

# 2017

## Corporate Social Responsibility Report



# Our Mission: To Improve The Human Condition

## Letter from Our CEO

Agilent teams are passionate about providing our customers with trusted answers to complex challenges. Whether we are helping our customers keep food supplies safe; reducing air, water or soil pollution; or fighting cancer with new more personalized diagnostics and therapeutics, we know that together with our customers, we are making a tangible difference in the lives of people around the world. In fact, our mission is “to improve the human condition.”



Our commitment extends to how we achieve our business goals. All of our decisions are deeply rooted in our values, which to us, means doing the right thing for customers, employees and the planet. We set clear metrics and we work to continuously improve.

## We Create Sustainable Products and Solutions

Nearly 85 percent of the laboratories we serve have told us they have sustainability goals in place. We support them through product innovations that not only meet strict international standards, but also take less space, use less energy and water, and produce lower emissions. Over the past year, we introduced game-changing products that help meet those goals, and we are committed to annual R&D investments to ensure further progress. We are also expanding our green logistics to reduce shipping and packaging.

## We Operate with Environmental Responsibility Everywhere in the World

We challenge ourselves with increasingly tougher goals for our operations. We are making major investments to reduce the amount of power we consume and waste we discard, and we are beginning to see strong results. We continue to make progress toward our goal of diverting 95 percent of solid waste from landfills by 2020. We replaced traditional lighting with LEDs in sites around the world, resulting in about 40 percent greater energy efficiency. We have also invested in innovative lower-carbon electricity generation systems at our largest U.S. sites, and expect an estimated 25 percent reduction in carbon dioxide compared to the less efficient coal and gas power generators. And we beat our goal of six percent water consumption reduction worldwide to achieve a nine percent reduction.

### **We Embrace a Culture of Diversity and Inclusion**

Agilent is a truly global company with customers in more than 110 countries. We value the cultural diversity of our customers, our partners and our teams. A wide variety of perspectives yields richer results and benefits all of us. While diversity and inclusion are part of our culture, we created a formal program in 2017, which I believe will ensure focus across the company in this important area. We know that diversity and inclusion are key drivers of innovation, superior business results, and making Agilent an even greater place to work.

### **We Invest in Employees and Communities**

Citizenship commitments aren't only company-level initiatives. Agilent employees are incredibly generous. They contributed to 600 nonprofits last year, matched by the Agilent Technologies Foundation. We also support our employees in sharing of their time and talent in community volunteer activities by providing them with up to one full week per year paid time off to do so. Last year many employees took advantage of our [Volunteer Time Off policy](#), even combining this benefit with their personal vacations to support volunteer projects around the world. I am inspired by their personal stories.

In 2017, we established the Agilent Employee Assistance Fund, which allows employees to contribute to funds for their fellow employees or to apply to receive funds if affected by a natural disaster. We continue to support programs that give students, from middle school through university, new education opportunities, particularly supporting programs that encourage girls to pursue careers in the sciences. We help bring science to life through hands-on experiments that our volunteers conduct with students everywhere from local libraries to the largest science museums in the world, and we provide hundreds of teacher development opportunities.

Agilent is a leader in our industry. We take our leadership position seriously. And we believe that is our responsibility to help build a safer, more sustainable world and improve the human condition. It is our mission and the foundation of our culture.

The following report details our progress and outlines some of the high expectations we have for ourselves.

We welcome your interest, feedback and partnership as we work to improve the human condition.

A handwritten signature in black ink, appearing to read "Mike McMullen". The signature is fluid and cursive, with a long horizontal stroke at the end.

Mike McMullen  
President and CEO

# One Agilent Values

We strive to work as One Agilent, always thinking from an external customer perspective. Our values are the foundation for every decision we make and every action we take. They shape our interactions with our employees, investors, customers and suppliers. Quite simply, they are part of everything we do.

## **Innovation and Contribution**

We are committed to delivering trusted answers to our customers through innovative products, solutions, software and services.

## **Trust, Respect and Teamwork**

We treat all individuals with respect. We create a diverse and inclusive environment built on respect for each person's ideas and contributions. We value the power of a global, diverse workforce.

## **Uncompromising Integrity**

Integrity is a top company priority and the basis for all relationships with investors, customers, competitors, suppliers and employees. We adhere to the highest standards of business ethics and regularly provide updated training for all employees.

