



Passion



Continuous  
Evolution



People



Extraordinary



Sustainability

2024

ANNUAL REPORT  
**ACIST Europe**

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# *Focused on quality, safety, the environment, and collaboration*

## Foreword

We are proud and excited to present ACIST Europe B.V.'s annual social report over the past year. This report will take you through the highlights of the year and the achievements we have accomplished together. It was a year full of growth, innovation, and community spirit, one in which we achieved major milestones and consolidated our commitment to quality, the environment, and our employees' health and safety.

Firstly, we are delighted to report that ACIST has once again achieved excellent business results. Our joint efforts and the hard work of all of our employees have been instrumental to achieving a solid financial year, enabling us to continue investing in our people, processes, and technologies.

As in previous years, there was a clear emphasis on our important ISO 14001 and 45001 certifications, underlining our dedication to the environment and our employees' safety. Not only does this confirm that our working methods and procedures are in step with the most demanding international standards, it also gives us a strong foundation on which to further optimize our services.

Safety and the environment are always a top priority for ACIST, and these recertifications are evidence of our continued efforts in this area. We could not have achieved this without the tireless commitment and vigilance of all of our employees who are committed to safety and the environment in their daily work.

To all of our new colleagues at ACIST: the whole team wishes you a warm welcome. We are excited to have you on board and look forward to pursuing our shared goals together. Here at ACIST, we believe that our employees are the key to our success. That is why we strive to create an environment that lets everyone feel valued and provides opportunities for professional development.

Lastly, we would like to reflect on a special event: our successful family day at GaiaZOO, which brought together employees and their families in a spirit of fun and community. It was a fantastic opportunity to celebrate our close-knit team and our bond with their families and to thank everyone for their commitment and support.

In a nutshell, this annual report not only showcases ACIST as a prosperous business but also as an organization focused on quality, safety, the environment, and collaboration. We look to the future with confidence and have faith in the continued growth and development of our company and team.

**We hope you enjoy reading this report.**

Kind regards,

**ACIST Europe B.V. Management Team**



# The HR Organization

From an HR perspective, ACIST has set itself the goal of being **“the best place to work”** for its most valuable assets: its employees. We are working towards this goal by facilitating a safe workplace, offering attractive and competitive terms of employment, and providing development and career growth opportunities.

To the right are the HR milestones we reached in 2024:

- Benchmarking of ACIST salary scales, leading to a 6.03% scale increase as of October 1, 2024.
- Introduction of the OpenUp platform, giving employees access to mental health courses and seminars. The platform also provides access to one-on-one therapy with a psychologist.
- One Bracco: the Sales Team moved to BRACCO entities: France (9), Germany (13), Belgium (2).
- First assessment of the impact of the Dutch Future Pensions Act (Wet toekomst pensioenen) by the Works Council and an independent pension advisor.
- New Year's Party at SnowWorld in Landgraaf.
- Implementation of Workday as our global HR system.
- Update to the PSA Travel Policy.
- Introduction of a new confidential advisor.
- Family day at GaiaZOO.
- Vitality week in September.

Information on this and other plans is available on our Intranet, the platform containing all important HR and other information at ACIST.

# ACIST Heerlen Personnel Data

## Staffing by department

The table below shows staffing in each department at ACIST Heerlen as at January 1, 2024 and December 31, 2024.

