



# Annual Report 2019 ACIST® Europe

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## Foreword

The following is the first Social Annual Report from ACIST Europe B.V., a report in which we look back at the past year. 2019 was an eventful year for ACIST.

A renewed focus on our employees was one of our organizational priorities as, ultimately, an organization is unable to function without its employees. We also conducted another employee survey in 2019 to ensure that the opinions and voice of our employees was clearly heard.

We value the opinion of our employees, and the information that we collected from the survey as well as the direct feedback from the ideas board was used by the Management Team to translate the input into practical actions. These actions were rolled out in 2019 to help improve working conditions at ACIST.

Some examples of the actions that took place are sports reimbursement and the purchase of electric bikes and fitness equipment.

As the Management Team, we continue to value the importance of hearing everyone's opinion and in translating those opinions into actions in order to continuously work on improving our organization.

In addition, we also rolled out "The Speed of Trust" program across several layers of the organization. The greater the trust that we have in one another, the better we can work together to achieve the goals that we have set ourselves. This year we also offered a voluntary Periodic Medical Examination to all employees.

This annual report also contains key figures including employee numbers and inflow and outflow figures. We have also given attention to improvements to terms and conditions of employment, training and development, not forgetting working conditions and health, safety and environment (HSE).

Happy reading.

Kind regards

**ACIST Europe Management Team**

## Health and Safety in the Workplace

ACIST goes to great lengths to offer its employees a safe place in which to work. In addition, there are various laws and regulations that impose responsibility on the company to protect employees and visitors against health and safety risks. For that reason, employees in and visitors to company facilities are obligated to follow safety instructions and procedures carefully. Queries about potential health and safety risks must be reported to the immediate supervisor or HSE management.

## The HR Organization

Following a period during which the HR department was managed by the HR team in the USA, the organization regained an HR manager in April 2019 with direct responsibility for European personnel policy.

From an HR perspective, ACIST seeks to offer the most valuable “assets”, its employees, “the best place to work”. We do this not only by providing the safe working environment referred to above, but also through attractive terms and conditions of employment, development, and growth opportunities that are in-line with the market.



In 2019, we introduced a number of changes to personnel policy, including:

- A new implementation agreement for the pension scheme for all Dutch employees.
- Updating the travel policy to bring it into line with Bracco and ACIST US.
- Establishing a new annual leave scheme to expand the options for employees taking annual leave. The new scheme will be implemented in 2020.
- Updating the company car policy.

These, and other schemes, can be found on our intranet – a platform that contains information including important HR information.

## ACIST Europe Personnel Data

### Staffing by department

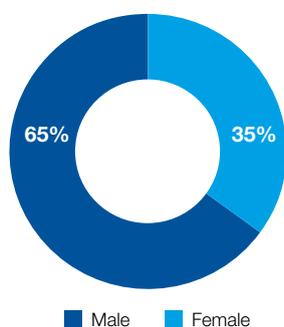
The table below details the staffing in each department at ACIST Europe as at January 1, 2019 and December 31, 2019. This overview shows that the number of employees in possession of an ACIST employment agreement fell over the course of the year, and that the number of flexible workers increased.

Looking at the total number of ACIST employees, including temporary workers, there was an increase.