## **Speed**

We anticipate and respond to customer and business needs with a sense of urgency. We act decisively to make rapid course corrections if needed.

## **Focus**

We act with a one company mindset, and prioritize and simplify to understand what's really important in delivering trusted answers for our customers.

## **Accountability**

We do what we say we'll do. We make straightforward commitments and follow through on them.



Every decision we make and every action we take is rooted in our One Agilent Values. They are part of everything we do.



# Agilent Sustainability Statement

We are committed to sustainability and contribute through our own operations and innovative technologies that enable our customers to address complex global issues. Our mission is to “improve the human condition” and we believe sustainability is an important part of meeting our mission. All of our actions are based on our long-standing values, and achieved with uncompromising integrity. Our culture includes respect for the contributions of every employee in our global workforce. We support the communities in which we live and work, and encourage employees to share their time and talents in their communities.

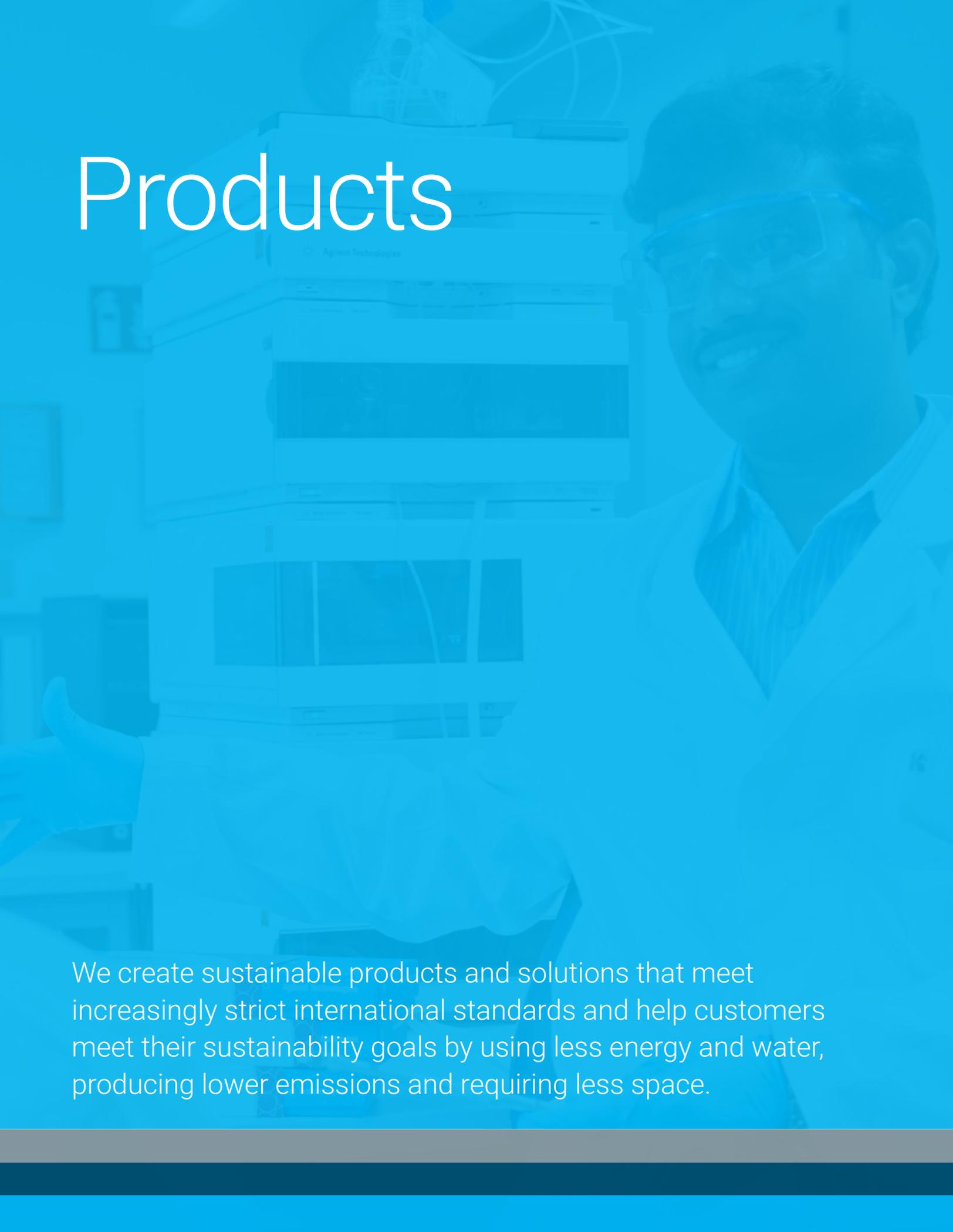
## Our Sustainability Guiding Principles:

