.

- **Optimizing the hybrid workforce:** In a new part-virtual world, we will be sourcing and attracting diverse talent across any location regardless of geography.



We feel a tremendous responsibility for all employees across our organization and we understand the importance of including and engaging them. One of the key drivers of innovation is bringing a diversity of thought to our work.”

TONY DIMARCO VICE PRESIDENT,
REAGENT OPERATIONS

Talent development

The Learning and Talent team works across the business to support employees as they develop their careers at IDEXX.

Our efforts to provide all employees with the tools and resources that enable them to advance their careers requires a multi-faceted and inclusive approach.

We are proud to support employees who are continuing their education by providing tuition assistance. IDEXX encourages its employees to enhance their career development through job-related courses and degree programs.

Employees have access to a wide variety of internal learning and development opportunities which are focused on their professional development and future aspirations. Some recent examples include:

- Training that is 100% virtual and available in multiple languages.
- Development programs that build capability and enable career progression, such as:

Leadership Ascend: A new addition to our Leadership Development Programs, focused on building mid-level leader competencies.

Education First: English Language Development solutions, for employees who need to develop business English capability.

Leadership Basecamp: A collection of open enrollment courses offered to all leaders and aspiring leaders to help IDEXXers navigate challenging and dynamic times.



29,687

2019 training hours

174

online development courses offered to IDEXXers



“

Part of what makes IDEXX special is our belief that each individual can bring insight to a team. With Aspiritech, we see that unfold again and again.”

CHRISTIAN RATLIFF
 SENIOR DIRECTOR, CUSTOMER FACING SOFTWARE

We are committed to providing increased access to development and career advancement opportunities—specifically for women and underserved populations—in STEM, animal health and technology. IDEXX is proud to partner with these exemplary organizations.

Meet some of our DEI and workforce development partners



Aspiritech is a quality assurance testing company that empowers individuals on the autism spectrum to fulfill their potential through meaningful employment that leverages their unique skills for problem-solving. IDEXX R&D Customer Facing Software has partnered with Aspiritech since 2016 and welcomed individuals into careers at IDEXX where they have a natural skill set and opportunity to excel. The Aspiritech teams bring a new perspective to our work and have been part of the development and testing process for two recent instrument launches—SediVue Dx[®] and ProCyte One[®].



The **Maine Math and Science Alliance** works with K-12 educators to get students excited about STEM. The organization undertakes research on STEM learning experiences and provides teachers with professional development opportunities.



IDEXX is a founding partner of the **United Way of Greater Portland (UWGP) Racial Equity Fund**. The Racial Equity Fund will support organizations led by or serving people of color to increase access to health care, high-quality education, affordable housing, and workforce preparation for jobs that can provide access to opportunities for economic mobility.



IDEXX is a Visionary Sponsor for the **Olympia Snowe Women's Leadership Institute** founded by former U.S. Senator from Maine, Olympia Snowe. The institute invests in young women to ensure that there will be more leaders like Senator Snowe in the future—young women who have been encouraged, supported, and inspired to dream big and reach high in all of life's endeavors.



IDEXX is a founding corporate partner in the **Roux Institute at Northeastern University**—a graduate and research center focused on artificial intelligence and life sciences founded in Portland, Maine, in February 2020. IDEXX's partnership with the Roux Institute will help advance our ongoing talent development efforts with particular focus on upskilling our current workforce, increasing diversity in our technology pipeline, and supporting career advancement programs for foreign-trained professionals.



Educate Maine helps build the future workforce of Maine. One of its programs, **Project>Login**, focuses on bringing high-quality computer science education to every student in Maine and reaching balanced representation in grades K-12. As the regional partner for **Girls Who Code**, the program implements a range of strategies that prioritize access to and engagement in computer science for historically underrepresented groups. Project>Login also provides support for college students to access internships and learn about various STEM career pathways.



“I have served on the Board of Directors of Educate Maine for several years, and was elected Chair in 2019. The mission and purpose of the organization—to create pathways for all Mainers to reach their greatest educational and economic potential as a part of a thriving and competitive economy—is so wholly aligned with IDEXX values of *growth, community, and inclusion.*”

KEN GRADY CHIEF INFORMATION OFFICER



Maine Development Foundation hosted its 42nd Annual Meeting in September 2020. The theme this year is “2020 Vision: Leading for Change in Maine’s Third Century.” Chanel Lewis, Senior Manager, Diversity, Equity, and Inclusion at IDEXX, shared her vision for how Maine can be a leader and model of diversity, inclusion and equity, and challenged attendees to personally and professionally engage in this work.



Selected goals for 2021–2022

- Shape, activate, and integrate DEI into global business practices
- Build inclusive capability and competency and reduce bias in talent processes
- Continue to partner with organizations aimed at advancing diversity in our communities, as well as in animal health, veterinary medicine, and STEM, including The Roux Institute at Northeastern University
- Expand our DEI communications across the organization and externally to increase awareness of our commitment and efforts



Employee Well-Being

“

The programs, benefits, and culture that we create at IDEXX have a direct and significant impact on the quality of life of our employees. This influences how they interact with their colleagues, families, and communities. I love that I have the privilege of leading this work. There’s nothing more rewarding than seeing people enjoy the gains that come from improving their own health and well-being.”

SARAH CARON WELL-BEING PROGRAM MANAGER

Selected accomplishments over the last two years

- Enhanced paid family care leave to provide U.S.-based employees paid time off for 6 weeks for new parents, 4 weeks for family care, and 2 weeks for bereavement of an immediate family member.
- U.S. rollout of Pandemic Paid Time Off Policy to address additional time off needs for team members working at an IDEXX facility or in the field who are not able to work, or are in transition to remote work due to COVID-19 symptoms or illness, facility closure, or self-quarantine.
- Successful pilot of the Make It OK campaign for U.S.-based employees to reduce the stigma around mental illness.
- Partnership with Hinge Health to provide coach-led digital programs for U.S.-based employees dealing with chronic back, knee, and hip pain.
- Partnership with My Secure Advantage (MSA) Financial Wellness program, which provides education and access for all U.S.-based employees (and spouses/dependents) to 90 days of free financial coaching annually.

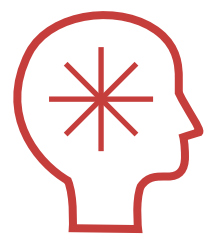
The health and well-being of pets, people, and livestock is what we're all about at IDEXX. That's why we provide programs and incentives to help employees focus on their health in several ways.

Supporting employees' personal well-being will have a lasting and powerful impact on both the company and our people. Our well-being strategy is focused on creating a global community through awareness, education, and empowerment that inspires employees and their families to live their healthiest lives.

We support our employees' journeys toward optimal health and wellness by investing in benefits, programs, and incentives that form the four pillars of our well-being strategy:



PHYSICAL HEALTH



EMOTIONAL RESILIENCE



SOCIAL CONNECTEDNESS



FINANCIAL HEALTH



Make It

The Make It OK campaign was created to reduce the stigma around mental illness. Mental illnesses are treatable health conditions more common than diabetes, yet most people wait an average of 10 years before getting help, largely due to stigma. We believe that if we know more, we can do more. If we understand more, we'll make it okay.

The Make It OK campaign is made possible by HealthPartners, Inc.

Key programs and incentives

Well-Being Engagement and Incentive Empowered by Virgin Pulse. Virgin Pulse is a global digital tool that gives employees access to all the wellness programs available to them in one place.

4,700+ global users



average employee enrollment in Virgin Pulse



of users have an activity device connected



of users have social connections on the platform



satisfaction with the program

Employee Assistance Program (EAP). EAP is a global service to support the mental health and well-being of IDEXX employees, offering a wide variety of free, confidential services to help them juggle complicated family, work, and personal needs.

Family Friendly Benefits. IDEXX offers family-friendly benefits that allow eligible employees to receive compensation for time taken from work to bond with a newly born or adopted family member. U.S. employees are also eligible for financial assistance toward the cost of adopting a child, as well as fertility assistance.

Fitness Reimbursement. IDEXX employees in many countries receive reimbursement for certain fitness activities.

Employee Stock Purchase Plan (ESPP). Subject to plan rules, IDEXX U.S. employees can purchase shares at a discount to market price, enabling them to share in the success of the company and build wealth for the future.

Benefits. Full-time employees are eligible for benefits. While specific offerings will vary by country, benefits include programs that cover spouses/domestic partners; comprehensive medical, dental, and vision care; employee and family life insurance; retirement salary savings programs such as 401(k) for U.S. employees with a competitive company match.



RECOGNITION



2018, 2019, and 2020 Gold Award Winner from the Business Group on Health—Best Employers: Excellence in Health and Well-Being. 2020 recognition included Special Recognition for Mental Health award.



Gold Award Winner from the American Heart Association's Workplace Health Achievement Index in 2019 and 2020. The Index is designed to help organizations assess the quality, comprehensiveness, and effectiveness of their workplace health program and the heart health of their employees.

We encourage employee awareness of health risks through assessments and educational opportunities. IDEXX also supports behavior change and empowers employees to act by providing them with the right tools. These include a global emotional support program offering free counseling for employees and family members and a global well-being application with virtual tools to build healthy fitness, sleep, social, and financial habits. **These programs and others support holistic employee health by providing resources to address the four pillars of our strategy.**

At our World Campus, where one-third of our workforce is located, employees can utilize the fitness center, attend group fitness classes, meet with a life coach or dietitian, and receive a personalized workout program. The facility also includes an urgent care clinic and on-site physical therapy services. During the pandemic, we shifted many of these services to virtual offerings. Now employees worldwide can attend online group fitness classes, join a virtual guided meditation, and participate in a video consult with an exercise specialist or the life coach.

Selected goals for 2021–2022

- Continue to expand IDEXX well-being culture and programs through global representation on the Well-being Steering Committee and build a well-being champion network throughout our locations around the world.
- Expand the Make It OK campaign to all IDEXX locations.
- Continue to adapt in-person support services to virtual platforms and make IDEXX well-being programs more globally inclusive.
- Focus on increasing program engagement for employees in all workplace locations across the company, especially those without regular access to a computer.

“ We get an opportunity to work cross-functionally throughout the organization, learn from each other, and build global management systems to support our employees’ health and safety.”

JAMES BECHEN SENIOR MANAGER ENVIRONMENTAL HEALTH AND SAFETY, FACILITIES



Health and Safety

Our corporate Environmental Health & Safety (EH&S) function provides centralized oversight of company-wide safety programs through the IDEXX EH&S management system, the goals of which are to:

- Promote operational awareness, recognize risks, and ensure safe work practices
- Implement operational and emergency procedures
- Utilize investigation protocols to promote a continuous improvement culture
- Track and report safety-related incidents (ergonomic issues, slips, trips, falls, etc.), environmental spills or releases, and EH&S compliance findings
- Monitor performance and undertake a proactive improvement approach
- Engage employees and cross-functional teams to develop, implement, and sustain safety initiatives



How far is 1.5 metres of social distance, exactly?

It's four corgis.



How far is 1.5 metres of social distance, exactly?

It's one cow.



IDEXX

The COVID-19 pandemic created new challenges for employee health and safety. As an industry leader in veterinary diagnostics, we have a large pool of employees providing essential laboratory testing products and services who continue to work on-site.

Safety measures such as required face coverings, enhanced cleaning and disinfecting protocols, and capacity limits have been implemented to reduce their risk of exposure. In addition, we reconfigured workspaces to maximize social distancing and implemented temperature checks for those entering our World Campus. Other employee groups received support and training specific to their role. For instance, we created a safety guide for employees working in the field and visiting customer sites and provided ergonomic assessment and training support to remote workers who were adjusting to home office environments.

— Up-to-date policy information, training materials, and general safety guidance can be accessed by all employees on our COVID-19 Employee Update Center on the company's intranet.

