



Annual report
ACIST Europe
2021



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Foreword

Welcome to ACIST Europe B.V.'s Social Annual Report, in which we reflect on events and developments in 2021.

Last year was another year of change and adjustment, with employees working both at the Heerlen office and from home. In 2021, this led to new insights on working from home and a greater acceptance of hybrid working, initiating the remote work policy (introduced in 2022).

Both for employees and managers, this has provided new insights into management and employees' self-management. ACIST has invested in systems, tools, and home office setups to provide greater flexibility, and this has the added bonus of improving communication with our US headquarters.

As the Management Team, we believe in the importance of hearing everyone's opinion and putting those opinions into actions in order to continue to improve our organization.

This annual report also includes key figures, such as staff composition, as well as staff inflow and outflow figures. Work continued in 2021 to update our employment conditions, provide training, on employee personal development, and on working conditions (HSWE – Health, Safety, Welfare, and Environment).

It was another fantastic and challenging year, and we would like to take this opportunity to thank everyone for their contribution and commitment in 2021.

We hope you enjoy reading this report.

Kind regards

ACIST Europe Management Team

‘It was another fantastic and 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 in which to work. Alongside this, our company is bound by a series of laws and regulations to protect employees and visitors from health and safety risks. For that reason, employees and visitors to company facilities are required to carefully follow safety instructions and procedures. Queries about potential health and safety risks must be reported to the immediate supervisor or HSWE management.

The focus on safety, health, and environment in 2021 prompted the appointment of an HSE officer in September 2021.

Covid 19

The second year of the COVID pandemic was another opportunity for ACIST to set out and implement a robust policy. Employee safety was the major focus of this policy, without influencing operational activities. The COVID team sent frequent 'COVID memos' to update staff.

The salient points from these notifications were:

- Implementing the national RIVM guideline and anticipating changes introduced by the Dutch government.
- Implementing hygiene measures for the workplace, common areas, and visitors.
- Creating a safe working environment for operational teams in Heerlen (canteen layout, maximum number of people per room, and walking routes).
- Establishing a remote working policy, including setting up home offices (with the support of an ergonomics specialist).
- Applying the new ventilation guidelines.

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 2021, we introduced a number of changes to our human resources policy, including:

- Overtime Policy, drafted in 2021 in cooperation with the Works Council and implemented from January 1, 2022. The new ACIST Overtime Policy has been transformed into a market-compliant arrangement.
- Korn Ferry job evaluation for all positions at the Heerlen back office; other positions to follow in 2022. All weighted positions are included in a job matrix that provides clear, easy-to-understand information on the position and job grade structure at ACIST.
- An ergonomic home office was created for 25 employees, funded by the sponsorship ACIST received from the Municipality of Heerlen in 2015. A condition of the sponsorship was that it would be to a project dedicated to employees. Setting up a home office was the ideal opportunity to materialize this sponsorship in 2021.
- The increased contribution for the Lease Bicycle plan has been extended until July 1, 2022, allowing employees to benefit from a company bicycle and a related tax deductible.
- Given the tight labor market, every effort has to be made to recruit new employees. This led to the creation of the "Employee Referral Program" in 2021, through which ACIST employees can earn a bonus if a vacancy is filled by a candidate who they put forward.
- ADP human resources information system: migration to ADP's web application "iHCM2", with a more comprehensive and user-friendly self-service portal for employees.

These and other HR regulations and arrangements can be found on the Bracco-ACIST Intranet portal.



Staffing by department

The table below details the staffing in each department at ACIST Heerlen as at January 1, 2021 and December 31, 2021. This table shows that the number of employees on a ACIST employment contract fell over the course of the year, and that the number of flexible workers increased.