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

## Specific Agilent Actions:

- Develop products designed to enhance the sustainability initiatives of our customers.
- Partner with our suppliers to operate sustainably and drive full transparency from vendors regarding sustainable products and services.
- Continue to provide the most healthful and safe workspaces possible through sustainable renovations, operations and certifications.
- Identify sustainability metrics and track progress throughout our operations and supply chain. Ensure compliance through a combination of self and third-party audits and certifications.
- Continue progress toward 95 percent diversion of solid waste from landfills by 2020.
- Invest to ensure continuous improvements in energy efficiency, meeting a 10 percent reduction by 2024.
- Reduce per capita water usage at all sites by 20 percent by 2024.
- Continue to encourage and develop diversity and inclusion in our workforce, investing in programs that advance these principles.
- Encourage employees to share their knowledge and talents in building sustainable communities, by providing paid volunteer time off, matching their charitable contributions, and encouraging science education through a variety of Agilent science programs.
- Report on our sustainability practices and progress to employees, investors and customers on a regular basis.

# Products



We create sustainable products and solutions that meet increasingly strict international standards and help customers meet their sustainability goals by using less energy and water, producing lower emissions and requiring less space.

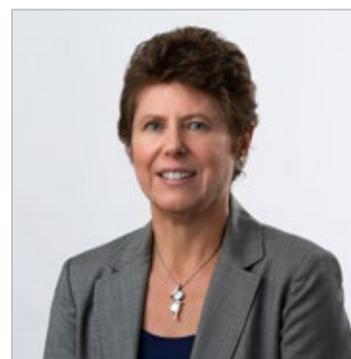
# Sustainability Through Innovation

Agilent is committed to innovation over the long term. Research & Development is such a high priority that every year we invest at least eight cents on every dollar of revenue into R&D in our businesses and central research labs. We look beyond the evolution of our current products and platforms to create the technologies and applications that will become the foundation for tomorrow's successes in helping our customers' meet their challenges. This includes helping them meet sustainability goals in their own laboratories.

Some examples include innovations to reduce the energy consumption of new products such as our industry-changing Intuvo 9000 gas chromatograph and our IDP dry scroll pumps which are oil-free and used in applications such as mass spectrometry which require low pressure vacuum technology. Our Ultivo Triple Quadrupole LC/MS is 70 percent smaller than its predecessor, and correspondingly uses less energy. The 4210 MP-AES is both more sustainable and safer than traditional atomic absorption for multi-element analysis as it runs on air instead of flammable gases. Sustainability is very much a driver in our innovation processes and it is an important part of our mission of "improving the human condition."

Darlene Solomon, Ph.D.

Agilent Senior Vice President and Chief Technology Officer



## Intuvo 9000 Gas Chromatograph System

- Uses an efficient direct heating system that requires less than half the electrical power of a conventional GC.
- Takes up about half the bench space of a conventional air-bath oven GC.
- Ferrule-free direct connections with plug-and-play flow path components eliminate a major source of maintenance and complexity.
- Disposable Guard Chip eliminates the need for cumbersome column trimming.

# Sustainability Through Innovation

## IDP Dry Scroll Pumps

- Oil free vacuum pumps for Gas Chromatography/Mass Spectrometry are clean, green and affordable, and completely remove the need to use any oil in the analytical process.
- Eliminates the risk of hydrocarbon contamination in the vacuum system.
- Closed system from inlet to exhaust (particularly well suited for rare gas and helium recirculation applications) reduces toxic gas emissions.



## Ultivo Triple Quadrupole Liquid Chromatograph/Mass Spectrometer

- Reduces space requirements, as it is the smallest footprint of any Liquid Chromatograph/Triple Quadrupole on the market-price performance per square foot ratio leading to reduced costs and fastest path to achieving return on investment.
- VacShield vacuum provides vent-less ion injector exchange capabilities that reduce wear and tear and facilitates rapid front-end maintenance.