Selected accomplishments over the last two years

- In order to reach our employees for whom English is a second language, we created visual safety manuals. These manuals communicate the key components of how to execute the job safely and responsibly in a universally accessible visual format.
- As part of our COVID-19 response, we created global employee safety manuals with clear information on preventive measures to reduce risks of exposure and transmission of the virus while in the workplace. Additionally, we were proactive in securing personal protective equipment (PPE) prior to a worldwide shortage. Access to PPE was prioritized for all essential employees in reference laboratories, manufacturing, distribution centers, and field support teams.
- Identified and trained safety champions and established safety teams at our locations around the globe. Through this program, we have been able to increase site-specific safety literacy while helping teams create a culture of safety at their own location.
- Developed a global, standardized incident reporting system using a single database to increase safety awareness with our worldwide workforce. By systematically tracking incident reporting, we are providing employees the opportunity to share lessons learned and bolster our safety programs for all our locations.



2019 safety performance

Workplace safety programs undertaken over the last few years have yielded positive results. 2019 performance, compared to 2017, shows a continued downward trend of both the frequency and severity of incidents¹. In 2019, visual safety manuals created for reference laboratories and distribution centers played a key role in educating employees on EH&S risks, incident prevention measures, and IDEXX's expectations.

GLOBAL RATES

	2017	2019
Recordable	1.6	1.02
Lost Time	0.03	0.06
Lost Days	2.8	2.05
Restricted Cases	0.4	0.4
Restricted Days	12.5	8.4

¹ Incident Rate = # incidents per 200,000 hours worked

Selected goals for 2021–2022

- Expand our safety incident management system to be accessible for all IDEXX locations and provide global managers and supervisors with dashboards that report trends from their departments' incidents. Increasing engagement on safety incidents will help our employees be more proactive and potentially reduce injuries from occurring.
- Strengthen our global communication channels to promote our safety culture and provide tools to our employees, such as continuing to convene EH&S town hall meetings with Operations managers and supervisors. These events streamline information distribution and create opportunities for employee feedback.
- Continue positive trends of reduced recordable incidents, lost time, and restricted time from workplace incidents.



IDEXX is committed to being a good corporate citizen in every country in which we do business. We support organizations in the communities where our employees live and work, with a priority on the locations where we have greatest concentration of employees. Our contributions comply with the IDEXX [Code of Ethics](#) and [Anti-Corruption and Bribery Policy](#) and are aligned with our commitment to [Diversity, Equity, and Inclusion](#).

Partnerships and Volunteering

IDEXX partnership and volunteering goals are to support organizations and initiatives that align with our [Purpose](#), are meaningful to our employees, and have the following areas of focus:

- Strengthen the human-animal bond
- Advance STEM education and associated workforce development opportunities
- Promote DEI
- Provide emergency response and disaster relief for animals and people affected by extreme climate events
- Advance local economic development
- Implement water stewardship programs

Meet a few of our community partners

Gulf of Maine Research Institute's (GMRI) LabVenture



program is an interactive learning experience to advance science literacy. This program is inclusive and involves more than 10,000 students located throughout urban and rural areas of Maine.

As part of our partnership with **Junior Achievement**, we have hosted large-scale educational events and sent hundreds of IDEXX volunteers into local classrooms.



IDEXX is the exclusive partner of **Dempsey Dogs**, the Dempsey Center's pet therapy program which provides comfort and support to people impacted by cancer, especially children and teenagers.



Riding to The Top Therapeutic Riding Center (RTT) is an organization dedicated to enhancing the health and well-being of children and adults with disabilities through equine activities and therapies.



IDEXX supports the **Maine Medical Center's Hoyt Therapy Dog** program. More than 25 certified dogs are part of the program. Their devoted handlers take them to visit hospital patients of all ages to offer comfort and levity during difficult times.



MightyVet is an organization dedicated to mental health and suicide prevention for veterinary professionals that offers free, on-demand continuing education programs and virtual office hours as well as other resources.



IDEXX STEM Learning Hub will be the experiential science learning workshop in the new **Children's Museum & Theatre of Maine**. The Mini Veterinary Clinic exhibit will encourage children who are aspiring veterinarians to learn how to care for pets and perform basic diagnostics. The learning hub will also feature an educational water testing station that will reinforce the connection between water quality and watershed systems.



IDEXX has partnered with the **Animal Refuge League of Greater Portland (ARLGP)** for more than a decade through employee volunteerism, adoption and fostering, as well as financial and in-kind diagnostic support for state and national animal welfare emergencies. IDEXX's partnership with ARLGP will continue in 2021 with our support of the IDEXX Safety Net Program to aid in the relocation of animals from across the country to the ARLGP for adoption.



To learn more about our partnerships, see [What We Do Matters](#), [One Health, One IDEXX](#), [DEI](#) and [Our beginnings and growth in Maine](#) sections of the report.



“It was overwhelming to see how IDDEX employees translated their concern into much needed financial support to charities and community groups providing aid. We received so many messages of support and empathy from colleagues around the world. I am part of the IDEXX family, and it is moments like these that you realize what that really means.”

ROSEMARY SANTANGELO CUSTOMER EXPERIENCE MANAGER
AUSTRALIA AND NEW ZEALAND

IDEXXers in **75** locations **14** countries

Global employee Australia bushfire response campaign

In early 2020, IDEXX launched the Australia Bushfires Response Campaign, raising funds through global employee giving, corporate matching, and in-kind donations. IDEXXers from 75 locations in 14 countries raised funds for [World Wildlife Fund](#), [RSPCA](#), [Australian Red Cross](#), and the [Australian Veterinary Association Benevolent Fund](#). On the ground, IDEXX donated diagnostic services to local veterinarians and aid agencies engaged in the front-line response, including a primary school converted into a care facility for animals injured in the bushfires.



We established the IDEXX Foundation, a donor-advised charitable fund, with a contribution of \$10 million, to support activities aligned with our Purpose. The IDEXX Foundation will complement our ongoing local partnerships while also broadening our geographic reach and social impact. The IDEXX Foundation’s priorities will be on long-term, outcomes-focused investments in areas such as supporting education in the veterinary and STEM fields, including advancing DEI in animal health care.

2019 CONTRIBUTIONS AND VOLUNTEER HOURS¹

\$840,000

total corporate contributions to community organizations

7,194

global employee volunteer hours

Our Global IDEXX Volunteer Efforts (GiVE) program supports employees' involvement in the communities where we live and work. IDEXX offers up to 16 hours paid Volunteer Time Off (VTO) per year to employees, which increases our positive impact around the world.



Selected goals for 2021–2022

- Engage with global IDEXX locations to roll out new Corporate Responsibility Investment Policy
- Establish framework for tracking and communicating outcomes of investments and partnerships
- Launch Global Employee Match Emergency Response Program to support animals and people impacted by extreme climate events
- Implement system to track contributions to community organizations at IDEXX global locations
- Create volunteering opportunities for IDEXX veterinarians and veterinary technicians
- Increase employee engagement with community involvement and awareness of global partnerships

¹ Reported spend is based on World Campus contributions to community organizations. Our systems do not currently track our global contributions to community organizations.

“

I interned at IDEXX the summer before my senior year at the University of Maine. I started full-time in May 2016 and am so grateful for the opportunity to build a fulfilling career in my home state. No matter where in the company my career takes me, I am able to build on the knowledge and skills I have gained so far to *make lasting contributions to IDEXX's Purpose.*”

CHRISTINE REYNOLDS ASSOCIATE SCIENTIST II, PRODUCT DEVELOPMENT



Our beginnings and growth in Maine

IDEXX was founded in 1983 with five employees in Portland, Maine. As a global company, nearly 40 years later, we are still proud to be headquartered in the Pine Tree State. Our World Campus is located in Westbrook and employs more than 2,700 Maine residents.

Having IDEXX headquartered in Maine means we can provide opportunities for Mainers to remain in-state to pursue dynamic careers in a broad range of disciplines. Many of our employees have made IDEXX their career-long home and gained experience in diverse areas of the company throughout their professional development.



“I grew up in Southern Maine. I left the state for my undergraduate degree and then returned to the University of Maine for my master’s and PhD. Upon graduation, I expected that Boston would be the nearest point for a job in biotechnology, but then I found IDEXX. I have been with IDEXX for 19 years. After many different ascending roles in R&D Engineering, I have expanded my team to be encompassing of all Cellular Diagnostics.

I love that I can stay in Maine with my wife and both of our families.”

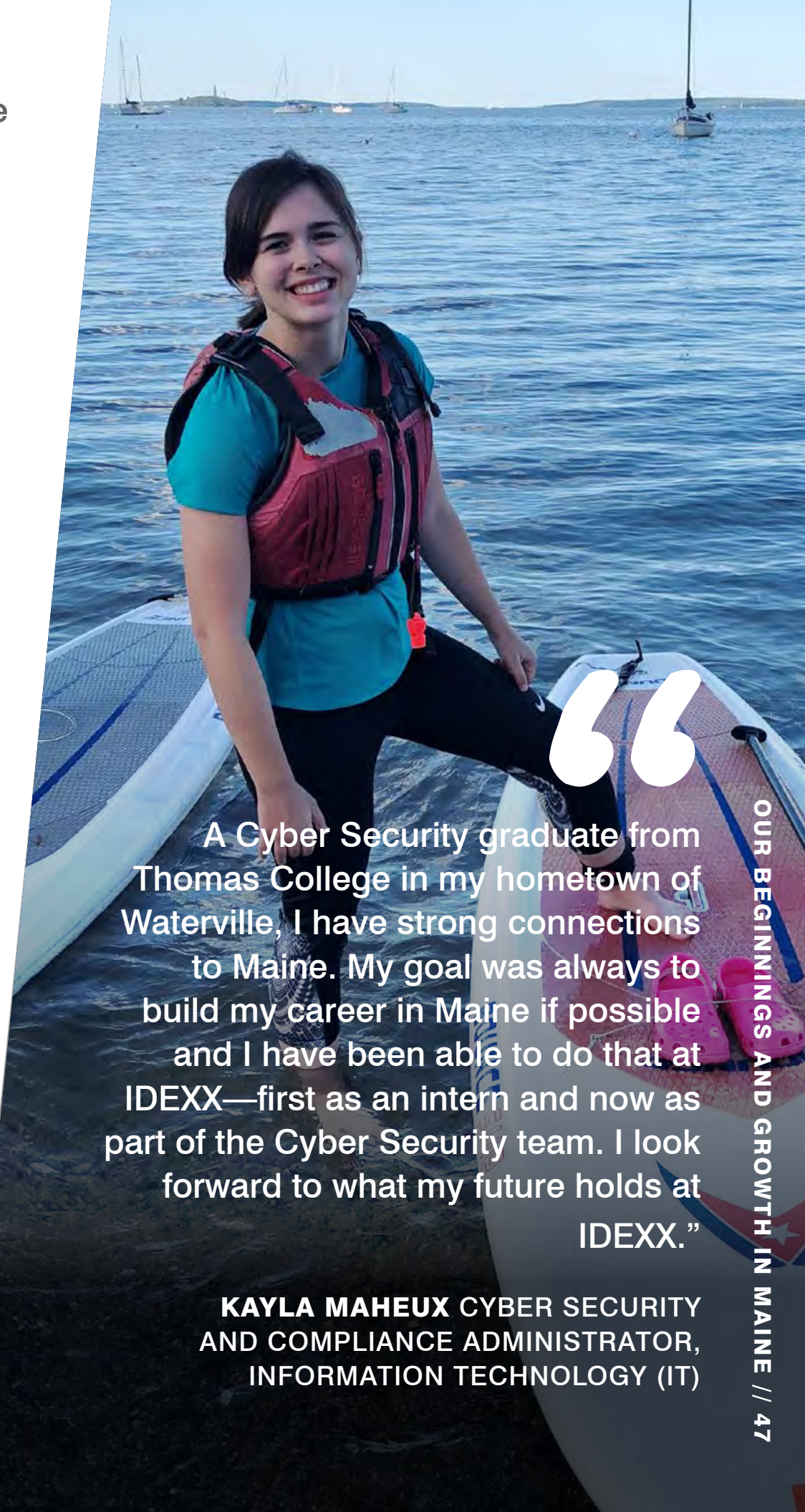
JEREMY HAMMOND ASSOCIATE DIRECTOR AND FELLOW,
R&D ENGINEERING



“I am a first-generation Puerto Rican—my family moved to Maine when I was in first grade. I was hired at IDEXX in 2003—a single mom at the time—and IDEXX supported my growth. I’ve held various roles and am now an Associate Director in IT. I have made lifelong friendships across the globe and at home. I am very proud to work at IDEXX and thankful to live where my family can enjoy

the outdoors, good people, and great education.”