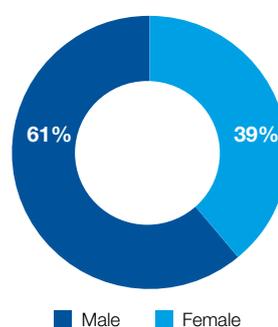
Department	Employees (ACIST)		Employees FTE (ACIST)		Temporary Workers		Temporary Workers FTE		Employees (Total)		Employees FT	
	Jan 1	Dec 31	Jan 1	Dec 31	Jan 1	Dec 31	Jan 1	Dec 31	Jan 1	Dec 31	Jan 1	Dec 31
<b>Management Team</b>	7	7	6.80	6.75	0	0	0	0	7	7	6.80	6.75
<b>Sales Distributors</b>	2	3	2.00	3.00	0	0	0	0	2	3	2.00	3.00
<b>Sales UK</b>	3	3	3.00	3.00	0	0	0	0	3	3	3.00	3.00
<b>Field Germany</b>	11	10	11.00	10.00	0	0	0	0	11	10	11.00	10.00
<b>Field France</b>	7	5	7.00	5.00	0	0	0	0	7	5	7.00	5.00
<b>Field Benelux</b>	2	2	2.00	2.00	0	0	0	0	2	2	2.00	2.00
<b>Logistics and Warehouse</b>	11	11	10.40	10.30	0	2	0	1.4	11	13	10.40	11.70
<b>Customer Service</b>	10	9	9.48	7.80	1	3	1	3	11	12	10.48	10.80
<b>Technical Service</b>	7	5	6.75	5.75	0	2	0	2	7	7	6.75	7.75
<b>Marketing</b>	4	4	3.75	3.75	1	2	0.95	1.35	5	6	4.70	5.10
<b>Quality Assurance</b>	5	5	4.40	4.30	0	0	0	0	5	5	4.40	4.30
<b>Finance</b>	4	4	3.80	3.80	1	1	1	1	5	5	4.80	4.80
<b>Human Resources</b>	2	3	1.65	2.65	1	0	1	0	3	3	2.65	2.65
<b>Total</b>	<b>75</b>	<b>71</b>	<b>72.03</b>	<b>68.1</b>	<b>4</b>	<b>10</b>	<b>3.95</b>	<b>8.75</b>	<b>79</b>	<b>81</b>	<b>75.98</b>	<b>76.85</b>

## Demographic composition as at December 31, 2019

Distribution by gender 01/01/2019



Distribution by gender 12/31/2019



Age	25-34	35-44	45-54	55-64
<b>Male</b>	14%	26%	44%	16%
<b>Female</b>	21%	32%	39%	7%
<b>Total</b>	17%	28%	42%	13%

## Employment

Duration of Employment	<1 year	1-4 years	5-9 years	10-14 years	>15 years
<b>Male</b>	10%	45%	33%	10%	2%
<b>Female</b>	19%	33%	33%	15%	0%
<b>Total</b>	13%	41%	33%	12%	1%

## Vacancies 2019

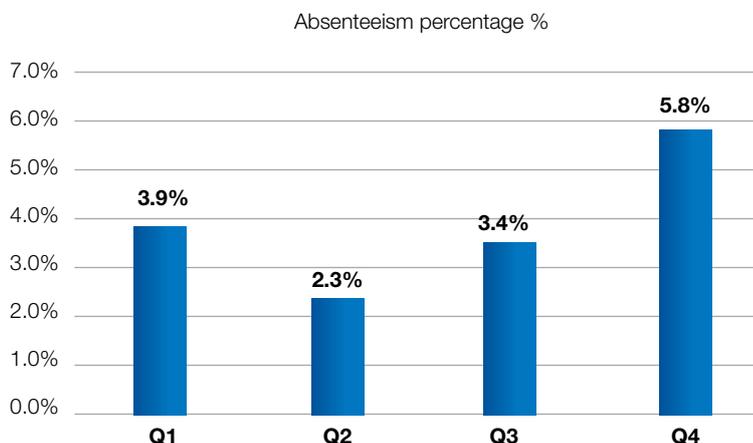
Job title	Quantity
Warehouse Employee	3
Product Manager EMEA	2
Group Marketing Manager EMEA	1
(Sr.) Customer Service Specialist	4
Clinical Application Specialist Germany	1
Sales Support Administrator	1
Distributor Specialist (EU)	1
Territory Sales Manager France	1
Regional Manager Sales and Business Development (France)	1
Regional Manager Sales and Business Development (Germany)	2
Business Controller	1
Service Technician	1
Supply Chain Analyst	1
Sr. HR Manager	1
Finance Director	1
<b>Total number of vacancies</b>	<b>22</b>

## Inflow/outflow – ACIST contract

Six people joined ACIST in 2019, and ten left.

### Absenteeism due to illness

The average absenteeism rate at ACIST consists primarily of long-term absenteeism. The low reporting frequency indicates that short-term absenteeism is limited.