## 4210 MP-AES

- Reduces water consumption as the system does not use any water to analyze samples; runs on air instead of combustible gases.
- Improves laboratory safety – in addition to eliminating flammable and oxidizing gases, the MP-AES eliminates the need to plumb multiple gases into the laboratory, or manually transport and handle gas cylinders.
- Runs unattended without flammable or expensive gas supply, dramatically reducing operating costs.







# Operations

Environmental responsibility is a fundamental part of how we operate. We are making major investments to reduce power consumption and waste – and we're beating our own goals to cut water use worldwide.

# Sustainability Strategy

Agilent's approach to sustainability is multi-faceted and is an integral part of our instrument and solution design, how we operate our facilities, supplier selection, and most important, how we treat our employees. We set metrics for ourselves and measure our progress on a regular basis. Our sustainability strategy includes:

## Products

- Ensuring our products meet or exceed their published specifications.
- Ensuring our products comply with safety and environmental standards and regulations.
- Innovating to increase the sustainability of the products and solutions we offer our customers.

## Our Operations

- Investing in and driving continuous improvement in environmental sustainability through recycling, conservation of resources, prevention of pollution, product development and promotion of environmental responsibility among our employees.
- Ensuring our operations comply with applicable environmental regulations.
- Conducting our operations in a manner committed to the conservation of resources, prevention of pollution and promotion of environmental responsibility.
- Informing suppliers and contractors of our environmental and social responsibility expectations. Requiring them to adopt management practices aligned with our expectations.
- Informing suppliers and contractors of our occupational health and safety expectations. Requiring them to adopt sound occupational health and safety management practices.

## Our People and Communities

- Conducting our business with uncompromising integrity and promoting human rights within the company's sphere of influence.
- Ensuring employee engagement in the success of the company.
- Ensuring we are an economic, intellectual and social asset to each country and community in which we operate.
- Creating health and safety practices and work environments that enable all employees to work in a safe and secure environment.

## Economic Value

- Creating economic value for our shareholders.
- Achieving our financial objectives in a sustainable and responsible manner.



"Agilent is investing in innovative new lower carbon electricity generation systems at our largest U.S. operations that will produce less carbon dioxide than from traditional fossil fuel power stations. These installations will reduce our overall emissions while saving Agilent money."

– **Scott Nixon**  
**Global Environmental Health and Safety Manager**



In 2017, Agilent completed key energy-saving installation projects at our sites in Denmark, Germany, Italy, the U.S., China and Singapore.

A key component of the projects was the replacement of traditional lighting with LEDs, which are typically about 40 percent more energy efficient than traditional fluorescent lights.

These projects will reduce annual electricity consumption by about 6,000 MWh, which is equivalent to a reduction of over 3,000 tons of carbon dioxide produced every year. These \$3.8 million energy-saving investments will also save Agilent about \$1.1 million annually.

# Operations Policies

## Supplier Code of Conduct Policy

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

## Conflict Minerals Policy

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

## Quality Policy

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

## Political Activities

Agilent may contribute to dialogue and decision-making on public policies affecting the company, our employees and operations. In 2017, Agilent provided no financial or in-kind contributions to any political party or political candidate.