HILDA SASTRE ASSOCIATE DIRECTOR, PROGRAM MANAGEMENT,
INFORMATION TECHNOLOGY (IT)



“

A Cyber Security graduate from Thomas College in my hometown of Waterville, I have strong connections to Maine. My goal was always to build my career in Maine if possible and I have been able to do that at IDEXX—first as an intern and now as part of the Cyber Security team. I look forward to what my future holds at IDEXX.”

KAYLA MAHEUX CYBER SECURITY
AND COMPLIANCE ADMINISTRATOR,
INFORMATION TECHNOLOGY (IT)

Meet some of our local economic development partners

Our partnerships in the local community reflect our commitment to a healthy economic future for the state of Maine.



Focus Maine's goal is to improve local job creation in aquaculture, agriculture, and biopharmaceutical sectors, empowering Maine businesses to sell services outside the state, thus creating a multiplier effect and increasing the positive impact on the local economy.



ProsperityME provides support services to immigrants and refugees as they build new lives in Maine. Programming includes financial education, career and business development, housing assistance, and college scholarships.



Startup Maine fosters the advancement of entrepreneurs and innovators in Maine by bringing together local startups and businesspeople for training, networking, and knowledge-sharing.



The **Portland Regional Chamber of Commerce** advocates for Portland businesses at the local and state level, and provides assistance with networking, marketing, and professional development.



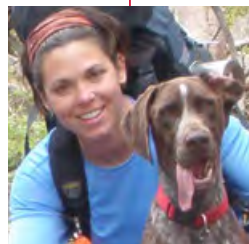
Immigrant Welcome Center of Greater Portland creates programs designed to help the Portland immigrant community reach its economic and social potential. Their Immigrant Business Hub offers training, connections, and lending solutions for immigrant-owned small businesses. Programming includes iEnglish, a digital solution for learning English that makes it easier for immigrants to take advantage of economic opportunities.



The **Maine International Trade Center (MITC)** provides a variety of services to help Maine companies with exports and international sales, including consulting assistance, grants, educational resources, and coordinating participation in international trade shows.

What matters to us

IDEXXers all over the world are living our Purpose



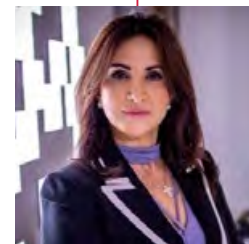
“Continuing to bring long term value for our customers is so important to me. I am rewarded with a tremendous feeling of appreciation from our customer relationships.”

ROBIN CORKUM
CAG FIELD SUPPORT REPRESENTATIVE – DIAGNOSTICS. CANADA



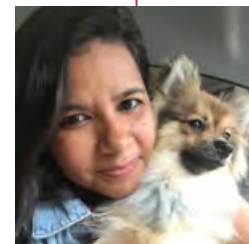
“We enhance health by developing new biomarkers for detecting early onset of disease. The most enjoyable part of my job is the opportunity to collaborate with researchers around the world.”

SARAH PETERSON, MD, PHD
MANAGER – CLINICAL RESEARCH, R&D. USA



“I feel that I have a huge responsibility to my team—from their well-being to helping them be the best version of themselves at work and in our community.”

HANAN DABABNEH
LABORATORY MANAGER II. USA



“IDEXX’s commitment to ethics is very important to me. Brazil is a newer part of the company and I feel valued in the work I am doing to continuously improve controls and processes for efficiency and compliance with IDEXX systems.”

KATIA FONTEBASSO
CONTROLLER. BRAZIL



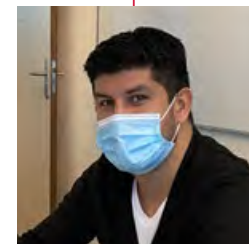
“Every day, IDEXXers invest resources, time and dedication improving the well-being of animals. This is so important to me.”

EDUARDO ABECIA
SENIOR DIRECTOR AND GENERAL MANAGER, LATIN AMERICA. BRAZIL



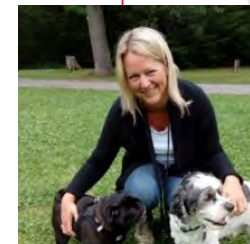
“I like growth—to grow personally every day, grow as a global team, launch new projects, and write the playbook to continuously improve how we support each other and our customers.”

ANDREA IUCCI
CORPORATE VICE PRESIDENT AND GENERAL MANAGER, CAG EUROPE. NETHERLANDS



“Even during these difficult COVID-19 times, our team continues to be creative, engaged and motivated—that gives me a great sense of pride.”

HAMID MOOSAVI
CUSTOMER SUPPORT SUPERVISOR. NORTHERN EUROPE REGION



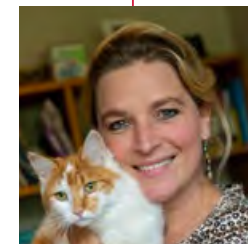
“It is amazing how the company has grown over the last years—very exciting to imagine the many opportunities we have to fulfill our Purpose.”

CHRISTIANE SCHEFFLER
DIRECTOR AND GENERAL MANAGER CAG GERMANY. GERMANY



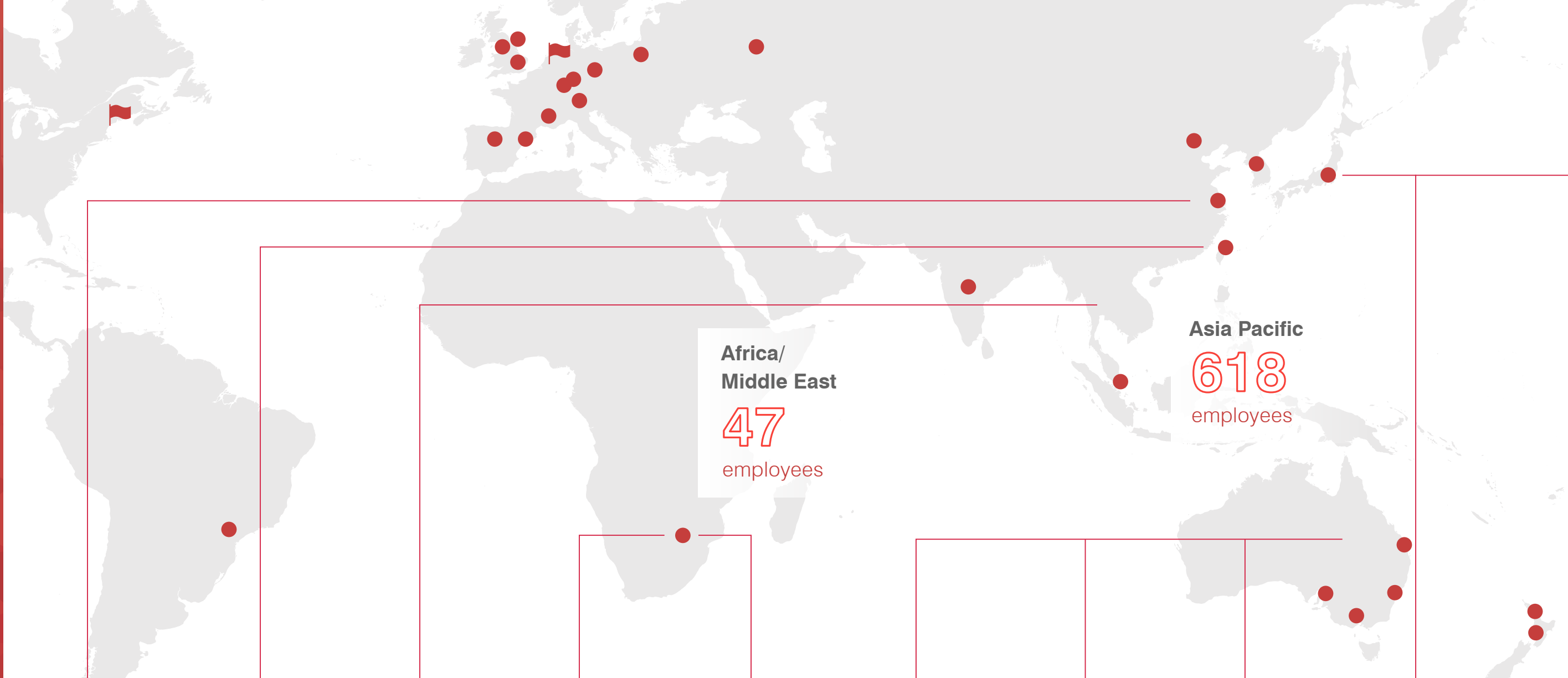
“I work across diverse cultures—from Dubai to Morocco, Bangkok to India. I believe that my work at IDEXX has a direct effect on the health of thousands of animals across these countries.”

ELIE ATIEH
SALES MANAGER. DUBAI



“Because of what we do, veterinarians and pet owners become more knowledgeable and confident about the health status of their beloved pet—that is very motivating for me.”

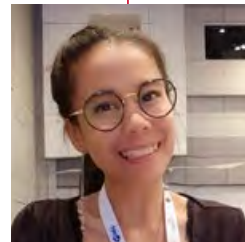
IRIS FISSCHER
HEAD OF INTERNATIONAL MARKETING COMMUNICATIONS. NETHERLANDS



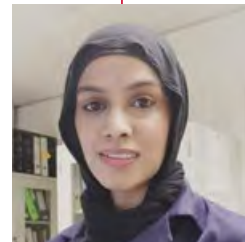
“I focus on the development of our team members and giving them encouragement to realize their own value.” **LINDA DING** ASIA LOGISTIC AND CUSTOMER SERVICE MANAGER. CHINA



“Pets are family members. Taiwan IDEXX is taking care of more than 2 million pets and their families. And I am very proud of it.” **ODEY KUO** TAIWAN CAG MANAGER. TAIWAN



“We treat each other with trust, respect, and honesty, placing a high value on accessibility, clear decision-making, and individual accountability.” **ANCHALEE LA-ARD** LPD COMMERCIAL MANAGER SAMI (SOUTHEAST ASIA, MIDDLE EAST AND INDIA). THAILAND



“It is so rewarding to learn from diverse colleagues and work in this inclusive culture. Every day I feel empowered to be myself in an ever-changing world.” **FIRDAUS KHAN** LABORATORY SUPERVISOR, SEROLOGY. SOUTH AFRICA



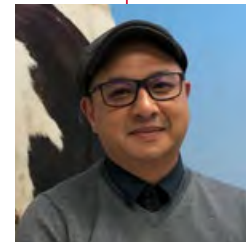
“IDEXX gives us freedom to explore career opportunities and interdepartmental cross-training is encouraged—employees have the opportunity to have their ideas heard.” **AGISANANG MODIBANE** LABORATORY SUPERVISOR. SOUTH AFRICA



“As a father, husband and pet owner I take great pride in contributing with like-minded colleagues to a company that is driven by improving the lives of others.” **SIMON FEE** ASSOCIATE DIRECTOR AND GENERAL MANAGER. AUSTRALIA



“Our people make the difference at IDEXX.” **MEGAN ADAMS** HUMAN RESOURCE MANAGER. AUSTRALIA



“I feel that I make a positive difference and have so many opportunities to collaborate with like-minded people from all over the world.” **PAT POON** OPERATIONS AND SUPPLY CHAIN MANAGER. AUSTRALIA.