Quarter	Reporting Frequency
Q1	1.18
Q2	0.50
Q3	0.78
Q4	0.95

### Training and education

ACIST makes an annual investment in training and education for its employees. The following individual and collective training took place in 2019:

- Office 365 training
- Time management
- Level 2 training
- Blockbuster story script
- APICS CPIM
- Customs declarant basic training
- Management training
- Finance for non-financials
- Quality Management training
- Internal auditor training
- Secondary safety expert
- Franklin Covey's Speed of Trust
- Resuscitation and AED

In addition to external (individual) training, all ACIST employees undergo continuous training by means of the LMS (Learning Management System) and there is free-of-charge access to a number of online training platforms, including Franklin Covey.

Internal movement

The following roles were filled as a result of promotion of internal candidates:

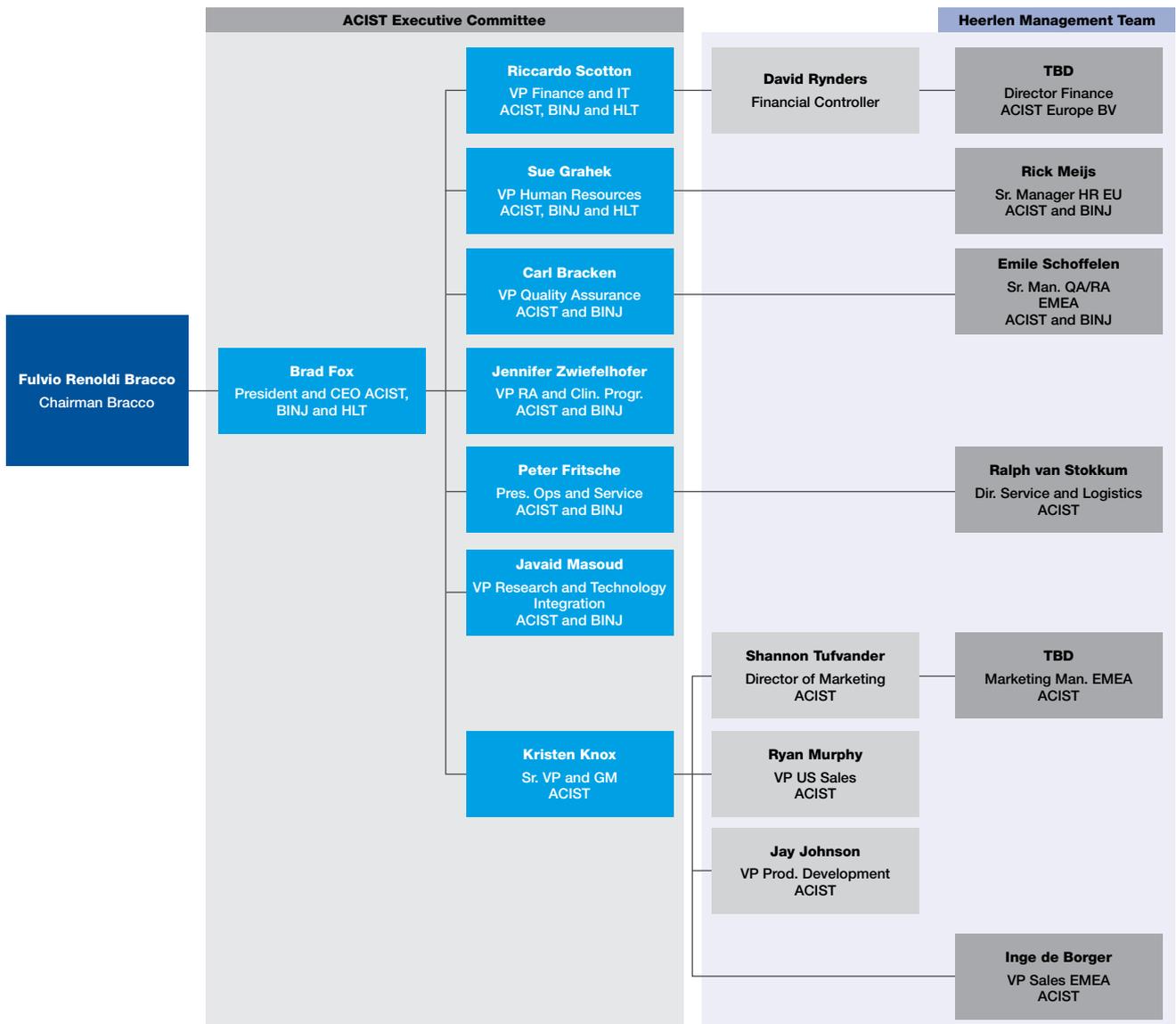
- Regional Manager Sales and Business Development (France)
- Distributor Specialist (EU)
- Product Manager (EMEA)