Department	Employees (ACIST)		Employees FTE (ACIST)		Temporary Workers		Temporary Workers FTE		Employees (total)		Employees FTE (total)	
	Jan 1	Dec 31	Jan 1	Dec 31	Jan 1	Dec 31	Jan 1	Dec 31	Jan 1	Dec 31	Jan 1	Dec 31
Management team	5	5	5.00	5.00	0	0	0	0	5	5	5.00	5.00
Sales Distributors / Sales Management Direct	4	4	4.00	4.00	0	0	0	0	4	4	4.00	4.00
Field, Germany	12	12	12.00	12.00	0	0	0	0	12	12	12.00	12.00
Field, France	6	8	6.00	8.00	0	0	0	0	6	8	6.00	8.00
Field, Benelux	2	2	2.00	2.00	0	0	0	0	2	2	2.00	2.00
Logistics & Warehouse	15	16	14.70	15.45	1	1	1.00	1.00	15	16	14.70	15.45
Customer Service	16	17	15.85	17.85	0	1	0.00	1.00	16	18	16.85	18.85
Technical Service	10	11	9.60	10.70	0	0	0.00	0.00	10	11	9.60	10.70
Marketing	4	5	3.80	4.80	0	0	0.00	0.00	4	5	3.80	4.80
Quality Assurance	9	10	8.60	9.70	0	0	0.00	0.00	9	10	8.60	9.70
Finance	3	3	3.00	3.00	0	0	0.00	0.00	3	3	3.00	3.00
Human Resources	3	3	2.80	2.37	0	0	0.00	0.00	3	3	2.80	2.37
Sales Support	2	2	1.75	1.75	0	0	0.00	0.00	2	2	1.75	1.75
Legal focal point	1	1	1.00	1.00	0	0	0.00	0.00	1	1	1.00	1.00
Service Management	1	1	1.00	1.00	0	0	0.00	0.00	1	1	1.00	1.00
<b>Total</b>	<b>93</b>	<b>100</b>	<b>91.10</b>	<b>98.62</b>	<b>1</b>	<b>2</b>	<b>1.00</b>	<b>2.00</b>	<b>93</b>	<b>101</b>	<b>92.10</b>	<b>99.62</b>



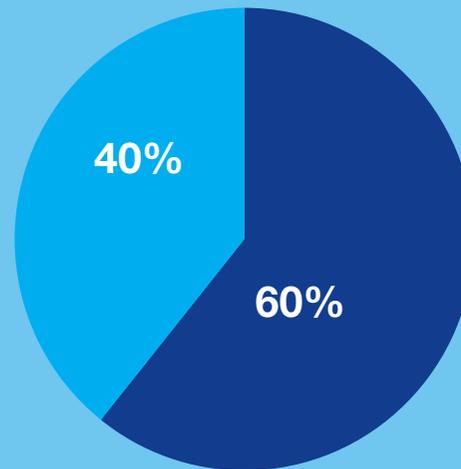
## Company demographics

as at December 31, 2024

Age	20s	30s	40s	50s	60s
<b>Male</b>	5.00%	11.00%	12.00%	25.00%	6.00%
<b>Female</b>	2.00%	15.00%	14.00%	9.00%	1.00%
<b>Total</b>	<b>7.00%</b>	<b>26.00%</b>	<b>26.00%</b>	<b>34.00%</b>	<b>7.00%</b>

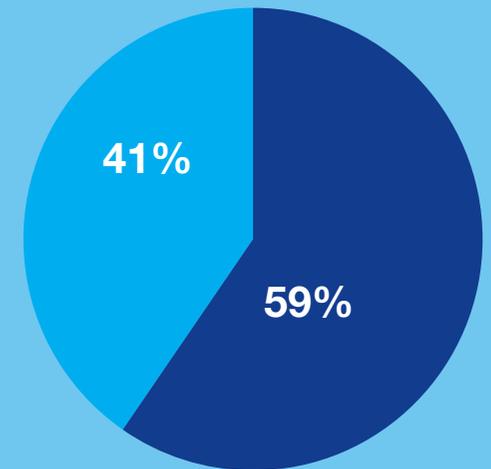
Distribution by gender as at January 1, 2024

Women Men



Distribution by gender as at December 31, 2024

Women Men



## Employment

Duration of employment	<2 years	2-4 years	4-10 years	10-20 years	>20 years
Male	14	8	14	6	2
Female	10	7	9	5	0
<b>Total</b>	<b>24</b>	<b>15</b>	<b>23</b>	<b>11</b>	<b>2</b>

## Vacancies in 2024

Job title	Quantity
CAS France	1
Clinical Team Lead	1
Customer Service Administrator (Order Entry)	1
Customer Service Specialist II DE	1
HSE Officer	1
MarCom Specialist	1
PMS Specialist	1
QA Engineer EMEA (CAPA Specialist)	1
Sales Support Admin	1
Territory Sales Manager France	1
Warehouse Employee	1
Service Technician	1
Warehouse Supervisor	1
<b>Total number of openings</b>	<b>13</b>