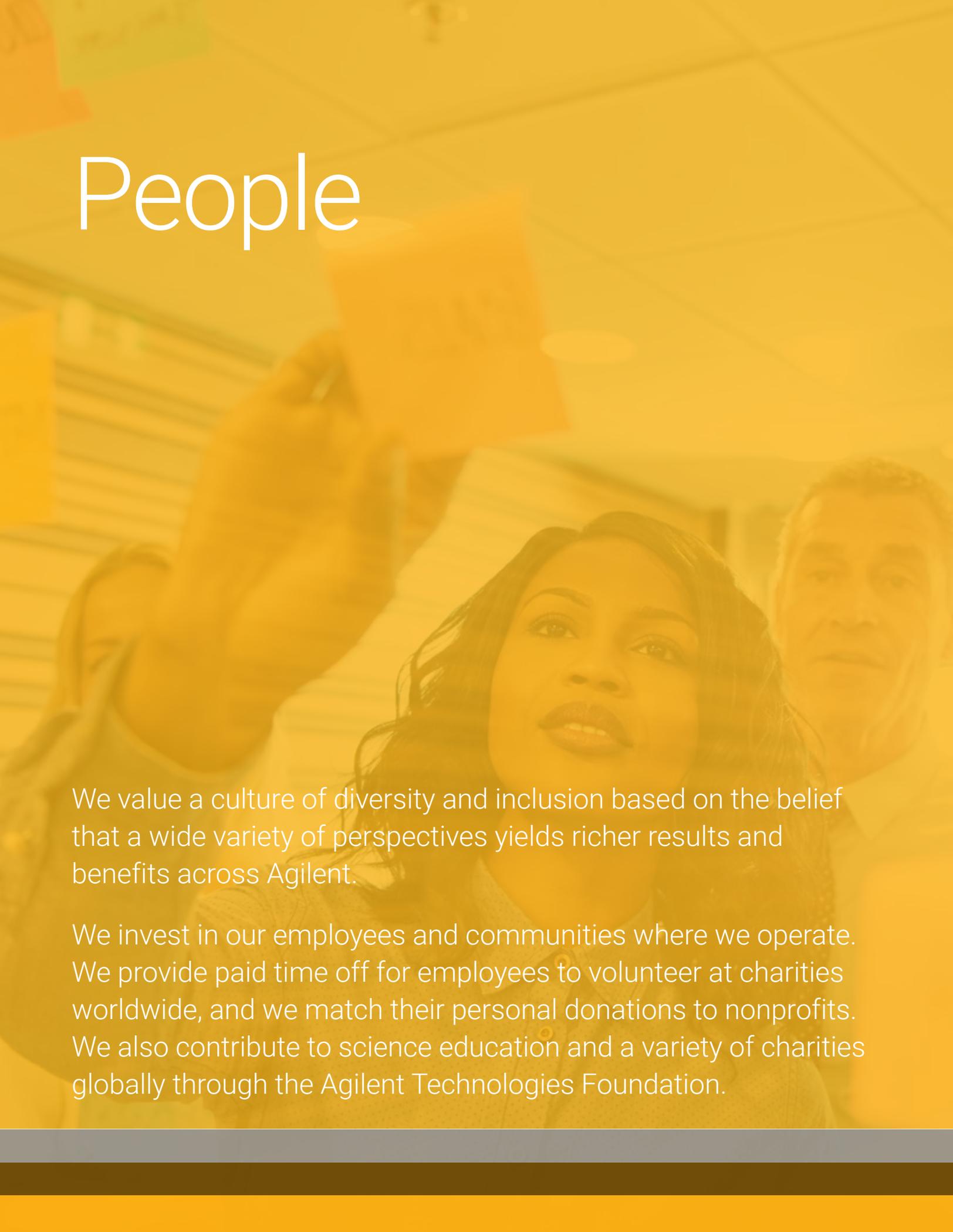
## Anti-Corruption Policy

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



At Agilent, we define quality as customer-perceived value. We know our customers want the best return on their investment. That's why we ensure our products and services are delivered to the level and quality our customers expect.

# People



We value a culture of diversity and inclusion based on the belief that a wide variety of perspectives yields richer results and benefits across Agilent.

We invest in our employees and communities where we operate. We provide paid time off for employees to volunteer at charities worldwide, and we match their personal donations to nonprofits. We also contribute to science education and a variety of charities globally through the Agilent Technologies Foundation.

# People Policies

## **Environmental Health and Safety Policy**

Agilent is committed to providing healthy and safe work environments and processes that enable our people to work injury-free and illness-free while acting in an environmentally responsible manner. Learn more at [Environmental Health and Safety Policy](#).

## **Human Rights and Labor Policy**

Agilent conducts business with uncompromising integrity and promotes human rights within the company's sphere of influence. Learn more at [Agilent's Human Rights and Labor Policy](#).

## **Employee Volunteerism Policy**

Agilent employees may use up to six days a year of company time, with managers' approval, to volunteer at charitable organizations that align with Agilent's values.

## **Privacy Principles**

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

## **Employee Diversity, Inclusion, Accessibility and Work/Life Balance**

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

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



"Agilent understands the importance of employees living a well-rounded life. I have had the support of my managers to make flexible work arrangements effective for my career and for my family. Our culture respects that each employee brings a unique story and perspective to their work and recognizes the value that adds to our global team."

– Colleen Fleming  
Manager, Diversity and Inclusion



“Through Agilent’s volunteer time off program, I combined my personal vacation with helping others in Guatemala. I volunteered at ‘Long Way Home,’ where I helped to build a local green school and conducted science education programs. Agilent’s VTO is a great way to motivate employees to step out of their comfort zone, and of course it shows that the company is socially responsible.”