Corporate Social Responsibility (CSR)

ACIST is pro-active when it comes to CSR, examples of which are:

- Recruiting people with a disadvantage on the labor market
- Participating in the “Talent Central” program to introduce students to the world of business early on in their careers
- A sharp focus on the development of our employees
- Offering internships for a variety of training courses
- Baking waffles for the food bank

Organizational chart



## Works Council (WC)

The Works Council considers that ACIST Europe, in collaboration with the WC, worked constructively throughout 2019 to improve and further the company's social policy. The optimization and introduction of new policy rules has created a healthy balance between a financially healthy organization with prospects for the future on the one hand, and an organization in which the welfare of its employees has been moved more to the center on the other. This came about primarily because the company has listened to the needs of its employees. From a WC perspective, key topics in 2019 were introducing greater flexibility into terms and conditions of employment, conducting research into psychosocial workload, and furthering the working conditions policy (ETO, ergonomics). The WC annual report for 2019 provides a comprehensive overview of the activities of the WC.

## Employee survey

As in 2018, the highest scores in the survey were for the same topics – people enjoy working together and working as part of a team and there is good understanding for and assistance given to one another. There is also a good relationship with managers and a feeling that managers have respect for individuals and the work that they do.

Conversely, and again as in 2018, the lowest scores in the survey were for the same topics – people would like the higher management to be more visible and would like more and more frequent information about how ACIST is performing.

Employees also stated that they would like to see more attention given to individual performance-based remuneration.

Actions points have been set out to tackle the lowest scoring elements in the survey. In addition, attention will continue to be given to the higher scoring elements.

## HSE: Health, Safety, Welfare, and Environment

### Moving to zero

“Moving to zero” relates to health and safety at ACIST, and more specifically, our striving towards zero incidents and accidents.

We are shaping the “moving to zero” idea in a number of ways:

- All-employee meetings
- Posters and publications
- Training sessions for employees by the HSE officer
- Near-miss/SOS reports
- Monthly safety rounds



### Company emergency response team

The company emergency response team had eight members with all-round training in 2019. There was good distribution of company emergency response team roles amongst departments.

In one case, a company emergency response team member was required to provide assistance to an employee with spontaneous health complaints. Several on-site exercises were carried out in 2019, including evacuations, leaks, and a bomb warning. These exercises were completed successfully and the subsequent evaluations pointed to several areas for improvement.

### Occupational accidents, incidents, and near-misses

As in 2018, no occupational accidents were reported in 2019. Incident reports at ACIST related solely to SOS (Signaling Unsafe Situations) reports. Eight reports were registered in 2019, one of which was a near-miss.

At ACIST, we strive to ensure that there are zero incidents and accidents. Unsafe situation and incident reports are the starting point for improvements. Considerable attention is given to these reports and they are shared with staff on a monthly basis. These types of report are frequently raised during departmental meetings and employee meetings.

### Collaboration and consultation

Within the HSE team, comprising the health and safety service provider, the prevention officer, and the Management Team, there is periodic consultation on the promotion of working conditions and the HSE policy at ACIST.

Fixed items on the agenda as part of this consultation are:

- Sustainable employability
- Absence due to illness
- Risk Inventory and Evaluation (RI&E)
- Health and safety and environmental legislation
- Annual HSE plan

In order to involve partners and family members in ACIST, two activities were organized in 2019 – the “Fun Valley Family Day” and the “New Year Party”.

