



Annual report

ACIST Europe

2020

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Foreword

The following is the Social Annual Report from ACIST Europe B.V., a report in which we look back at the past year. 2020 marked another eventful year for ACIST, in part because it marked the start of the COVID-19 pandemic.

This past year represented a year of adapting, re-thinking, people going to the office and people working from home. At times, it took effort to keep everyone connected which made it a year that was sometimes filled with obstacles as ACIST cannot operate efficiently without the contact and communication between our employees.

Despite everything, we ended the year on a good note as we were not forced to dismiss any employees, nobody was required to take their vacation days, we paid out the annual incentive plan, and began a well-facilitated remote working policy. Furthermore, we defined and implemented a strong COVID policy from the beginning with employee safety as the main focus without affecting operational activities. Additionally, ACIST did not consider it necessary to make use of the government subsidy

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.

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, welfare, and environment (HSWE).

We understand that it has been a very challenging year, but thanks to our staff everything has continued as normally as it could and we would like to thank them for that.

Kind regards

ACIST Europe Management Team

**‘It has been a very
challenging year’**

**‘the best
place to
work’**



Health and Safety in the Workplace

ACIST goes to great lengths to offer its employees a safe place 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 the Management Team.

COVID-19

From the very start of the COVID pandemic, ACIST has set out and implemented a robust policy. The safety of the employees was the most important focus in this policy, without influencing the operational activities.

The following actions have been carried out:

- Establishing a COVID team comprised of members from different departments
- Ensuring clear and frequent communication via newsletter to all employees
- Implementing the national RIVM guideline and anticipating changes introduced by the government
- Implementing hygiene measures for the workplace, common areas, and visitors
- Creating a safe working environment for operational teams in Heerlen
- Establishing a remote working policy including setting up workspaces at home (with the help of an ergonomics specialist)
- Closure of the training facility and launching online training sessions

The HR Organization

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 2020, we introduced a number of changes to personnel policy, including:

- Introducing the lease bicycle scheme, in which a bicycle could be purchased with tax benefit.
- 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 was implemented in 2020.
- Updating the company car policy.
- Introducing a new mobile phone policy.

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



Staffing by department

The table below details the staffing in each department at ACIST Heerlen as at January 1, 2020 and December 31, 2020. This overview shows that the number of employees with an ACIST employment agreement fell over the course of the year, and that the number of flexible workers increased.

The total number of ACIST employees, including temporary workers, increased.

Department	Employees (ACIST)		Employees FTE (ACIST)		Temporary Workers		Temporary Workers FTE	
	Jan 1	Dec 31	Jan 1	Dec 31	Jan 1	Dec 31	Jan 1	Dec 31
Management team	5	5	4.95	4.95	0	0	0	0
Sales Distributors	2	2	2.00	2	0	0	0	0
Field Germany	9	10	9.00	10	0	0	0	0
Field France	6	7	6.00	7	0	0	0	0
Field Benelux	2	2	2.00	2	0	0	0	0
Logistics and Warehouse	11	12	10.40	11.15	1	2	1	2
Customer Service	9	10	8.70	9.6	2	4	2	4
Technical Service:	6	7	5.75	6.75	2	1	2	1
Marketing	4	4	3.75	4	2	1	1.35	1
Quality Assurance	5	6	4.30	5.3	0	1	0	1
Finance	5	4	4.80	3.8	1	0	1	0
Human Resources	3	3	2.65	2.65	0	0	0	0
Sales Support	0	1	0.00	0.75	0	1	0	0.4
Legal Focal Point	1	1	0.80	1	0	0	0	0
Total	68	74	65.1	70.95	8	10	7.35	9.4

