

CORPORATE SOCIAL RESPONSIBILITY: VISION AND POLICY

ACS audiovisual solutions



Foreword

ACS is a company that is keen on making a human and social as well as business contribution to ensure our global society operates effectively.

We therefore support The ten principles of the UN Global Compact a range of core values covering human rights, labour laws, the environment and anti-corruption. We make every effort to apply and practise these values within our scope of influence.

The Ten principles of the UN Global Compact

Human Rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2: make sure that they are not complicit in human rights abuses.

Labour

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: the elimination of all forms of forced and compulsory labour;

Principle 5: the effective abolition of child labour; and

Principle 6: the elimination of discrimination in respect of employment and occupation.

Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: undertake initiatives to promote greater environmental responsibility; and

Principle 9: encourage the development and diffusion of environmentally friendly technologies.

Anti-Corruption

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

These are some examples of things we have successfully undertaken in recent years as we implement these principles:

Human rights/labour laws:

- Within our companies, we have established guidelines for doing business ethically. Management and employees are expected to adhere to these guidelines in all their negotiations. Contractual agreements are binding and we strive to have an honest business relationship with everyone we work with.

- We never work with suppliers who we know to produce goods using child labour or forced labour.
- We do not tolerate any form of discrimination.
- Good working conditions are guaranteed, for example by establishing a Works Council, applying occupational health and safety legislation and attachment to a certified occupational health and safety service and ensuring compliance with the working hours directive. Furthermore, all employees are part of the ACS pension scheme and an annual training budget is made available to every staff member.
- ACS is assessed and certified by the VCA, which provides a guarantee to employees and customers with respect to working responsibly in terms of safety, health and the environment.
- We regularly select a good cause, which we then sponsor. Besides our company charity we sponsor charities of our customers on regular basis.

The environment:

- Environmental standards play a predominant role in our procurement and purchasing policy. Where possible, we invest in energy-saving equipment such as LED lamps and projectors.
- ACS separate her waste and ensures that waste is collected and processed separately. Special attention is paid to the processing of substances which are harmful to the environment, for example batteries and paint.
- We are careful in our use of electricity. In particular, we minimise the use of lighting and heating and insulate our office spaces.
- Our business processes use as many recyclable materials as possible and we print out as little as possible.

In the years ahead, ACS will continue to support her proactive policy of corporate social responsibility.



Jessica Ylstra
Managing Director
ACS audiovisual solutions

ACS audiovisual solutions corporate profile

About ACS

ACS is a leading Dutch provider of temporary audiovisual facilities for hotels, meeting and conference rooms, businesses, trade fairs and events. Some years ago, we also started selling audiovisual equipment to the hotel sector in particular.

With our sistercompany Eventresult, we apply user-friendly IT technology to offer intelligent presentation solutions to the congress and hospitality sector.

What do we do?

ACS audiovisual solutions supplies image, sound, light and ICT throughout Europe. We operate from a head office in Amsterdam, and also have offices in Amsterdam RAI, Amsterdam Centre, Utrecht and Rotterdam. The ACS team also regularly facilitates large conferences and events in Europe; they recently added Austria, France, Spain, Sweden and Switzerland to this list.

Eventresult provides intelligent IT presentation solutions and operates both nationally and internationally. Specifically, Eventresult's customer group includes the large medical congresses. Eventresult is also registered at the head office in Amsterdam.

ACS and Eventresult are both dynamic companies. We see getting the job done, whatever the circumstances, as a constant challenge, with customer satisfaction the aim. We achieve this by offering technically sophisticated and innovative solutions to all sorts of customers and situations. Our complete service is 100% reliable and highly flexible. ACS and Eventresult have the knowledge, experience and the enthusiasm in-house to deliver our promise to you as a customer time and again.

Our vision: Dedicated to your performance!

How do we bring this vision to life, time and again?

By deploying our highly experienced specialists and professional people at every phase of your project. From the initial project design through to final completion. We also provide high-performing, flexible engineers to your own site.

Organisation

ACS is a healthy, growing company. Our expert and experienced team of employees achieves this growth by expecting high quality of our services.

Our success is the result of small scale operations, flexibility and a complete focus on the customer. For this reason, ACS works with smaller operations that are able to give maximum focus to a single market segment or speciality.

ACS currently operates from five independent sites:

- ACS & Projects: specialising in large national and international conferences
- ACS & Avisco: market segment hotels and meetings centres in the Amsterdam region
- ACS & Amsterdam RAI: providing AV facilities in the RAI
- ACS & Rotterdam: market segment Rotterdam and The Hague and surrounding areas
- ACS & Utrecht: market segment Utrecht and the surrounding areas

Eventresult has operated independently for the last two years and is rapidly expanding. For the moment, Eventresult continues to work from a single site.

The management of 5 sites and Eventresult is ultimately responsible for its own provision of services. Both companies are directed and facilitated from the head office, allowing us to exploit to the maximum the required economies of scale. We focus heavily on internal communication, in particular between the offices themselves.

History

ACS (Audiovisual Conference Services) emerged as a division of RAI Amsterdam. During the 1980s, ACS provided all the technical activities in the RAI exhibition centre, including the complete sound systems and overhead projectors. The 1990s saw increased use of video technologies and ACS specialised in image (predominantly video projection) and sound.