## Inflow/outflow ACIST contract

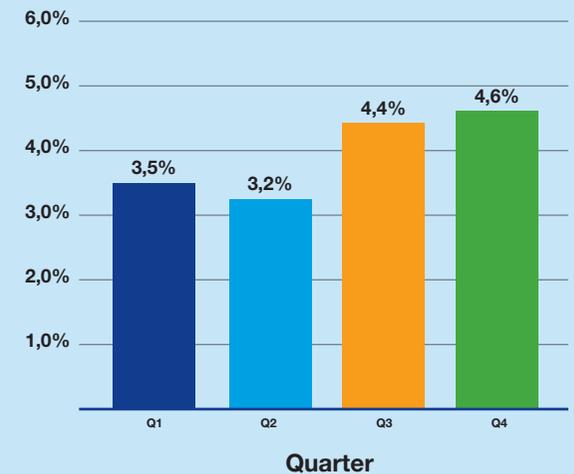
Sixteen new employees joined ACIST in 2024 and thirteen employees left.

## Absence due to illness

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

Quarter	Reporting Frequency
<b>Q1</b>	0.82
<b>Q2</b>	1.01
<b>Q3</b>	0.95
<b>Q4</b>	1.02

## Percentage absenteeism





## Training and education

ACIST makes an annual investment in training and education for its employees. In 2024, the following individual and collective training courses took place, representing a total investment of €75,370.74:

- CSRD (Corporate Social Responsibility Directive)
- PRRC (Person Responsible for Regulatory Compliance)
- Business English
- Responding to unacceptable workplace behaviour
- Giving feedback
- Works Council Training
- Network Fundamentals
- Personal leadership
- MS Excel
- Dutch
- VCA/SCC Basis
- Excellent leadership
- Rolling stock safety

In addition to external training, be it on an individual basis or otherwise, all ACIST employees are continuously trained by means of the LMS (Learning Management System) and benefit from free-of-charge access to a number of online training platforms, including Franklin Covey.

## Internal mobility

The following roles have been filled as a result of internal candidates being promoted:

- Senior Operational Quality Engineer
- Quality Engineer
- Senior Warehouse Employee (4)
- Senior PMS Specialist
- Clinical Team Lead
- Senior Customer Service Specialist (4)
- Clinical Application Specialist International (2)

# Works Council annual review

2024 was an important year for the Works Council. We aim to communicate as effectively as possible with employees and are always looking for ways to improve how we do this.

The Works Council therefore launched its own SharePoint page this year, supplementing its usual minutes and Town Hall meeting presentations. We also introduced the 'Works Council Pop-up' initiative to offer employees a new, private space to discuss any issues they have.

Throughout the year, the Works Council held regular consultations with the Management Team and looked at various major topics in 2024. The Works Council was asked to exercise its right of consent and its right of advice and to give feedback on the following topics.

- Approval of new digital time clock system (right of consent)
- Continuation of current pension plan (right of consent)
- Contract with pension provider (right of consent)
- One Bracco Project (right of advice)

There were no changes to the composition of the Works Council during the year. At the start of the year, a considerable amount of time was spent on training and preparations for upcoming changes to Dutch pension law. After several meetings with independent advisers, it was decided that changes to pension plans would be postponed.

The Works Council also worked together with the Management Team to introduce the following proposals, all of which have been rolled out within ACIST:

- Installation of a water cooler
- Expanding options for vacation bonus
- New outdoor area and outdoor seating
- Agreement to increase the number of vacation days employees can buy
- Increasing each employee's sports budget.



# Corporate Social Responsibility (CSR)

CSR is an acronym for Corporate Social Responsibility. It entails that ACIST is aware of its impact on people and the environment and seeks to balance the interests of People, Planet, and Profit. While CSR focuses on the key themes of sustainability, circularity, social return, and ensuring good working conditions, it can also create new opportunities, services, or products.

ACIST actively focuses on adding value to society: CSR is not a goal in itself but a continuous process to keep doing things better, which naturally leads to profit and benefits.