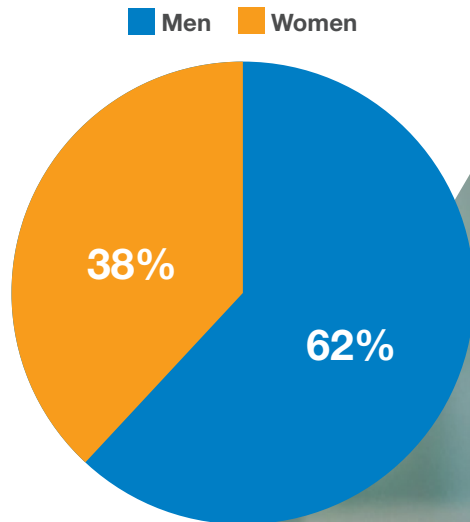
ACIST Heerlen

personnel data

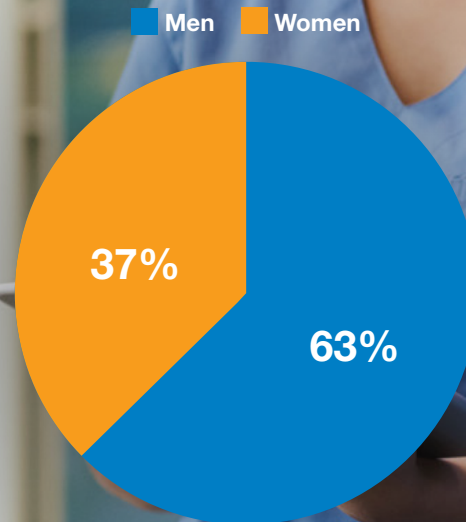
Demographic composition

as at December 31, 2020

Distribution by gender 1/1/2020



Distribution by gender 12/31/2020



Age	20-29	30-39	40-49	50-59	60-69
Male	6.0%	28.0%	16.0%	40.0%	10.0%
Female	9.8%	25.7%	35.5%	29.0%	0.0%
Total	7.9%	26.85%	25.75%	34.5%	5.0%

Employment

Duration of Employment	<1 year	1-4 years	5-9 years	10-14 years	>15 years
Male	7	17	12	6	2
Female	2	12	8	5	0
Total	9	29	20	11	2

Vacancies 2020

Job title	Quantity
Clinical Application Specialist France	1
Customer Service Specialist France	1
Supply Chain Analyst	1
Warehouse Employee	1
Clinical Application Specialist Germany	1
Territory Sales Manager France	1
Regional Manager Sales and Business Development (France)	1
Regional Manager Sales and Business Development (Germany)	1
Sr. Product Manager	1
Technical Service Manager	1
Supply Chain Analyst	1
Post Market Surveillance Specialist	1
Technical Application Specialist	1
Total number of vacancies	13

Inflow/outflow – ACIST contract

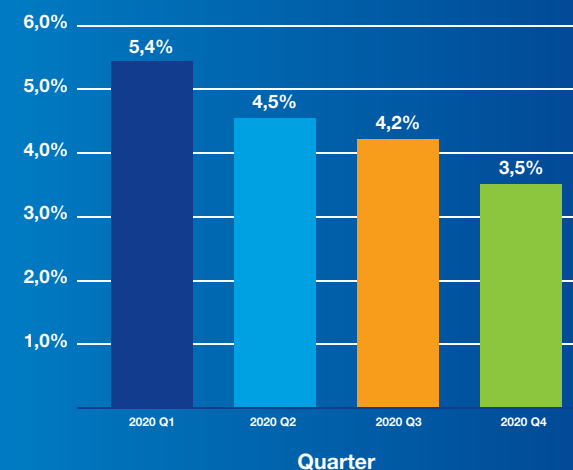
Fourteen people joined ACIST in 2020, and nine left.

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	0.95
Q2	0.39
Q3	0.39
Q4	0.27

Average absenteeism rate





Training and education

ACIST makes an annual investment in training and education for its employees. In 2020, the following individual and collective training courses took place, representing a total investment of €30,848.00:

The training courses listed below took place in 2020:

- LinkedIn
- Business Control
- Management
- Works Council
- HR Masterclass
- English Language
- Custom Specialist
- Effective Communication
- Finance for non-financials
- Professional Ethics
- Office 365
- APICS CPIM

In addition to external individual or other training courses, all ACIST employees receive continuous training by means of the LMS (Learning Management System) and have 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:

- Territory Sales Manager (France)
- Territory Sales Manager (Germany)
- Sr. Service Technician & Trainer

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
- A sharp focus on the development of our employees
- Offering internships for a variety of training courses

In the special year that was 2020, a year mostly dominated by the COVID-19 crisis, the Works Council (OR) was confronted with issues that were less or not applicable in comparison with other years. A number of employees were concerned about the temporary stop on the hiring of new employees and the decision not to offer permanent contracts to temporary employees. There was also some ambiguity as to what would happen if someone was diagnosed with COVID-19 during the holiday, this was looked at on a case by case basis.