Taking 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 FTE	
	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	4,95	4,95	0	0	0	0	5	5	4,95	4,95
Sales Distributors	3	3	3,00	3	0	0	0	0	3	3	3	3
Field Germany	10	11	10,00	11	0	0	0	0	10	11	10	11
Field France	7	8	7,00	8	0	0	0	0	7	8	7	8
Field Benelux	2	2	2,00	2	0	0	0	0	2	2	2	2
Logistics and Warehouse	12	13	11,30	12,25	1	2	1	2	14	15	12,30	14,25
Customer Service	10	12	9,65	11,65	3	3	3	3	13	15	12,65	14,65
Technical Service:	7	8	6,50	7,63	1	2	1	1,95	8	10	7,50	9,58
Marketing	4	4	4,00	4	1	1	0,8	0,8	5	5	4,8	4,8
Quality Assurance	5	8	4,60	7,6	1	0	1	0	6	8	5,60	7,6
Finance	4	3	3,80	2,8	0	1	0	0,2	5	5	3,80	3,00
Human Resources	3	2	2,65	1,9	0	0	0	0	4	3	2,65	1,9
Sales Support	1	1	0,75	0,75	2	1	0,8	0,4	3	2	1,55	1,15
Legal focal point	1	1	1,00	1	0	0	0	0	1	1	1	1
Service Management	0	1	0,00	1	0	0	0	0	0	1	1	1
Total	74	82	71,20	79,53	9,00	10,00	7,60	8,35	86,00	94,00	79,80	86,88

ACIST Heerlen

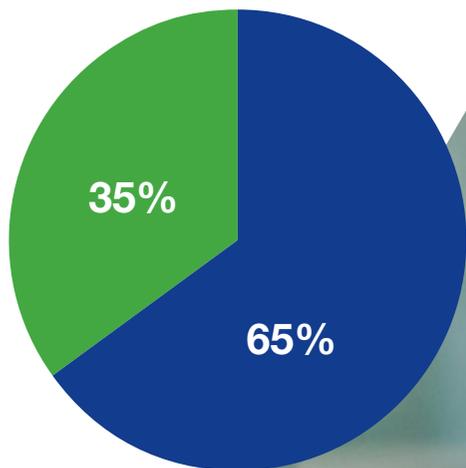
personnel data

Demographic composition

as at December 31 2021

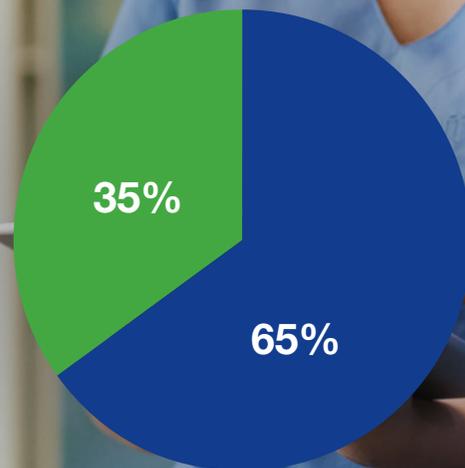
Distribution by gender 1/1/2021

■ Women ■ Men



Distribution by gender 12/31/2021

■ Women ■ Men



Age	20	30	40	50	60
Male	1%	17%	14%	24%	7%
Female	3%	8%	12%	13%	1%
Total	4%	25%	26%	37%	8%

Employment

Duration of employment	<2 year	2-4 years	4-10 years	10-20 years	>20 years
Male	12	5	23	8	1
Female	5	10	10	8	0
Total	17	15	33	16	1

Vacancies in 2021

Position	Number
Technical Service Manager	1
Customer Service Admin	3
Warehouse Employee	5
Clinical Application Specialist (Germany)	1
Territory Sales Manager (France)	1
Technical Support Employee	1
Supply Chain Specialist	1
Junior Service Technician	1
Operational Quality Technician	1
Post Market Surveillance Specialist	1
Tender & GPO Specialist	1
Marketing Communication Coordinator	1
Operational Quality Engineer	1
Senior Service Technician	1
Regional Manager Business Development (Germany)	1
Customer Service Specialist	2
HR Administrator	1
Warehouse Supervisor	1

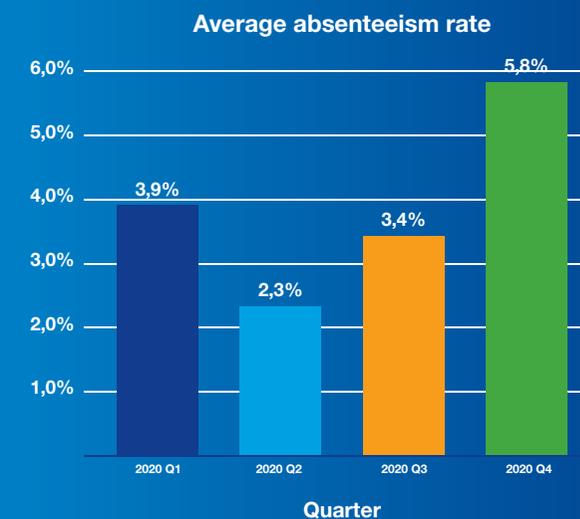
Inflow/outflow – ACIST contract

Seventeen new employees joined ACIST in 2021, and seven employees 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	0.54
Q2	0.94
Q3	0.66
Q4	1.15