“My favorite part of being with IDEXX is the passion of our people around the world—we are always trying to help each other.” **MICKY ONODA** ASSOCIATE DIRECTOR AND GENERAL MANAGER. JAPAN



“Our team is always trying to improve on productivity and efficiency—we love seeing the positive impacts to the business. We are never bored!” **KUMIKO HARA** OPERATIONS MANAGER. JAPAN



Environmental Sustainability and Innovation

“Our goal is to continuously improve our environmental sustainability practices without compromising diagnostics. We are committed to being a *holistically responsible company.*”

TINA HUNT EXECUTIVE VICE PRESIDENT,
POINT OF CARE DIAGNOSTICS
AND OPERATIONS

FACILITIES MANAGEMENT / 53
SUPPLY CHAIN AND PRODUCT STEWARDSHIP / 58



“We have a highly talented

and purpose-driven workforce. I’m excited about the future opportunities to bring greener packaging and other sustainable product solutions to our global customers.”

JOHN HART CORPORATE VICE PRESIDENT,
WORLDWIDE OPERATIONS

IDEXX’s culture of innovation, continuous improvement, and entrepreneurial spirit are core to advancing environmental sustainability with our products, processes, and facilities. Our progress to date is driven by enterprise and employee-led initiatives that consider our impact on people and the environment.

In response to the threat of climate change and associated risks, we are developing an environmental sustainability framework and strategic plan that will include science-based targets. While baseline measurements and goal-setting activities are still in progress, we have completed many projects, including:

SNAP® tests: SNAP® tests help veterinarians quickly diagnose a variety of diseases in our companion animals. While SNAP® tests are incredibly important to our customers, the tests and their packaging are a source of plastic and other material waste. As such, we have efforts underway to reduce the amount and type of material we use to deliver this essential product.

Green Buildings: Our Synergy East facility, which opened in 2020, is the second building on our World Campus built to LEED Gold standards. The building has a rooftop solar array, rainwater collection system, and dynamic glass for low-energy temperature control.

Circular Economy: We have created a comprehensive infrastructure to support our instrument longevity, using technology and regional service depots to upgrade and refurbish machines, preserving materials and reducing shipping requirements.



“

Our talented teams are committed to developing environmentally conscious products; doing so is a part of our design process and rooted in our culture.”

TARA MCFADD DIRECTOR,
RESEARCH AND DEVELOPMENT



As a growing global company, IDEXX is committed to responsibly managing the environmental footprint of our facilities including administrative offices, customer support centers, reference laboratories, research and development space, manufacturing, and distribution centers. Our global facilities management team is dedicated to reducing energy and water usage, advancing sustainable waste disposal and recycling, and creating healthy workplaces for our employees.

Facilities Management

“ IDEXX’s remarkable innovation engine fuels every aspect of our business and drives us to incorporate advanced features in our facilities. Our designs prioritize reducing our environmental footprint, while enhancing employee health and experience with improved air quality, more natural light, and reduced noise levels.”

DANA FORTIER DIRECTOR, GLOBAL FACILITIES STRATEGY AND IMPLEMENTATION





Selected accomplishments over the last two years

- Sustainability considerations were at the forefront when planning the Synergy East expansion on our World Campus and our Kornwestheim, Germany, reference laboratory and related facilities. For example, the IDEXX team followed the United States Green Building Council (USGBC) standards for constructing Synergy East.
- Our new Kornwestheim facility meets, and in some areas exceeds, European Union green building standards. The building features plate-to-plate heat exchangers that recover 72% of energy from exhaust air and re-use it for heating and cooling. The entire site uses 100% LED lighting. All employees have sit-to-stand workstations with access to daylight, creating a healthy workspace imbued with natural light.
- Hired an Environmental Sustainability Specialist to advance development of our multi-year environmental sustainability strategy and create opportunities for employee engagement on sustainability issues.

IDEXX’s World Campus, industrial sites, reference laboratories and associated facilities in Kornwestheim, Germany, and European Union office and distribution center in Hoofddorp, Netherlands, represent 50% of IDEXX’s Global Square Footage (SF). **We have systems in place to track energy and water usage at our facilities that are IDEXX owned and leased properties (85% of our square footage).**

2019 ENERGY, WATER, AND CO₂ EMISSIONS

Our global square footage increased from 1,727,392 in 2017 to 1,865,862 in 2019, an 8% increase. A careful focus on minimizing the negative environmental impacts of our footprint growth has resulted in a decrease in water and energy consumption and minimal CO₂ emission increases since 2017.

2017 **41.1** 2019 **35.0**

kWh per square foot average energy consumption per floor

2017 **21,159** 2019 **22,153**

tonnes of CO₂ total global emissions

2017 **21.0** 2019 **20.6**

million gallons of water usage





“I love IDEXX’s holistic approach to animal and human health and that I have the support and opportunities to grow.”

KATE SAUNDERS SENIOR ADMINISTRATIVE ASSOCIATE, FACILITIES, USA

Buildings and operations energy use

We track our energy use and greenhouse gas emissions as part of our energy management program. In 2019, our buildings across the globe averaged energy usage of 35 kWh per square foot. This figure includes approximately 85% of our worldwide square footage. We are working to expand our data collection process and will strive to continue increasing our energy efficiency globally.

For more information, please see our [Task Force on Climate-Related Financial Disclosures \(TCFD\) Index](#)

Tracking our carbon footprint

As IDEXX continues to grow, we are focusing our efforts on minimizing energy use and implementing renewable energy systems at our facilities. We will establish science-based targets once we have completed our upcoming third-party carbon footprint assessment.

MULTI-YEAR ENVIRONMENTAL SUSTAINABILITY STRATEGY

In mid-2020, IDEXX initiated a rigorous process to develop a multi-year environmental sustainability strategy. The process involves:

- Gathering insights into employees’ and external stakeholders’ priorities, including facilities, supply chain, commercial, operations, human resources, and investor relations
- Reviewing best practices from companies similar to IDEXX in footprint, risks, and opportunities
- Assessing readiness to undertake a third-party carbon footprint assessment and climate-related risk and opportunity scenario analysis in accordance with the Task Force for Climate-related Financial Disclosure recommendations
- Developing science-based targets and goals for managing our environmental footprint and communicating our progress to employees and external stakeholders

RECOGNITION

Our World Campus achieved certification to ISO 9001 (quality standard) in 2006 and ISO 14001 (environmental standard) in 2015. This certification provides the foundation for our Integrated Management System (IMS) and reinforces IDEXX’s commitment to ensuring compliance with applicable environmental regulations and other requirements, minimizing the impact of our operations on the environment and continually setting goals for improvement. 100% of IDEXX worldwide manufacturing facilities are ISO certified.



ISO 9001 CERTIFIED
ISO 14001 CERTIFIED

Since 2013, the Synergy building at our World Campus has been LEED (Leadership in Energy and Environmental Design) Gold certified. Our new Synergy East building was built to LEED Gold standards and is targeting LEED Gold certification in 2020. As the gold standard in sustainable buildings, LEED certification refers to buildings that have been designed, built, and maintained using green building and energy efficiency best practices. LEED certification is global and the most widely adopted benchmark because its standards apply to buildings at the global, regional, and local levels.



Conserving water in innovative ways

In addition to finding ways to make our operations more energy efficient, we also seek out ways to protect another valuable resource: water. Our World Campus facilities feature low-flow toilets, low-flow, touchless faucets, and solar-powered actuators on toilets that are recharged by bathroom lights.

100% of urinals in our World Campus have been converted to waterless versions, saving one million gallons of water annually. This is the standard for all new buildings that IDEXX constructs.



Managing waste and recycling

In 2019 we consolidated our waste haulers to more efficiently manage our waste streams, resulting in fewer trips to transport waste. This is preparing us for a single database to understand our waste across all IDEXX locations. Sites are spearheading their own initiatives to reduce their most significant wastes. For example, our Louisville reference lab switched to a reusable sharps disposal container, resulting in 1900 pounds of plastic saved in 2018. At the World Campus, Facilities partnered with We Compost it! to turn our food waste into compost, an effort which diverted more than 150,000 pounds of food waste from the landfill in 2019.

Selected goals for 2021–2022

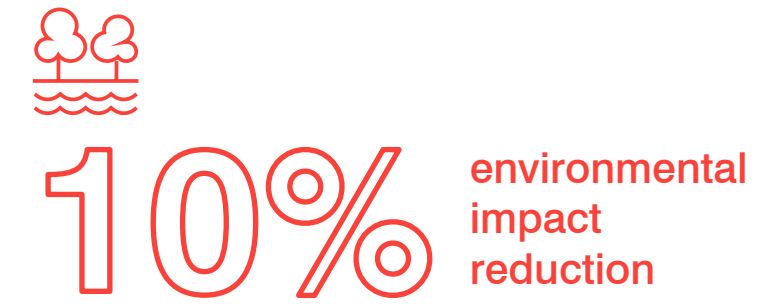
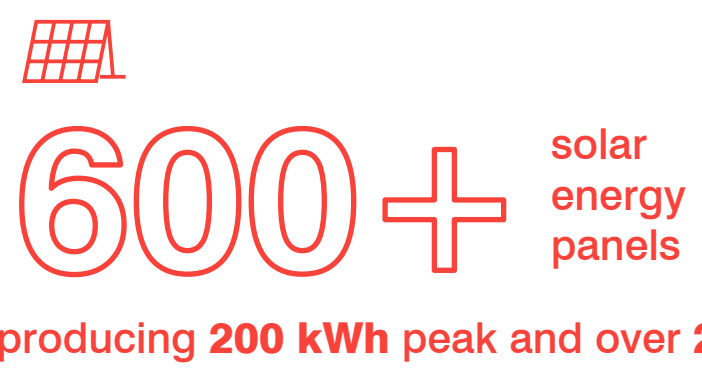
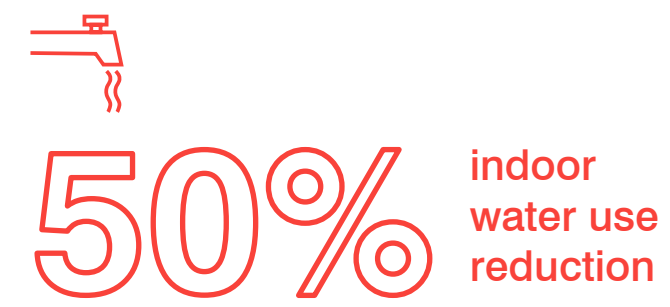
- Undertake a third-party carbon footprint assessment
- Further develop disclosure of climate-related risks in line with the recommendations of the Task Force on Climate-related Financial Disclosures
- Track energy and water usage at all IDEXX-owned facilities and industrial sites, and assess feasibility of tracking energy and water usage at 15% of IDEXX locations which are tenant-operated buildings and not currently covered in our data management systems
- Develop a multi-year environmental sustainability strategy with science-based targets and goals for managing our environmental footprint
- Strengthen global employee engagement and communication on environmental sustainability initiatives



Sustainability highlights of Synergy East



- 30,000-gallon rainwater storage unit and use of low-flow fixtures, reducing indoor water use by more than 50%.
- A life-cycle assessment demonstrated a 10% minimum reduction in environmental impacts compared with baseline facility's impacts such as carbon footprint, non-renewable resource depletion, and ozone layer depletion.
- Synergy East's photovoltaic array consists of over 600 panels producing 200 kWh peak and over 250 MWh annually. This accounts for more than 15% of the building's annual energy consumption.
- Windows are electrochromatic(dynamic tinting) to maximize daylight and outside views while eliminating glare. This innovative design feature substantially lowers energy consumption for both cooling and lighting while improving the employee experience.