Works Council Summary

In response to COVID-19, a 'Corona Task Force' was established in order to anticipate and react to new measures and potential infections in as clear and distinct a manner as possible.

One of the items that has been taken up is the 'Remote Work Policy', a policy detailing the scheme on working remotely. The commuting and remote working allowances have also been recalculated and allocated to employees who work from home on a full-time or part-time basis. Another point of attention was the changes to the workspaces at home. All of this was done to ensure the health and well-being of the employees where possible.

Last year, the Wi-Fi at the Heerlen office was also implemented for employees. While this was somewhat delayed, it was nevertheless achieved in 2020.

A lot of work was also put into the RIE (Risk Inventory and Evaluation), which was completed successfully.



Health, Safety, Welfare, and Environment; HSWE

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 an HSE officer
- Near-miss/SOS reports
- Monthly safety rounds



Company emergency response team

The company emergency response team had seven members with all-round training in 2020. There was good distribution of company emergency response team roles amongst departments.

Several on-site exercises were carried out in 2020, including evacuations, putting out fires, leaks, and a bomb alert.

These exercises were completed successfully and the subsequent evaluations pointed to several areas for improvement.

Occupational accidents, incidents, and near-misses

As in 2019, no occupational accidents were reported in 2020.

Incident reports at ACIST related solely to SOS (Signaling Unsafe Situations) reports. In 2020, six reports were registered – 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 employees on a monthly basis. These types of report are frequently raised during departmental meetings and employee meetings.



Collaboration and consultation

Within the HSWE 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 HSWE 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 HSWE plan

In 2020, before the outbreak of the COVID-19 pandemic, an activity was organized to involve partners and family members in ACIST: the “New Year’s Party”.

Vitality and sports

Due to the COVID-19 situation, the Fit Committee did not organize any activities in 2020. However, a lease bicycle scheme was implemented.

Sports subscription reimbursement

In 2020, it was decided that all employees will receive a standard net allowance of €100 to promote participation in sports and a healthy lifestyle. This amount can be used for sports subscriptions or sports equipment.

Fruit in the canteen

ACIST provided fresh fruit to all employees every week throughout 2020. 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 responsibly and environmentally friendly. 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 within ACIST that deal with environmentally sensitive materials, the necessary policies and corresponding procedures are in place to ensure the legal and regulatory environment.

Mission and vision

HSE mission

ACIST Europe is committed to protecting the environment and the well-being of all stakeholders in everything we do.

HSE vision

ACIST Europe strives to be a good employer, to provide a healthy and safe workplace, and to protect public health and the environment in everything 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 2020, with a corresponding score based on items that have the biggest negative impact on our environment:

1. 5% reduction in use of print paper, based on 2019 baseline. This objective has been changed as a result of working from home. In the end, this resulted in much less printing, but the introduction of Docusign because of COVID-19 also ensured that almost no paper needs to be used.
2. Reduction of electricity consumption on weekends. Research later showed that more than 80% of the energy on the weekend was used by crucial systems. Therefore, this goal has not been further elaborated.
3. Reduce the volume of electricity purchased by 35% by installing solar panels. This objective has been achieved. In 2020, 56% less electricity was purchased compared with 2019.

In late 2019, 388 solar panels were installed on the roof of ACIST Heerlen's warehouse in a project carried out jointly with the landlord, supplier Sunrock, and with Abbott Vascular – ACIST's neighbors. It was a good first year and the solar panels produced the amount of energy in 2020 that we had planned for.

As the completion of the project and therefore the commencement of electricity generation took until January 2020, this means that there was no reduction in the purchased energy in 2019.

Furthermore, the COVID-19 situation this year meant that there were few opportunities for incidental, well-known environmental activities such as Earth Day and Warm Sweater Day.



Final Word

ACIST Europe's annual report demonstrates what we have done and what we have achieved over the past year. We believe it is important to share these activities with employees and 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 a process of continuous improvement.

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