Training and education

ACIST makes an annual investment in training and education for its employees. In 2021, the following individual and collective training courses took place, representing a total investment of €34,232.00:

- MBA
- Management
- Personal Branding
- Behavioral Science
- Excel
- Remote Working
- Export Monitoring & Sanction Policy
- NLP
- Customs & Export
- Lead Auditor
- SCC
- Lean Finance Green Belt
- Works Council

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

- HSE Officer
- Director Quality Assurance EMEA
- Territory Sales Manager (Germany)
- Senior Service Technician & Trainer

Employee survey

Statement: 1 would recommend ACIST as a place to work to others.

6-point scale:

1 = Strongly Disagree, 2 = Disagree, 3 = Slightly Disagree,
4 = Slightly Agree, 5 = Agree, 6 = Strongly Agree

Scorecard Scoring Criteria: >4 = **green**, <4 = **red**

All Company	Q1 Score 4.04	Q2 Score 4.38	Q3 Score 4.49	Q4 Score 4.45
Score by Region	Q1 Score (Out of 6)	Q2 Score (Out of 6)	Q3 Score (Out of 6)	Q4 Score (Out of 6)
ACIST US	4.38	4.8	4.74	4.88
ACIST EU	4.29	4.23	4.28	4.38
Japan	2.66	2.91	3.32	3.08
Lausanne (BINJ)	2.25	2.79	2.67	2.89

Corporate Social Responsibility (CSR)

Corporate Social Responsibility (CSR) entails that ACIST is aware of its impact on people and the environment and seeks to balance the interests of People, Planet, and Profit. This focuses on the key themes of sustainability, circularity, social return, and ensuring good working conditions. Furthermore, CSR can also create new opportunities, services, or products. ACIST actively focuses on adding value to society: CSR is not an end 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 on the labor market
- A strong focus on the development of our employees
- Offering internships to students from a variety of study programs
- Supporting external local activities, such as baking waffles for the food bank
- “EarthToday” vouchers provided to employees in the Christmas hamper, in support of nature conservation





2021 was a relatively quiet year for the Works Council, partly due to the COVID measures in place at the time. Nevertheless, some important changes did happen, including in the composition of the Work Council (election of Abdellah Boutorat and Cristiane Wetzels to replace the retired members).

The Works Council dealt with the following requests for consent (non-exhaustive list):

- Policy on working from home
- Policy on overtime pay
- Implementation of a new job group structure based on the Korn Ferry evaluation system (Talent Hub)

The Works Council also met with the Management Team regarding an occupational health and safety advisory application related to the new building.

Works Council summary

The Risk Inventory & Evaluation (RI&E) was completed and also reviewed and approved by occupational health and safety service DPSO. The effects of electromagnetic radiation at ACIST were one of the topics reviewed. This showed that there was no major risk, and this was also communicated to staff by e-mail.

Contending with the pandemic measures in force at the time, 2021 was further focused on raising and maintaining awareness of the Works Council among employees and slowly preparing for the Works Council elections to be held during 2022.

HSWE: Health, Safety, Welfare and Environment



Moving to zero

“Moving to Zero” relates to ACIST’s ambitions in terms of health and safety, and more specifically, to our aim of bringing incidents and accidents down to zero.

We are shaping the “Moving to Zero” idea in a number of ways:

- Townhall meetings
- Training sessions for employees by an HSE officer
- Near-miss/“Signaling Unsafe Situations” reports
- Monthly safety rounds

Company emergency response team

The company emergency response team had seven members with all-round training in 2021. There was good distribution of company emergency response team roles amongst departments.