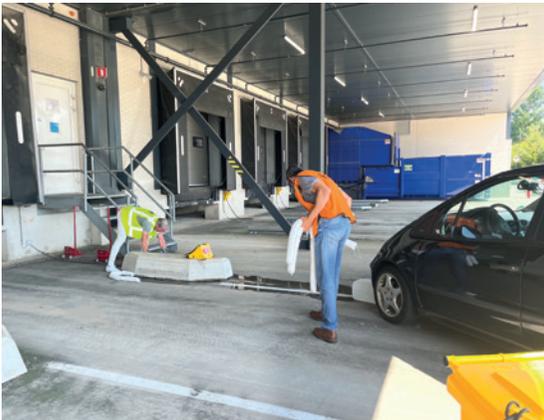
These include:

- Recruiting people with a disadvantage in the labour market.
- A sharp focus on our employees' development.
- Offering internships for a variety of training courses.
- Supporting local activities outside the company, such as baking waffles for the food bank and refurbishing the school yard of a local primary school.

# Health, Safety, Environment (HSE) and Welfare

## Workplace health and safety

ACIST is committed to providing its employees with a safe workplace. In addition, our company has a responsibility under various laws and regulations to protect employees and visitors from safety and health risks. This is why employees working in, and visitors coming to, our company facilities must carefully follow safety instructions and procedures. If they have any questions about health and safety risks, they must contact the line manager or HSE officer directly.



## Company emergency response team

The company emergency response team had eight members with all-round training in 2024. There was a good distribution of company emergency response team roles amongst our departments. Several on-site exercises were carried out in 2024, including evacuations, putting out fires, leaks, and a bomb alert. These exercises were completed successfully, and the subsequent evaluations highlighted several areas for improvement.

## Workplace accidents, incidents, and near-misses

“Moving to Zero” relates to health and safety at ACIST and, more specifically, to our aim of preventing accidents and incidents and bringing them down to zero.

ACIST has applied the “Moving to Zero” concept in a number of ways:

- Town hall meetings
- Training sessions for employees, led by the HSE officer
- Near-miss/SOS reports
- Monthly safety rounds



Similar to previous years, no workplace accidents were reported in 2024.

Incident reports at ACIST solely related to “Signalling Unsafe Situation” (SOS) reports. In 2024, 71 HSE reports were logged. This number is higher than previous years, as this year we have also logged reports of ‘situations that could be improved’ in addition to observations of unsafe situations. We have also included observations made during monthly rounds, in addition to employee reports (SOS reports), in the HSE Quentic portal. ACIST uses unsafe situation and incident reports as a basis for improvements. We pay specific attention to these reports and share them with all employees on a monthly basis. These types of report are frequently raised during departmental and employee meetings.



## Collaboration and consultation

The HSE and Welfare team, comprising the workplace health and safety service provider, health and safety officer, and Management Team, regularly meet to discuss how to promote working conditions and HSE and Welfare policy at ACIST.

Fixed agenda items for this consultation include:

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

## Vitality and sports

As in previous years, ACIST also participated in the “walk to work day” in 2024, and we saw ACIST employees taking part in the “walk with your doctor” walk and the Kennedy March. A vitality week was again organized in fall 2024, with the following activities on offer: darts, laugh energizer workshop, yoga, mindfulness, fit ground, Zumba, breathing techniques and smoothies.

All employees can benefit from a monthly chair massage and an Energizer session – a brief stretching activity (15 minutes) – every two weeks:

To promote a healthy and athletic lifestyle, all employees benefit from an annual financial contribution of €100 net to spend on sports subscriptions or sports equipment.

## Fruit in the canteen

Just like last year, ACIST provided fresh fruit to all employees every week throughout 2024. The fruit is supplied by a local supplier as part of our Corporate Social Responsibility endeavors.



# Environmental and safety management systems (ISO14001 and ISO45001)

ACIST strongly believes in conducting its operations in a way that is safe, environmentally friendly and responsible. We manage our business activities with respect for the environment, public health and our employees' safety. Our investments and business decisions are informed by ecological sustainability and guided by environmentally friendly growth. We use 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 preserve and protect natural resources. We also promote our policy

of environmental protection and pollution prevention amongst all employees by developing risk awareness and encouraging responsible behavior. Ensuring employee safety in and around the workplace is a continuous process and is always a priority. In the functional areas at ACIST that deal with environmentally sensitive materials, suitable policies have been drafted and corresponding procedures put in place to safeguard the legal and regulatory environment.