### Vitality and sports

The Fit Committee has participated in three activities – “Caveman Run”, “Walk to Work Day”, and “Walk with your Doctor”.

To promote a healthy and sporty lifestyle, employees have, since last year, been able to use fitness equipment on site. This equipment was purchased by ACIST and gives employees the chance to exercise during, before, or at the end of the working day.

### Sports subscription reimbursement

To promote a healthy and sporty lifestyle, all employees were able to take advantage of a financial contribution of €100 (net) for sports subscriptions or sports equipment. 31 employees made use of the scheme. It has been decided that all employees will receive the reimbursement as standard in 2020.

### Fruit in the canteen

ACIST provided fresh fruit to all employees every week throughout 2019. The fruit is supplied by a local supplier as part of our “Corporate Social Responsibility” endeavors.



## Environmental Management (ISO 14001)

ACIST strongly believes in conducting its operations in a way that is both environmentally friendly and responsible. ACIST manages its business activities with respect for the environment and public health. Investments and business decisions are made on the basis of ecological sustainability, within the framework of environmentally friendly growth through the use of specific technologies and production methods that minimize the environmental impact of activities wherever technically feasible and economically sustainable. ACIST uses production methods and technologies to minimize waste and to preserve and protect natural resources. ACIST also promotes its policy of environmental protection and pollution prevention amongst all employees by developing risk awareness and encouraging responsible behavior. In the functional areas at ACIST that deal with environmentally sensitive materials, the policy and corresponding procedures are in place to ensure the legal and regulatory environment.



### Mission vision

#### HSE mission

ACIST Europe is committed to protecting the environment and ensuring the wellbeing of all interested parties in all things we do.

#### HSE vision

ACIST Europe is committed to being a good employer, to maintaining health and safety at work, and to protecting public health and the environment as much as possible in all things we do.

### Objectives

Since ACIST Europe's ISO 14001 certification (environmental management certification), objectives are formulated on an annual basis. These are objectives that contribute to the reduction or limitation of ACIST Europe's carbon footprint.

The following objectives were formulated for 2019, with corresponding score based on items that have the biggest negative impact on our environment:

1. To reduce electricity purchased by 35% through the installation of solar panels. Due to external circumstances, the solar panels were not installed until late in 2019, and became operational in January 2020.
2. To reduce the total waste volume by 2%. This was indexed with the number of boxes sent from Heerlen in 2018. This objective was achieved despite having to process more cardboard as a result of an increase in the amount of air freight (containing more cardboard)
3. To reduce greenhouse gas (CO<sub>2</sub>) emissions by 2% by using couriers who offset the CO<sub>2</sub> generated by transport. This objective was also successfully achieved.

In addition, there was also attention throughout the year to environmental activities such as Earth Day and Warm Sweater Day.

### Solar panels

In 2019, 388 solar panels were installed on the roof of ACIST Heerlen. This project was carried out in collaboration with the landlord, supplier Sunrock, and Abbott Vascular, ACIST's neighbors.

Unfortunately commissioning of the solar system took until January 2020, which means that there was no reduction in the purchased energy in 2019.



### Continuous Improvement: Ideas Generation

To facilitate and realize continuous improvement at ACIST, employees are encouraged to make use of the ideas board. This allows feedback, or ideas, from employees to be transformed into action. Feedback is divided into the following categories: cost reduction, HSE, quality, and simplification.

Fourteen ideas were put forward in 2019, twelve of which were implemented.

### Final Word

ACIST Europe's first annual report demonstrates what we have done and what we have achieved during the course of one year. We consider it important to share these activities with our employees and are eager to communicate our endeavors to internal and external stakeholders. In addition, ISO 14001 requires us to communicate externally, and a report of this kind is ideally suited to this purpose.

We will continue to work in a socially responsible way, to satisfy statutory environmental obligations, and to minimize the negative effects of our activities on the environment to the fullest extent possible. Together with our employees, we are committed to continuous improvement.

Thank you to everyone who has helped us and continues to help to make working at ACIST even better.