Several on-site exercises were carried out in 2021, including evacuations, fire-extinguishing exercises, 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 2020, no occupational accidents were reported in 2021. Incident reports at ACIST related solely to “Signaling Unsafe Situations” reports. In 2021, eleven reports were registered – none of them were 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. Specific attention is paid 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

The HSWE team, comprising the health and safety service provider, the prevention officer, and the Management Team, regularly meet to discuss how to promote 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 & Evaluation (RI&E)
- Health and safety and environmental legislation
- Annual HSWE plan

Vitality and sports

Due to the ongoing pandemic, the Fit Committee organized a limited number of activities in 2021, such as the introduction of a “diversion app” and the “Walk to work day”. ACIST staff also participated in the annual “Walk with your doctor” walk.

To promote a healthy and sporty lifestyle, all employees were able to benefit from a €100 (net) financial contribution towards sports subscriptions or sports equipment.

Fruit in the canteen

ACIST provided fresh fruit to all employees every week throughout 2021. The fruit is provided by a local supplier as part of our CSR 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 and goals

HSE Mission *(why we exist)*

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

HSE Vision *(where are we headed)*

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.



HSE Goals

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

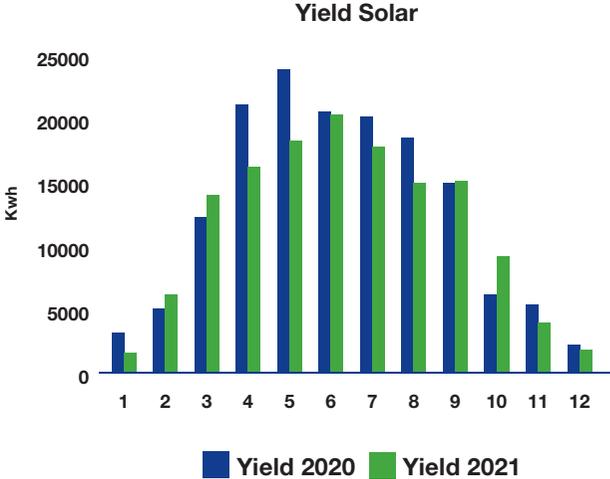
The following targets were set for 2021, all related to the COVID-19 pandemic:

- 1. Prevent COVID-19 face masks from polluting the environment by using the dedicated disposal units on site and effectively raise awareness of the importance of mask disposal outside ACIST buildings (E-segment).
- 2. Adhere to local COVID-19 rules (S-segment).
- 3. When working from home, adhere to ergonomic standards and use the tools provided (H-segment).

Solar panels

PV panels have been installed to generate our own electricity and thus reduce the site's CO2 emissions.

The panels' output in 2021 was 142 MWh, which is the expected output for solar hours this year. This output provides a 50% reduction in purchased kWh.





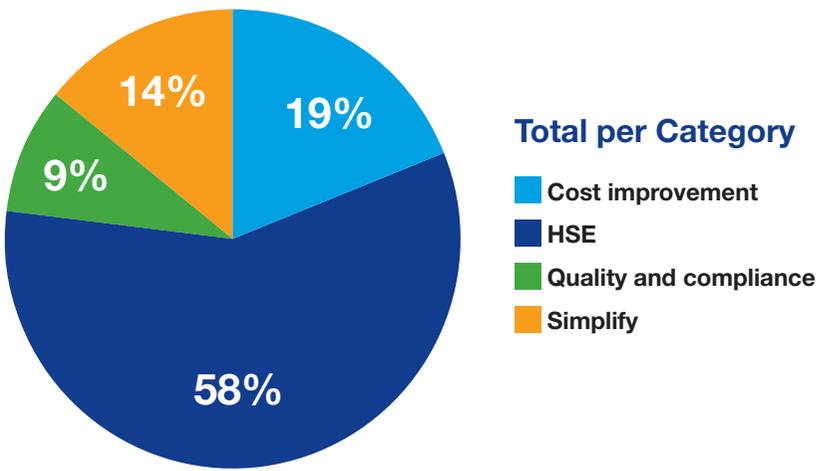
Continuous improvement

Idea Generation Update

To facilitate and realize continuous improvement at ACIST, employees are encouraged to make use of the ideas board.

This allows employees' feedback or ideas to be put into action. Feedback is divided into the categories of cost reduction, HSWE, quality, and simplification.

Four ideas were put forward in 2021, three of which were implemented.



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 our employees and are eager to communicate our efforts to internal and external stakeholders. Our ISO 14001 certification also 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 our 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.



Your Cath Lab
**Knowledge
Catalysts**

It's how you know.