– Pablo Del Valle,  
Marcom Specialist, Spain

# Philanthropy

## Living Our Values Through Agile Action

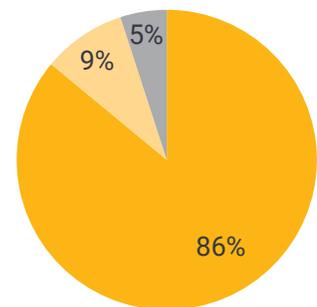
We are committed to strengthening local and global initiatives that help to improve the human condition. A priority for Agilent is our support of programs that give students—from middle school through university—new educational opportunities. We also make grants to undergraduate university teaching labs.

Our giving does not end with our financial contributions. We help to bring science to life through hands-on science experiments that our employee volunteers conduct with students globally, and we provide hundreds of teacher development opportunities.

Agilent believes that good citizenship is a reflection of our mission and values. That is why we also encourage our employees to personally share their time and talent in community volunteer activities by providing them with up to six days per year paid time off to do so. And we match employees' gifts to non-profits, universities and hospitals.

The Agilent Technologies Foundation also funds the creation of key initiatives globally in areas in which we have expertise. We have funded education, food safety and human health projects.

Agilent Technologies Foundation  
2017 Philanthropy



- University Relations
- Science, Education & Other Community Programs
- Employee Giving Matching Programs

### Strengthening Dairy Safety in China

When Agilent learned that there were few, if any, specific safety standards for dairy products in China, and children were suffering from milk-borne illness, the Agilent Foundation partnered with the China Dairy Association to create a training and testing lab for about 500 dairies in China. Since the initial project began, the country now has adopted major safety standards that are some of the strictest in the world.



# Recognition



We are honored to be in the company of organizations that are doing innovative work in the areas of sustainability and employee engagement.

# Awards and Recognition

## Innovations

- 2017 Company of the Year, *Instrument Business Outlook*
- Analytical Science Top 15 Innovations: Agilent Ultivo Triple Quadrupole LC/MS system together with the Agilent 1260 Infinity II Prime LC and Agilent Captiva Enhanced Matrix Removal–Lipid technology
- Dow WestTec Scientific Excellence Award for revolutionary JetClean Self-Cleaning Ion Source
- ADS Security Innovation Award in U.K.
- Excellent Supplier for 2017 by Zhejiang Jingsheng Mechanical & Electrical Co., Ltd.
- 2017 Scientists' Choice Award for Best New Clinical Laboratory Product
- ACCSI Most Popular Scientific Instrument Award
- ACCSI Most Influential Foreign Manufacturer Award
- Operational Excellence Leadership Awards at the 2017 Manufacturing Leadership Awards
- Brandon Hall Group Bronze Award for Excellence in Leadership Development

BARRON'S

THE WALL STREET JOURNAL.

Forbes

ROBECOSAM   
We are Sustainability Investing.

  
INSTRUMENT  
BUSINESS OUTLOOK  
Strategic Information for the Analytical & Life Science Instrument Industry

## Products and Operations

- #17 *Barron's* 100 Most Sustainable Companies in the U.S.
- Gold Class Sustainability Award from RobecoSAM
- AAA rating in environmental, social and governance performance from Morgan Stanley Capital International
- The Intuvo 9000 GC system was named a finalist in the 2017 Sustainability Awards from Business Intelligence Group
- ACCSI Green Product of the Year