Our Supply Chain and Product Stewardship teams are responsible for the sourcing of materials from around the world to make our products, and the warehousing and transportation required to deliver products to our customers. Our supply chain originates with hundreds of global suppliers, all of whom we hold to a high standard. Our [Supplier Code of Conduct](#) requires that they follow national and local laws and regulations, and act responsibly regarding labor and human rights issues.

Supply Chain and Product Stewardship

“IDEXXers are passionate about social and environmental issues. As a supply chain, we encourage those passions and allow our people to pursue goals that help us advance our sustainability practices.”

KEVIN THERRIEN SENIOR DIRECTOR, WORLDWIDE SUPPLY CHAIN



Selected accomplishments over the last two years

- Our SNAP® tests are going through many environmental improvements. All CAG SNAP® and most SNAP® dairy products in the U.S. have been packed in corrugated cartons with approximately 95% recycled content. We have also decreased the size of shipping containers to reduce material use and shipping emissions.
- Made progress in sustainable packaging innovation since 2018. Using 100% recycled Polyethylene terephthalate (PET), we designed a blister pack to hold water quality products. Most recently, our team in Australia has implemented wool-insulated packaging for products that need to stay cold in transit. The wool is sourced from recycled materials and replaces polystyrene foam packaging, and is 100% recyclable, compostable, and biodegradable.
- Implemented practices to limit our waste disposal in compliance with the EU's Extended Producer Responsibilities requirements for Battery and Packaging and WEEE (Waste Electrical & Electronic Equipment).



“Our team’s role is to evaluate product risks for customer safety and environmental impacts. I enjoy making an impact globally and helping IDEXX address challenges that are faced by many other companies.”

DIANA RONDEAU SENIOR MANAGER, PRODUCT COMPLIANCE

Supply chain transparency is increasingly important in today’s global economy. From ethical labor practices within our supplier network, to material traceability throughout the world, we are focused on managing the social and environmental impacts of our supply chain and communicating those actions to our stakeholders. There are an increasing number of regional environmental regulations around the globe that require our attention. That’s why we’ve created a globally integrated compliance team that is developing company-wide standards that meet or exceed regional regulatory requirements.

We are transitioning from traditional, linear “take, make, waste” systems that contribute heavily to global warming—toward more circular solutions. This approach means making products and packaging lighter and smaller, using minimal materials, improving the durability and useful life of our products, and reusing and repurposing materials.

In addition to reducing the impact of our packaging and products, we are determined to improve the way products are delivered to customers. While some transportation emissions are inevitable, we are working to capture shipping efficiencies and utilize low-impact modes of transportation when possible.



Selected accomplishments over the last two years

- Made progress in digitizing our supply chain with the goal of improving our product tracking and tracing, and our data gathering capabilities. IDEXX's rapid growth has necessitated that we upgrade our systems and digital capabilities to keep pace with our global customers' needs and make informed decisions about how best to improve our supply chain sustainability.
- Established protocols for Standards Based Testing and Design, European Union (EU) Composition Compliance, and Chemical Compliance.
- Increased supply chain transparency and disclosures through our [Modern Slavery Statement](#) and [Conflict Minerals Policy](#).
- In 2019, as in prior years, we have not identified any instances of modern slavery at our suppliers or in our supply chains as no modern slavery or human rights issues have been reported to us via our grievance reporting mechanism or IDEXX Ethics Hotline.

The circular economy

Participation in the circular economy is an important part of our vision for a sustainable future. Circular economy refers to a set of principles that encourages businesses to maximize the value and useful life of physical goods. This is accomplished by finding ways to reuse, repair, and repurpose products and materials. IDEXX is improving the circularity of our in-house analyzers, both in product design and commercial solutions. We have designed our products to last, with analyzers often staying in use for 10+ years. To support the long life of these products, IDEXX has service depots around the world that repair and refurbish analyzers, keeping our machines in use for decades.



ProCyte One®

Our new ProCyte One® analyzer was designed with reducing environmental impact in mind. It was made with minimal components, making it easier to service, repair, and reuse. Reagents were designed to meet all EU environmental and health regulations. Additionally, the packaging and consumable bottles are recyclable, and the machine has a low-power mode to minimize electricity use.



Our groundbreaking products have exceptional quality with environmental sustainability considerations integrated into their designs as these innovations are born.”

JEFF THOMAS CORPORATE VICE PRESIDENT AND CHIEF TECHNOLOGY OFFICER



Supplier Quality Engineering

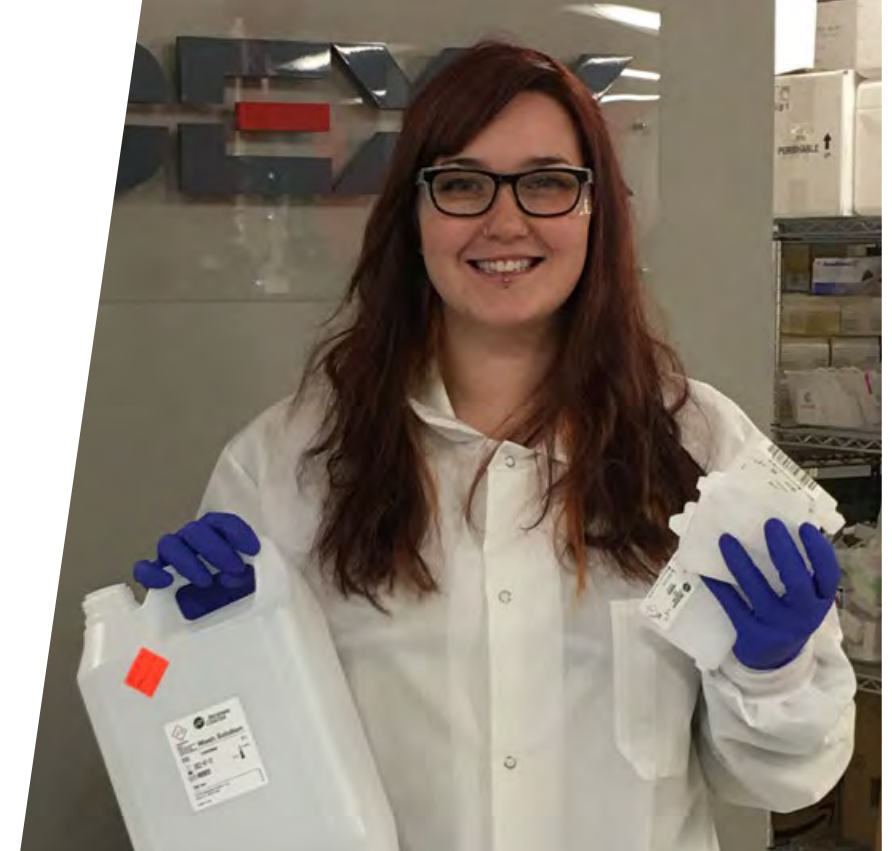
The outstanding quality of IDEXX products and services requires partnerships with suppliers in a wide range of markets. Despite the diversity, there is a common requirement for suppliers to have a quality management system that complies with recognized industry standards, such as ISO-9001 or ISO-13485. IDEXX's Supplier Quality Engineering team works directly with this wide base of supply partners to assure their quality management systems will satisfy IDEXX's exacting quality requirements.

Supplier Quality Engineering also works with suppliers on the implementation of controls for the production of consistent, high quality materials. We regularly conduct audits at supplier locations to verify these control systems are working as reported and meet all IDEXX requirements.

IDEXX includes key suppliers in our version of Six Sigma training, known as FIVEX. This establishes a universal language and common set of tools for resolving problems and driving continuous improvements, assuring the delivery of high-quality materials now and in the future. As a final step in the control of material quality, our Incoming Quality Assurance team inspects and tests material samples to confirm that all controls have worked as expected.

Selected goals for 2021–2022

- We are committed to continuing our efforts to reduce the environmental impact of SNAP® tests. This includes initiatives designed to:
 - Replace expanded polystyrene with insulation that is curbside recyclable
 - Develop more ambient shipping options for all major SNAP® tests, removing cold packs, reducing container size, and reducing shipping emissions
- Work with third-party auditing organizations to assess environmental performance and compliance with our [Supplier Code of Conduct](#).
- Optimize our supply chain network to reduce carbon emissions. Current and upcoming projects in this area will minimize product movement, maximize efficiency of shipping schedules, and improve our ability to forecast demand.
- Continue to advance green packaging solutions, such as ongoing testing for new cold-chain packaging options made from recycled or environmentally friendly materials that allow our customers to participate in convenient and sustainable disposal of product packaging.



Employee-led sustainability initiatives

VALERIA TELONI, REGULATORY AFFAIRS SPECIALIST—PRODUCT DEVELOPMENT, leads the Green Team at our European Headquarters in Hoofddorp, The Netherlands. In creating the Green Team, Valeria was able to harness her colleagues' enthusiasm for sustainability and collectively create an action plan to reduce the Hoofddorp office's waste footprint. As a result of the Green Team's efforts, the office has transitioned away from disposable coffee cups and other single-use supplies and increased employee engagement for individual actions toward a sustainable living.

MICHAEL SCHRAMEYER, SENIOR MECHANICAL ENGINEER—PRODUCT DESIGN based at our World Campus, founded the Environmental Stewardship Committee in 2018 to educate employees on sustainability practices at work and at home. The committee has held dozens of 'lunch and learn' presentations, with topics ranging from green product innovations to local conservation efforts across Maine. The committee also brings environmentally focused organizations and vendors to campus for an annual sustainability fair and has made progress in improving recycling practices at our World Campus facilities.

MIRANDA BROOKER, MEDICAL LABORATORY TECHNICIAN in Norcross, Georgia, improved recycling practices at her facility by developing a program that now includes recycling paper, plastic, and specimen sample bags using a single-stream process. Through a locally managed waste-to-energy plant in Atlanta, specimen sample bags are being transformed into usable energy such as gas or electricity, which powers waste disposal vehicles and gets re-distributed back into the local power grid. Miranda is working with our corporate EH&S group to develop a nation-wide recycling program to expand this work.



Corporate Governance, Leadership, and Ethics

“Having a purpose

that is bigger than any one of us—where we strive every day to positively impact society by advancing the standard of health care for pets and enhancing the safety and quality of water and milk—is so rewarding.”

SHARON UNDERBERG CORPORATE VICE PRESIDENT, GENERAL COUNSEL AND CORPORATE SECRETARY

IDEXX is committed to maintaining high ethical standards, corporate governance practices and accountability that align with our [Purpose](#) and values and contribute to the creation of long-term value for all our stakeholders. This commitment extends from our Board of Directors and executive leadership to all our employees, and we believe it is an important contributor to IDEXX's strong financial performance relative to our similar businesses and companies in the S&P 500 index.

Corporate Governance

IDEXX is committed to sound corporate governance that benefits all our stakeholders, including our shareholders, customers, employees, communities and suppliers. Our shareholders elect our Board, which acts as stewards for IDEXX and our stakeholders. The Board and its committees meet throughout the year and regularly engage with management as part of fulfilling their responsibilities and duties.

The Board has adopted corporate governance policies and practices, including the [Corporate Governance Guidelines](#), which provide a framework for effective Board oversight. The Nominating and Governance Committee regularly assesses the corporate governance landscape to identify emerging practices that are aligned with our [Purpose](#) and enhance the creation of long-term stakeholder value. With that perspective, the Nominating and Governance Committee reviews our Corporate Governance Guidelines and other corporate governance policies and practices at least annually and, as necessary or advisable, recommends enhancements to the full Board

for its approval. As a result, the Board has adopted the following corporate governance practices:

- Proxy access rights for our shareholders
- A majority vote standard in uncontested director elections
- Meaningful stock ownership and retention guidelines for our Board and senior executives
- Pledging, hedging and short sales of stock prohibited
- Clawback policy for performance-based incentive compensation

The full text of the Corporate Governance Guidelines, the charters of the Audit, Compensation, Finance and Nominating and Governance Committees, and our [Code of Ethics](#) can be found on the Corporate Governance section of our website www.idexx.com.