# Bracco Values

The global nature of our organization means that ensuring a sense of community is essential. Although we work in multiple countries that face different challenges, our VALUES are the common thread that connects us all. At the heart of our values are PEOPLE. To the outside world, this is showcased by our continuous pursuit of improved patient outcomes. Within the company, we strive to create an environment where people can be authentic and perform their work in the best possible way. To cite a quote that encapsulates this value: “We put people at the center of our choices and our work. We are mindful of all forms of diversity and are guided by a constant quest for well-being.”



Passion



Continuous Evolution



People



Extraordinary



Sustainability

**Passion:** We look to the future together with passion, energy, and a desire to achieve our objectives.

**Continuous evolution:** We reflect on our past, so that we can be resilient in tackling current and future challenges. We build on and invest in innovation with a positive approach and focus on change.

**People:** We put people at the center of our choices and our work. We are mindful of all forms of diversity and are guided by a constant quest for well-being.

**Extraordinary:** We strive for continuous improvement, excellence and solutions that simplify complex situations. Focusing on excellence enables us to achieve extraordinary results.

**Sustainability:** We strongly believe in our social responsibility to embrace the common good and improve people’s quality of life. Our actions are guided by loyalty and trust.

## Mission, vision, and goals

### HSE Mission

ACIST Europe is committed to protecting the environment and the well-being of all employees and 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 as much as possible in everything we do.

### HSE Goals

Since ACIST Europe was awarded its ISO14001 (environmental management) and ISO45001 (safety management) certifications, it has formulated goals on an annual basis. These are objectives that help to reduce or limit ACIST Europe's carbon footprint and foster our employees' well-being and health.

The following goals were set for 2024:

1. Plan 3 sessions on unacceptable workplace behaviour – goal: 90% trained in 2024
2. VCA/SCC Basis certificate for operational staff.
3. Feasibility study for reducing gas consumption (heat pump/battery, etc.)

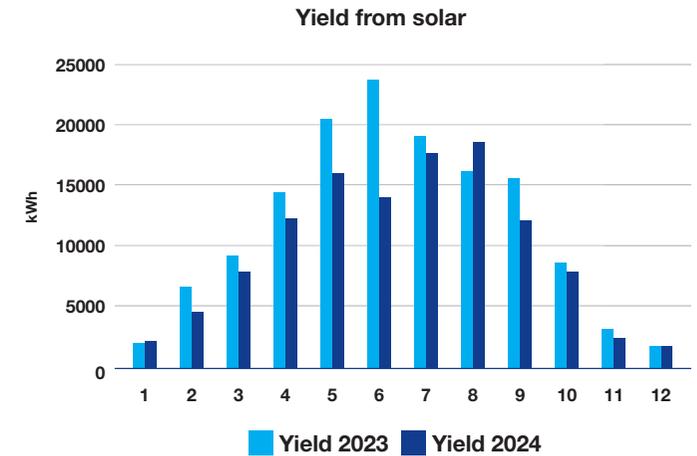
## Solar panels

Solar panels have been installed to generate our own electricity and reduce the site's CO2 emissions. The panels' output in 2024 was 121 MWh, which was 5% below the expected output. Nevertheless, this output accounts for a 35% reduction in energy purchased.

# Continuous improvement

## Generating ideas

To facilitate and achieve continuous improvement at ACIST, our employees are encouraged to make use of the ideas board. This allows feedback, or ideas, from employees to be transformed into actions. Feedback is divided into four categories: cost reduction, HSE and Welfare, quality, and simplification. Eleven ideas were put forward in 2024, of which five have been implemented and one is in project phase.





## 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 this news with you, and we are also eager to report on our efforts to internal and external stakeholders. Our ISO 14001/45001 certification also requires us to communicate externally – a report of this kind is ideally suited to this purpose. We will continue upholding our CSR values, comply with our legal environmental obligations, be the best possible

employer for our employees, maintain a healthy working environment, and 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.



ACIST Press Record to Start

Pa	Pd	Pd/Pa	FFR	Record
86	76	0.89	0.89	

Zero Auto  
Equalize  
IV  
0  
Case Summary

New Vessel Vessel ID FFR FFR FFR

LEFT CORONARY

Flow	Pressure	Flow	Pressure
4.0	10.0	605	0.5

Automatic still in progress

COMPARISON 1: 07:29 PRESSURE 1: 10.0  
COMPARISON 2: 07:29 PRESSURE 2: 10.0  
LAST SUCCESS: 07:29 PRESSURE 3: 10.0