# Awards and Recognition

## People

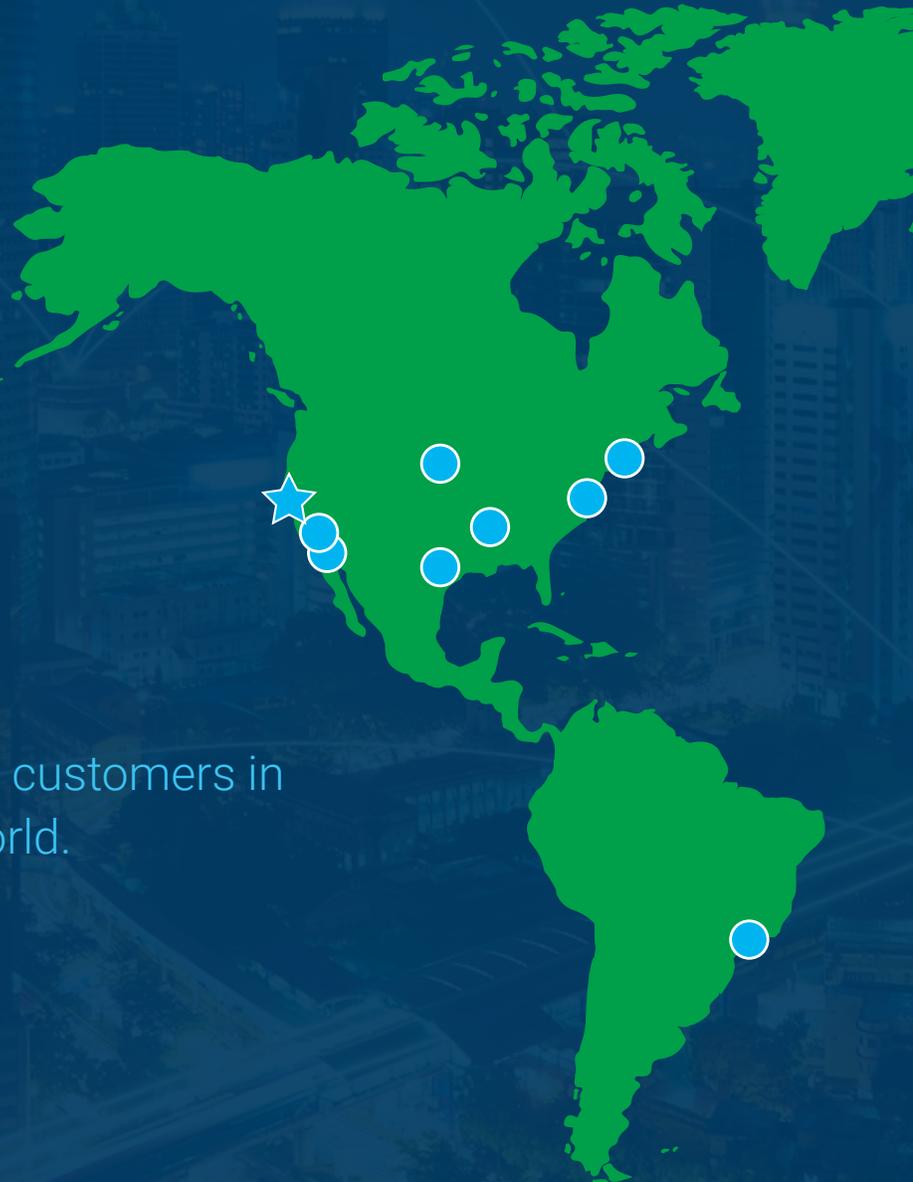
Agilent is included on these lists:

- *Forbes* JUST 100:  
America's Best Corporate Citizens list
- *Forbes* Global 2000 Best Employers 2017
- *Forbes* America's Best Employers 2017
- *Wall Street Journal* Management Top 250
- Learning! 100 Award for Global Strategy Deployment
- Best Employers 2017, Italy, *Panorama News Magazine*
- Top Employers 2017, Germany, *FOCUS Magazine*
- Most Popular Employer Award in the Scientific Instruments Industry 2017, Instrument Information Network (China)
- Best Employer Brand Award, Malaysia 2017, Employer Branding Institute
- Best Employer Brand Award, Gurgaon (India) 2017, Employer Branding Institute



# Organizational Profile

Agilent is a global leader in life sciences, diagnostics and applied chemical markets, providing comprehensive and integrated workflow solutions that include scientific instruments, software, services, consultancy, consumables and teams with deep market knowledge helping customers achieve superior scientific and economic outcomes. Our customers are the world's analytical, research and diagnostics laboratories.



## Agilent at a Glance

Our 14,000 employees serve customers in 110 countries around the world.



● = Major sites and logistics centers

## Download

To download the full version of this report (including additional details) and previous reports, please visit <https://www.agilent.com/environment/esr/home.html>.

## Share Your Thoughts

We welcome input about Agilent's Corporate Citizenship efforts or the Corporate Social Responsibility Report 2017 at [corporate.citizenship@agilent.com](mailto:corporate.citizenship@agilent.com)

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