“Knowing you are part of a purpose-driven organization that works globally and collaboratively is inspiring. People have never felt prouder to be part of IDEXX.”

LILY LU VICE PRESIDENT AND
DEPUTY GENERAL COUNSEL

BOARD EFFECTIVENESS THROUGH BOARD REFRESHMENT, DIVERSITY, SELF-ASSESSMENTS AND CONTINUING EDUCATION

Our Board is committed to ensuring its continued effectiveness through:

- Focusing on Board succession planning and refreshment, aligned with our long-term, strategic needs;
- Actively seeking highly qualified Board member candidates, with a commitment to include diverse candidates who represent the full range of gender, race, ethnicity, and other dimensions of diversity of background, thought, and experience.;
- Engaging in rigorous annual self-assessments of the Board, its committees, and each Board member; and
- Making continuing education opportunities available for our Board members on an ongoing basis.

Each year, the Nominating and Governance Committee leverages insights from the Board's annual review of our long-term strategic plan and related enterprise risk assessment to identify the capabilities, skills, and experiences that it believes would best enable our Board to support our [Purpose](#), including the creation of exceptional long-term value, both presently and in the future. The Nominating and Governance Committee then considers the results of our annual Board self-assessment and evaluates the Board's composition and each Board member's skill set to

determine whether our Directors' current capabilities, skills, and experiences align with the long-term needs of our Board. Based on its review, the Nominating and Governance Committee determines whether and when Board refreshment is needed, as well as the capabilities, skills, and experiences that candidates should possess.

The Nominating and Governance Committee then engages in a process to identify candidates to recommend to the Board. Once candidates are recommended to the Board, the Board selects nominees to be voted upon by our shareholders, or if a candidate is recommended to fill a Board vacancy, he or she may be elected by the vote of a majority of the Board members then in office.

We believe that diversity on our Board, including but not limited to gender, racial, and ethnic diversity, helps drive innovation and a better understanding of our stakeholders and contributes to Board effectiveness. Accordingly, the Nominating and Governance Committee and the Board are focused on ensuring that a wide range of backgrounds and experiences are represented on our Board, including considering the value of diversity of all types in the Board member nomination process, and actively seeking out highly qualified, diverse candidates to include in the pool of potential Board nominees.

DIVERSITY IN OUR BOARD OF DIRECTORS

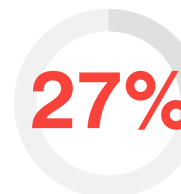
As a result of the Board's focus on Board refreshment, diversity, and overall effectiveness, we are proud that:



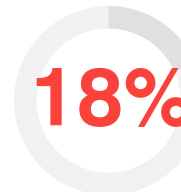
8 new independent members have joined the Board in the past 9 years



36% are women



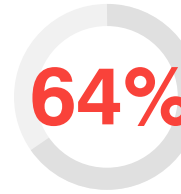
27% were born and raised outside the U.S.



18% are diverse in terms of race and/or ethnicity



9% have a disability



64% are former or current CEOs

In addition, our Board includes members with deep expertise on corporate strategy, sustainability, innovation, human capital management, and cybersecurity.

For more information about our practices supporting Board effectiveness and a summary of our Board members' experiences, qualifications, attributes and skills, see our [2020 Proxy Statement](#).

BOARD OVERSIGHT OF STRATEGY AND RISK MANAGEMENT

As part of its responsibilities and duties, our Board exercises oversight over our corporate strategy. Management annually presents IDEXX's long-term business plan and financial strategic plan to the Board for review, discussion, and approval. The plan identifies and assesses the strengths, weaknesses, opportunities, and threats to the continuing creation of enduring growth and long-term stakeholder value. The Board acts as a strategic partner in this process, offering insight and additional perspectives, and challenging management's plan as it deems appropriate.

Management is responsible for our enterprise risk assessment and risk management on a day-to-day basis. The Board oversees our risk management activities at the full Board level and through its committees, including by discussing with management the policies and practices utilized in assessing and managing risks, and providing input on those policies and practices. The Board annually reviews strategic risks and opportunities facing IDEXX, including ESG-related risks and opportunities, as well as the results of management's annual enterprise risk assessment. Other important risk categories are assigned

to designated Board committees that report back to the full Board. In general, the committees oversee the following risks:

- The Audit Committee oversees risk management activities relating to accounting, auditing, internal controls, information system controls, Code of Ethics compliance monitoring, and insurance and tax matters.
- The Compensation Committee oversees risk management activities relating to our compensation policies and practices, organizational risk, and human capital matters (including effective management of executive succession).
- The Nominating and Governance Committee oversees risk management activities relating to Board composition, function and succession, and other corporate governance matters.
- The Finance Committee oversees risk management activities relating to investment policy, foreign currency hedging activities, and financial instruments.

CORPORATE RESPONSIBILITY AND ESG GOVERNANCE, INCLUDING BOARD OVERSIGHT

The Board also oversees our approach to Corporate Responsibility and our material activities and practices regarding environmental, social and governance (ESG) matters, including human capital management, diversity and inclusion, and supply chain and environmental management. Our Director of Global Corporate Responsibility is responsible for advancing our ESG

strategy and works in collaboration with a cross-functional team, including Legal, Investor Relations, Operations, Supply Chain, Human Resources and business leaders. Members of this cross-functional team periodically engage with external stakeholders on IDEXX's ESG initiatives.



MEET IDEXX BOARD MEMBER REBECCA HENDERSON

Dr. Rebecca Henderson has been on our Board since July 2003. Like each of our other Directors, Rebecca brings a unique set of perspectives, backgrounds, capabilities, skills, and experiences that enable overall Board effectiveness.

As a Harvard Business School professor of general management and strategy, Rebecca brings substantial expertise in corporate strategy, sustainability, and innovation, rooted in her research about the role the private sector can play in building a more sustainable economy. Focusing particularly on the relationships between organizational purpose, innovation, and productivity in high performance organizations, her perspectives and expertise in these areas have provided important guidance for IDEXX's Corporate Responsibility work and initiatives.

In February 2019, Rebecca was recognized by the Financial Times as one of three "Outstanding Directors of 2019."

Selected accomplishments over the last two years

- IDEXX launched its refreshed [Code of Ethics](#) in 2018, along with a Resource Guide which contains a library of relevant policies and procedures, mapped to the topics contained in our Code.
- In 2018, we launched the new IDEXX Ethics Hotline, with a third-party vendor, which represented a significant enhancement in reporting ethics concerns globally. This independent reporting hotline is available 24/7 (in the caller's local language) and a well-defined process is in place to manage whistleblower reports. Trends are analyzed and reported quarterly to the Audit Committee.
- In 2019, we continued to promote our refreshed Code, including the annual requirement that every global employee acknowledge commitment to our Code within the IDEXX global human resources system, Workday.
- We completed our third-party distributor due diligence program—every existing distributor and all new distributors have completed the program, and due diligence is refreshed every three years.
- Launch of a [Global Whistleblower Policy](#) in 2019

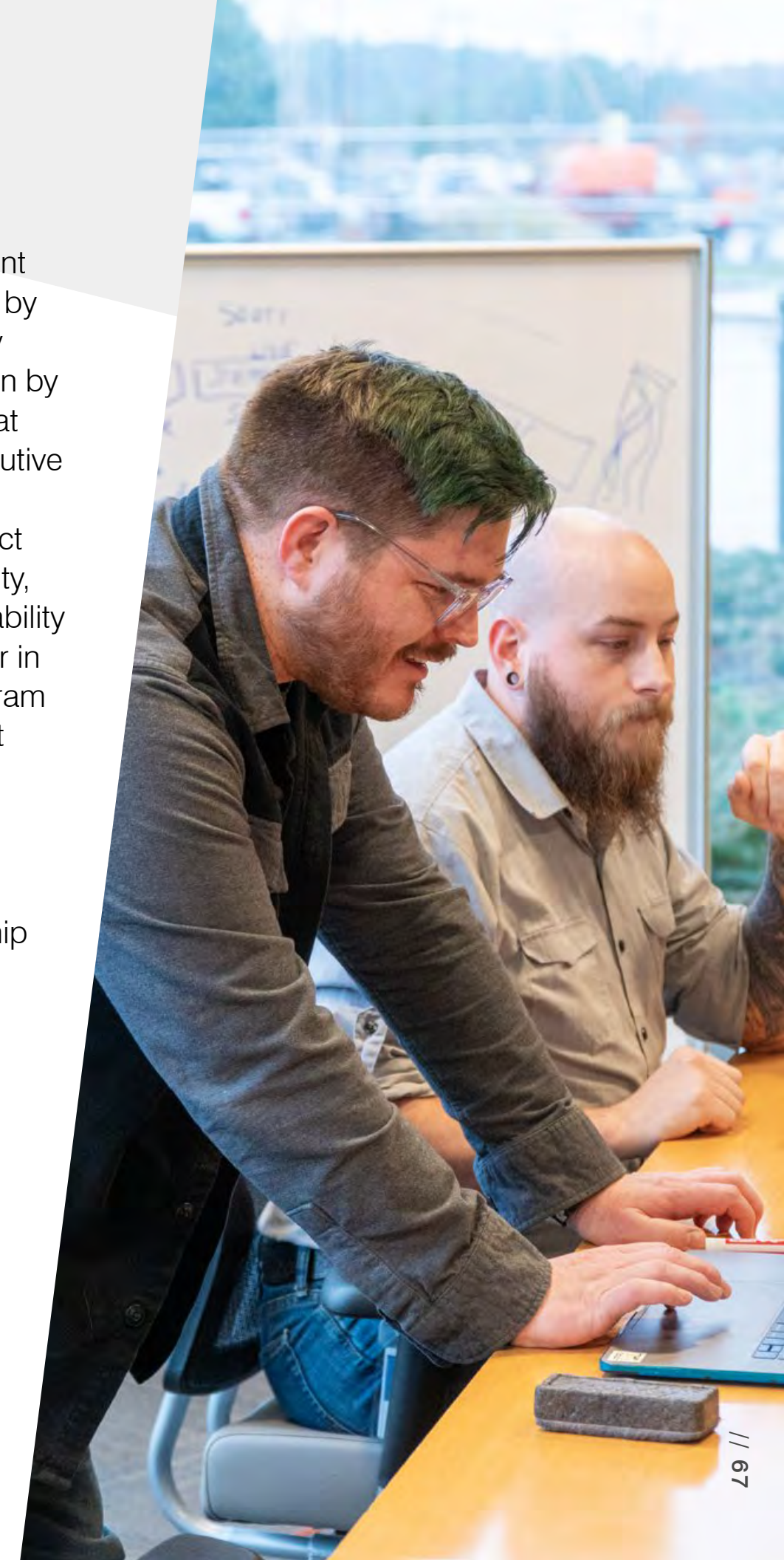
BOARD OVERSIGHT OF LEGAL AND ETHICAL CONDUCT

The Audit Committee exercises oversight over our Code of Ethics compliance monitoring, and the full Board exercises oversight over our compliance program for legal and ethical conduct.

The General Counsel regularly updates the Audit Committee of any ethical concerns raised through the IDEXX Ethics Hotline, which is hosted by an independent third party. The General Counsel also evaluates the treatment of potential or actual violations of our Code of Ethics in accordance with our applicable policies and procedures, and generates an annual benchmarking report. The Audit Committee briefs the full Board on these matters. In addition, the General Counsel and Chief Compliance Officer annually provide the full Board with an update on our corporate compliance program, including our Code of Ethics, our data privacy, anti-bribery and corruption, and trade sanctions compliance programs.

BOARD OVERSIGHT OF CYBERSECURITY

Our Board also oversees our cybersecurity risk management program. This program is led by our Chief Information Security Officer and his team, overseen by a management committee that includes our Chief Audit Executive and General Counsel. Our program is designed to protect and preserve the confidentiality, integrity, and continued availability of all information owned by, or in the care of, IDEXX. This program also includes a cyber incident response plan that provides controls and procedures for timely and accurate reporting of any material cybersecurity incident to executive leadership and the Board. Our Chief Information Officer and Chief Information Security Officer provide regular updates to the Board regarding cybersecurity risks and our cybersecurity risk management program and activities.



BOARD OVERSIGHT OF EXECUTIVE COMPENSATION

Our executive compensation program consists of three key elements, base salary, annual performance-based cash bonus, and equity-based long-term incentives, which in total are targeted at the median of our competitive market. While base salary is fixed, annual performance-based cash bonus and equity-based long-term incentives are variable, at-risk compensation. Variable, at-risk compensation is a higher percentage of total compensation for our senior executives, than for our other employees, because it relates most directly to the creation of long-term value for our shareholders and other stakeholders by providing strong incentives to achieve strategic

and financial objectives over time. It also serves as a form of compensation that will motivate and retain executives.

The Compensation Committee oversees the executive compensation program, policies, and practices and establishes performance goals for our executive compensation program. Performance goals include both financial performance goals and non-financial performance goals. Non-financial performance goals are intended to support our long-term business objectives and have included execution of key risk management, diversity and inclusion, and Corporate Responsibility

initiatives. The Compensation Committee also conducts an annual evaluation of the CEO's performance in consultation with the full Board, determines his or her compensation and reviews, and approves the CEO's recommendations for compensation for our other named executive officers and senior executives, making changes when deemed appropriate.

For more information on executive compensation oversight by the Compensation Committee, see our [2020 Proxy Statement](#).

Management's role in assessing and managing risks

Effective risk assessment and management are essential to the long-term sustainability of our business. At IDEXX, risk assessment and management are embedded in our strategic planning and business processes, and our risk management framework provides our senior executives with visibility into risk changes over time, enabling informed risk decision-making that supports long-term value-creation for all our stakeholders.

Under our risk management framework, primary responsibility for monitoring, assessing and implementing mitigation and management activities for specific risks (including new and emerging risks) are assigned to individual teams, with oversight provided by management committees

comprised of senior managers and executives in the business and enterprise-wide functions that operate independently of the businesses (such as our Corporate Finance, Human Resources, Internal Audit, Legal, and Compliance teams). In addition, our Chief Audit Executive leads our annual enterprise risk assessment process, in partnership with the Chief Corporate and Securities Counsel, to identify and understand IDEXX's material risks, ensure that responsibility for new and emerging risks has been assigned internally, and assess related risk management and mitigation strategies, structures, and practices. The results of this annual enterprise risk assessment process are presented to all our senior executives, as well as our Board.



Global ethics and compliance policies and programs supporting our Purpose

Everything we do at IDEXX is guided by clear ethics policies and programs that are embodied in our [Code of Ethics](#). This Code is centered around three commitments to conducting business ethically:

- Avoiding conflicts of interest
- Complying with laws and regulations
- Representing IDEXX responsibly in the public arena

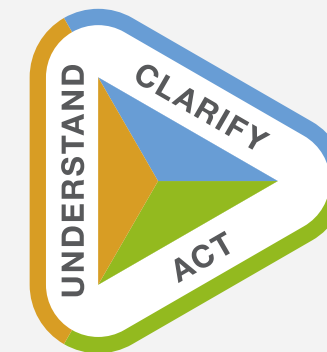
The Code applies to IDEXX employees, contractors, and the Board of Directors. Every IDEXX employee receives training on the Code of Ethics and ethical business practices, as well as additional training related to their roles at IDEXX, both at time of hire and throughout their career at IDEXX. To ensure that IDEXX employees are aware of what we mean by “ethical business practices,” our corporate training program includes lessons on ethical business practices, how to report ethical concerns without fear of retaliation, and reinforces that following IDEXX policies and procedures is a condition of employment. In addition, employees are required to annually review and acknowledge the commitment to our Code of Ethics within the IDEXX global human resources system, Workday.

Our global Compliance team, led by our Chief Compliance Officer who reports to our General Counsel, supports and promotes a culture of ethical conduct based on our [Purpose](#), Guiding Principles, and values, and is responsible for building and maintaining a global, effective corporate compliance program that ensures compliance with our Code of Ethics and other applicable policies, standards, and legal and regulatory requirements. Our Compliance team proactively partners with our businesses and other enterprise-wide functions to support effective management of compliance risks and enable sustainable, compliant growth that is aligned with our Purpose and commitment to conduct business with the highest ethical standards.

In addition, oversight is provided by the IDEXX Compliance Committee, comprised of the Chief Executive Officer, Chief Financial Officer, Chief Human Resources Officer, General Counsel, and Chief Compliance Officer. This committee meets on a quarterly basis to review compliance-related risks, risk management activities, and programs.

HOW OUR CODE OF ETHICS GUIDES US:

- We avoid conflicts of interest
- We interact fairly and transparently with our Customers
- We respect and protect the well-being of our Employees
- We fulfill our responsibilities to our Shareholders
- We represent IDEXX responsibly with the press, with the public, and in social media



When communicating, always remember to comply with Our Code of Ethics:

Understand

Take time to understand Our Code of Ethics and related guidelines and resources.

Clarify

Ask if we have a question about the Code or its application to a particular situation.

Act

Always act in accordance with our Code of Ethics and raise any concerns to our manager, a member of the Legal, Compliance or Human Resources departments, or the IDEXX Ethics Hotline when we think something we encounter may be contrary to our Code.

GLOBAL REPORTING SUPPORTED THROUGH OUR GLOBAL WHISTLEBLOWER POLICY AND THE IDEXX ETHICS HOTLINE

We aim to foster a culture where IDEXXers feel comfortable speaking up about any potential compliance issues they may encounter, without fear of retaliation.

Our [Global Whistleblower Policy](#) supplements our [Code of Ethics](#) and clearly describes how any employee may report ethical or other concerns. We launched training on our strict non-retaliation policy and an updated, innovative training to enable our leaders to incorporate ethics into our day-to-day leadership, and to properly handle and escalate ethics concerns when they arise.

In addition, IDEXX maintains global reporting mechanisms, including the IDEXX Ethics Hotline. The IDEXX Ethics Hotline is managed by a third-party vendor that provides toll-free 24/7 telephone helplines worldwide and web-based reporting tools in the reporters' respective local languages. The availability of the IDEXX Ethics Hotline is promoted globally via on-line and in-person trainings. Reporters can submit their questions and concerns with their names or anonymously, subject to local legal restrictions. When reporters submit concerns through the IDEXX Ethics Hotline, they receive an immediate acknowledgment of receipt and are able to track the status of their reported concerns. All incoming matters are reported to the Compliance team, regardless of how they are reported, and are tracked, triaged, and referred for review. The types of reports and inquiries received from stakeholders vary and include matters regarding human resource issues, business integrity and conduct, conflicts of interest, and safety, health, and physical environment. IDEXX monitors the inquiry trends and concerns reported to inform our Code of Ethics communication and training plans.

GLOBAL ANTI-BRIBERY AND ANTI-CORRUPTION

As a global company committed to conducting business in accordance with the highest ethics standards, it is important that we comply with the U.S. Foreign Corrupt Practices Act and similar anti-bribery and corruption laws in other countries.

Our [Global Anti-Bribery and Corruption Policy](#) and global anti-bribery and corruption program, which are maintained and managed by the Compliance team under the leadership of our Chief Compliance Officer, are designed to increase awareness among our employees, agents, and affiliates about applicable anti-bribery and corruption laws and to detect and remediate any potential violations of such laws. As part of our program, we prohibit bribes and facilitation payments, provide operating guidelines addressing recordkeeping, approval procedures and appropriate behavior, and require third-party agents to agree to conduct IDEXX business in accordance with our principles.

PRIVACY

We respect the privacy of our employees, customers, suppliers, and other business partners as part of our routine business operations where our business interactions involve the processing of personal data. [Our Privacy Policy](#) applies to the processing of personal data by all of the [IDEXX group of companies](#).



“

We all have one common responsibility—conducting our business with the highest ethical standards. This common thread ensures we will indeed create long-term value.”

**ALEXANDRA GAUGLER
SENIOR DIRECTOR, CHIEF
COMPLIANCE OFFICER**

ETHICAL MARKETING

Because our primary business is the manufacture, marketing, and sale of companion animal diagnostic products and services, government regulation of our marketing, promotional, and pricing practices is generally limited. However, IDEXX adheres to all applicable regulations and is committed to marketing our products and services ethically by presenting truthful claims regarding the capabilities of our products and services that are substantiated, where relevant, by peer-reviewed and third-party studies. We are driven by our mission to advance the standard of care for companion animals across the globe.

Our global marketing team maintains an internal policy and process for review and approval of all promotional materials to ensure that these materials are accurate and clear and comply with applicable laws and regulations and our commitment to ethical marketing. This policy and process are available internally and training is provided to applicable employees. In addition, IDEXX does not typically engage in direct-to-consumer marketing or advertising because our primary customers are veterinary service providers. Our interactions with veterinary service providers and other customers are governed by our Code of Ethics, as well as our Anti-Corruption and Bribery Policy and program. Our pricing strategy is rooted in the value of our differentiated products and services and our desire to advance the standard of care for companion animals globally. We regularly review and calibrate our pricing strategy.

POLICIES, COMMITMENTS AND DISCLOSURES

[Code of Ethics](#)

[Global Whistleblower Policy](#)

[Modern Slavery Statement](#)

[Conflict Minerals Policy](#)

[Supplier Code of Conduct](#)

[Global Anti-Bribery and Corruption Policy](#)

[Commitment Statement to Diversity and Inclusion](#)

[Pay Equity](#)

[IDEXX Ethics Hotline](#)

[Task Force on Climate-Related Financial Disclosures \(TCFD\) Index](#)

[Sustainability Accounting Standard Board \(SASB\) Index](#)



Selected goal for 2021–2022

- Code of Ethics training and awareness remains a key strategic focus area, with particular emphasis on our managers to help them foster an ethical culture within their team—building on the IDEXX Leader’s Guide to Living Our Code of Ethics.

Metrics Summary

The following section provides performance data across topics covered in our report.

105+ locations in **25** countries

More than 9,200 employees on 5 continents

Customers in **175** countries

\$2.4 billion total company revenue in 2019

\$133 million in Research and Development in 2019

ENVIRONMENT

100% of CAG SNAP® and most SNAP® dairy products in the U.S. are packed in corrugated cartons with approximately **95% recycled content**

10+ years—lifecycle of several IDEXX analyzers

100% of IDEXX worldwide manufacturing facilities are ISO certified

30,000-gallon rainwater storage unit installed at World Campus

50% indoor water use reduction at World Campus since 2017

8% increase in global square footage of facilities and operations since 2017

5% increase in tonnes of CO₂ total emissions from facilities and operations since 2017

15% decrease in kWh per square footage average energy consumption at facilities and operations since 2017

2% decrease in million gallons of water usage at facilities and operations since 2017



ii SOCIAL

57% of employees in our global workforce have disclosed their gender as female

28% of employees in global senior leadership are women, representing a **22% increase** since 2017

26% of global senior executives are women

11% of global senior executives are diverse in terms of race and/or ethnicity

8% of employees in our U.S. workforce have disclosed their race and ethnicity as Black

6% of employees in our U.S. workforce have disclosed their race and ethnicity as Asian

5% of employees in our U.S. workforce have disclosed their race and ethnicity as Hispanic/Latinx

1% of employees in our U.S. workforce have disclosed their race and ethnicity as American Indian, Alaska Native, Native Hawaiian/other Pacific Islander, and two or more races

76% of employees in our U.S. workforce have disclosed their race and ethnicity as White

6% of employees in our U.S. senior leadership are diverse in terms of race and/or ethnicity

36% decrease in recordable Health and Safety incidents since 2017

29,687 training hours in 2019 for Talent Development courses available to global employees

0 modern slavery or human rights issues have been reported to us via our grievance reporting mechanism or IDEXX Ethics Hotline

🚩 GOVERNANCE

8 new independent Board members have joined the Board in the last 9 years

36% of the Board of Directors are women

27% of the Board of Directors are born and raised outside the U.S.

Creation of global COVID-19 employee safety manuals translated in **23 languages**

83% of employees feel fully engaged in their work at IDEXX

86% of employees indicated they are proud to work at IDEXX

50% less radiation from IDEXX's proprietary ImageVue® DR50 Digital Imaging System compared to computed radiography systems while achieving optimal image quality

24 veterinary schools reached with IDEXX VetLab University Educational Program

IDEXX has donated **tens of thousands** of SNAP® tests to aid in disaster response efforts around the world

More than **2.5 billion** people worldwide rely on IDEXX water tests

More than **1.5 billion** IDEXX LPD tests have been used worldwide

4x increase in COVID-19 testing capacity for the state of Maine from due to IDEXX's OPTI® SARS-CoV-2 RT-PCR test and mobile laboratory

IDEXXers in **75** locations in **14** countries raised funds for World Wildlife Fund, RSPCA, Australian Red Cross, and the Australian Veterinary Association Benevolent Fund in response to Australia bushfire crisis

50,000+ spay/neuter surgeries and preventive care testing through #SpayTogether, a partnership with IDEXX, the Banfield Foundation, and 25 other national organizations

7,194 employee volunteer hours in 2019

\$840,000 corporate contributions to community organizations in 2019

More than **\$3.8 million** corporate contributions to community organizations since 2015

18% of our Board members are diverse in terms of race and/or ethnicity

9% of our Board members have a disability

Task Force on Climate-Related Financial Disclosures (TCFD) Index

We are committed to providing transparency on our climate change risk management. The TCFD has developed voluntary, consistent, climate-related financial risk disclosures for use by companies in providing information to stakeholders. We have used TCFD recommendations to guide our reporting.

GOVERNANCE

a) Board Oversight

Our full Board of Directors exercises oversight over our approach to corporate responsibility and our material activities and practices regarding ESG matters, including climate change-related issues, and the environmental, supply chain, and reputational risks that issues such as climate change may pose to our business. Our senior managers and executives brief the full Board annually regarding the results of our annual enterprise risk assessment, including risks related to climate change, and annually review our business continuity planning, which is affected by climate change-related issues, with the Audit Committee. Our senior managers and executives will also brief the Board and its committees, as applicable, throughout the year on an ad-hoc basis on issues directly and indirectly related to climate change.

b) Management role

Our Executive Vice President and General Manager, Point of Care Diagnostics and Global Operations, has executive oversight of our approach to environmental matters, including climate and energy. The executive team regularly discusses product development, innovation, and product life cycle management, including the environmental impacts of current and future products. Our Global Facilities team maintains plans to address environmental matters.

STRATEGY

a) Climate-related risks and opportunities

While we believe that climate change-related issues pose minimal material risk to our business, we have identified climate-related risks and opportunities that may affect us over the short, medium, and longer term. These include the following:

- **Physical risks:** Extreme weather may impact our operations, as well as our suppliers' and customers' operations. We have taken actions to assess potential flooding and other weather-related risks.
- **Regulatory risks:** Although we are not a significant user of energy or emitter of greenhouse gases, regulations to limit climate change may lead to increases in certain operating and commodity costs.
- **Demand opportunity:** Climate change could put pressure on clean water supplies, which may drive increased demand for our water testing products.

b) Impact on strategy

Our leadership team is committed to considering the potential risks and opportunities climate change may pose to our business. IDEXX regularly evaluates ways to reduce the resource needs of our operations, and the direct and indirect environmental impacts of the supply, manufacturing, use, and disposal of our products. We recognize that the effects of climate change will add greater impetus to addressing the world’s environmental challenges.

c) Climate resilience

Our senior managers and executives monitor changing regulatory requirements and other impacts to our business. We seek to balance operational efficiency with resilience through a diversified manufacturing and supplier base.

RISK MANAGEMENT

Our executive leadership and Board of Directors are focused on effectively managing our strategic and business risks, including climate change-related risks. The process to identify, manage, and integrate climate risk, including impacts to manufacturing and resource-related risks, is embedded in our standard risk management approach. We identify, monitor, assess, and communicate these risks to help inform our operating and investment decisions.

METRICS

a) Metrics

We plan on undertaking a company-wide carbon footprint assessment in 2021–2022. We track our energy purchases from utilities as part of our energy management program. This figure includes estimated carbon emissions associated with utilities used by our buildings across the globe and captures approximately 85% of our worldwide square footage.

b) Scope 1 and Scope 2 GHG emissions

Scope 1 emissions (2019): **8,512 T CO₂***

- Accounts for on-site fuel combustion for space, water, and process heating. Does not account for other sources of Scope 1 emissions such as on-site generators, company-owned transportation, or refrigerant leakage.

Scope 2 emissions (2019): **13,641 T CO₂***

Total Scope 1 and 2 emissions (2019): **22,153 T CO₂***

c) Targets

We have not set carbon-related targets yet, but we plan to set them in conjunction with our company-wide carbon footprint assessment in 2021–2022.

* Represents emissions for 85% of IDEXX global square footage

Sustainability Accounting Standards Board (SASB) Index – Medical Equipment and Supplies

All data is global and reflects metrics for the year ended December 31, 2019, unless otherwise noted.

ACCOUNTING METRIC	CODE	LOCATION/RESPONSE
AFFORDABILITY AND PRICING		
Ratio of weighted average rate of net price increases (for all products) to the annual increase in the U.S. Consumer Price Index	HC-MS-240a.1	For our Pricing strategy, please refer to the Ethical Marketing section in our 2020 Corporate Responsibility report.
Description of how price information for each product is disclosed to customers or to their agents	HC-MS-240a.2	IDEXX products and services pricing guides are provided to IDEXX’s direct and wholesale customers electronically or by mail. Product and services catalogs and pricing information can also be obtained by contacting an IDEXX sales representative and is accessible through IDEXX’s on-line ordering platforms.
PRODUCT SAFETY		
Number of recalls issued, total units recalled	HC-MS-250a.1	Not disclosed
List of products listed in the FDA’s MedWatch Safety Alerts for Human Medical Products database	HC-MS-250a.2	IDEXX’s companion animal group; livestock, poultry and dairy, and water products are not subject to FDA’s MedWatch Safety Alerts for Human Medical Products database. OPTI Medical products are subject to FDA’s MedWatch Safety Alerts, and none of OPTI Medical products were so listed.
Number of fatalities related to products as reported in the FDA Manufacturer and User Facility Device Experience database	HC-MS-250a.3	IDEXX’s companion animal group; livestock, poultry and dairy, and water products are not subject to FDA regulations. OPTI Medical products are subject to FDA regulations, and no fatalities related to such products are reported.
Number of FDA enforcement actions taken in response to violations of current Good Manufacturing Practices (cGMP), by type	HC-MS-250a.4	IDEXX’s companion animal group; livestock, poultry and dairy, and water products are not subject to FDA regulations. OPTI Medical is subject to FDA cGMP regulations, and there are no such FDA enforcement actions.

ACCOUNTING METRIC	CODE	LOCATION/RESPONSE
ETHICAL MARKETING		
Total amount of monetary losses as a result of legal proceedings associated with false marketing claims	HC-MS-270a.1	None
Description of code of ethics governing promotion of off-label use of products	HC-MS-270a.2	<p>Off-label use is not relevant to any of IDEXX's products or services.</p> <p>We produce and deliver safe and effective products and services that people trust. Each country in which we do business has specific regulations designed to ensure our products and services are safe and used appropriately. We comply with the licenses and approvals we obtain from government agencies to promote, sell and import our products and services.</p> <p>For additional information, please see the Ethical Marketing section of our 2020 Corporate Responsibility Report.</p>
PRODUCT DESIGN AND LIFECYCLE MANAGEMENT		
Discussion of process to assess and manage environmental and human health considerations associated with chemicals in products, and meet demand for sustainable products	HC-MS-410a.1	<p>New Product Development cycles includes reviews of global regulations related to the product type in development, including review of raw substances and mixtures used for environmental or human health impacts, or regional electrical safety or product composition laws for analyzers or other electrical products under development. Post product launch, IDEXX monitors changing global regulations related to environmental or human health considerations that may impact existing product on the market.</p> <p>For additional information, please see the Product Stewardship section of our 2020 Corporate Responsibility Report.</p>
Total amount of products accepted for takeback and reused, recycled, or donated, broken down by: (1) devices and equipment and (2) supplies	HC-MS-410a.2	<p>IDEXX offers a 'single swap' service model that ensures our customers are not without critical product. IDEXX repairs 28 products* globally—including IDEXX VetLab® analyzers and parts are reused where possible. In addition, IDEXX supports recycling programs available to European Union customers. For 2019, IDEXX processed over 8,800 electrical product returns.</p>

ACCOUNTING METRIC	CODE	LOCATION/RESPONSE
SUPPLY CHAIN MANAGEMENT		
Percentage of (1) entity’s facilities and (2) Tier I suppliers’ facilities participating in third-party audit programs for manufacturing and product quality	HC-MS-430a.1	IDEXX facilities do not currently participate in third-party audit programs. IDEXX performs quality audits of Tier 1 suppliers to ensure product quality and safety, as well as ability to meet demand.
Description of efforts to maintain traceability within the distribution chain.	HC-MS-430a.2	We are in the process of mapping our supply chain to strengthen traceability within our distribution chain. We have invested in supply chain risk management software to help manage suppliers and increase upstream visibility.
Description of the management of risks associated with the use of critical materials	HC-MS-430a.3	Please refer to IDEXX’s Conflict Minerals Policy and Supplier Code of Conduct .
BUSINESS ETHICS		
Total amount of monetary losses as a result of legal proceedings associated with bribery or corruption	HC-MS-510a.1	None
Description of code of ethics governing interactions with healthcare professionals	HC-MS-510a.2	Please refer to the IDEXX Code of Ethics .
ACTIVITY METRICS		
Number of units sold by product category	HC-MS-000.A	Undisclosed
DIVERSITY AND INCLUSION		
Percentage of gender and racial/ethnic group representation for (1) executive management (2) non-executive management (3) professionals (4) all other employees.	SASB FN-AC-330a	Please see the Diversity, Equity, and Inclusion section of our 2020 Corporate Responsibility Report.

IDEXX 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.

IDEXX Guiding Principles

- Achieve and sustain market leadership
- Exceed the expectations of our customers
- Empower and reward our employees
- Innovate with intelligence
- Cultivate entrepreneurial spirit
- Contribute to our communities

FORWARD-LOOKING STATEMENTS

This Report contains “forward-looking statements” as that term is defined in the Private Securities Litigation Reform Act of 1995. These statements are based on management’s current expectations and involve risks and uncertainties, which may cause results to differ materially from those set forth in the statements. The forward-looking statements can be identified by the use of words such as “expects,” and may include statements regarding goals. No forward-looking statements can be guaranteed, and actual results may differ materially from those projected. We undertake no obligation to publicly update any forward-looking statement, whether as a result of new information, future events or otherwise. Forward-looking statements should be evaluated together with the many uncertainties that affect our business and operations, particularly those mentioned in the risk factors and cautionary statements in our Annual Reports on Form 10-K and Quarterly Reports on Form 10-Q.



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