Ever-larger congresses are taking place in the RAI, whereas the maximal hall capacity back then was 1,700 people. ACS developed a concept to build temporary halls with far larger participant capacity. Since then, ACS has grown year on year and increasingly completes activities and projects outside of the RAI. Avisco was acquired in 1998: Avisco specialises in the lease of audiovisual equipment to hotels and meeting centres. ACS B.V. was founded in 1999, with Amsterdam RAI as its sole shareholder. In the same year, Schaay Rotterdam was sold (today known as ACS Rotterdam).

In 2004, ACS became fully independent and the name was changed to ACS AV Company. Jessica Ylstra became managing director and owner. In subsequent years, we have consistently seen very healthy growth in the turnover and number of customers. We are particularly proud to have maintained the very high quality of our services. This is primarily down to our expert and experienced team and extremely customer-focused corporate culture.

To make it immediately clear to customers what ACS stands for, our name was changed to ACS audiovisual solutions in 2008.

In response to growing market demand, we have increasingly specialised in IT solutions since 2004, and this division was part of ACS during these years. IT developments in the market led to the decision that Eventresult should operate independently in order to better differentiate itself in the market. Since 1 January 2012, Eventresult has operated as an independent sister company of ACS, under the direction of Ben Buurke as Managing Director and joint owner.

Our success is the result of small scale operations, flexibility and a complete focus on the customer. Thus ACS continues to work with a number of smaller offices and a sister organisation that specialises in IT. This enables to put maximum focus on one market segment or specialism.

Our Corporate Social Responsibility vision

Objectives

ACS works with a range of objectives with respect to Corporate Social Responsibility:

Sustainability objectives

- Energy

Measurement criterion

We assess energy consumption with facilities annually to determine where we can apply energy-saving changes.

Result achieved

Another new phase of energy saving was completed in 2012 when energy-saving lighting was installed in the main warehouse. In 2015 we added a dockshelter (a truck lock) to the main warehouse to save energy. In 2017 we will invest heavily in LED lights, which will be used during large congresses. This investment will reduce the energy use during congresses and will also reduce costs.

- Waste

Measurement criterion

We only work with companies that assess waste separation structurally and review whether current suppliers meet our requirements.

Result achieved

A structured system of waste separation has been introduced in every office and its implementation is assured by various parties. ACS & Eventresult selects these parties on the basis of the 'green policy' that they apply, such as Van Gansewinkel or Icovia for example.

- Mobility

Measurement criterion

Assessment of the lease trucks/buses used at the end of each lease period.

Use of e-scooters to transport our personnel in the Amsterdam area.

Result achieved

Use of energy-efficient buses with a root filter during the current lease period.

From December 2015 we have started a trial with an e-scooter, which will be used for transportation of our personnel in Amsterdam. The use of this scooter contributes to the environment and contributes to efficient working hours.

CSR objectives

- Employees & working responsibly

Measurement criterion

We implement an employee survey by PMO, which will be executed once in four years. (Preventive Medical Examination)

Employee satisfaction is also an element of the yearly review meeting, as well during the two-weekly bilateral meetings. (for our commercial staff)

Result achieved

A generally good result from the PMO survey in 2016. PMO is organised for employees above 50 years old, in 2015 13 employees were eligible for PMO. Just a few personal issues surfaced and these were addressed by the manager on consultation with the employee concerned.

- Health & Absence

Measurement criterion

Via the annual management review report for VCA.

Health & Absence are also included in the annual review meeting.

In addition, HR updates the sick leave record each month, and if necessary, meetings are arranged with the respective employee and manager.

Result achieved

In 2016 ACS scored well with respect to sick leave, with a percentage of 2.3%.

The last years ACS scored relatively stable, with exception of 2013;

In 2015 and 2014, ACS scored well with respect to sick leave, with a percentage of 2,5% and 2.4%.

In 2013 ACS scored relatively high, with 4,6%, due to several long term absences.

In 2012 ACS scored well as well, with a percentage of 2%.

- Accidents

Measurement criterion

Via the annual management review report for VCA.

This score is measured via the formula The Injury Frequency (IF), also known as the accident frequency index. This is the number of accidents that take place in a given period (with extended sick leave), divided by the number of working hours.

Result achieved

Our goal for 2016 was to score 0 on the IF, which we achieved.

- Safety

Measurement criterion

Via the annual management review report for VCA.

Safety is also included in the annual review meeting.

Result achieved

Each year VCA executes an unannounced audit, the last audit took place in December 2016 and scored good results.

Only six reports of unsafe situations in 2016 without sick leave. Minimum 12 work space inspections carried out per year with a positive result, of which two inspections carried out by management.

CSR is based on the three Ps:

1. Planet
2. People
3. Profit

This means that in addition to generating profit, ACS must also take good care of its employees while taking the environment into account. Achieving a good balance between these is essential; aiming to generate profit must not come at the cost of looking after employees or the environment and vice versa.

1. Planet

Internal issues

Purchasing ethics

ACS adopted a policy of honesty and integrity in all aspects of their business operations. Purchasing raises specific ethical questions. ACS has a purchasing manual designed to provide guidelines for management and staff in the field of doing business ethically. These guidelines are applicable to all employees involved in the purchasing process in any way whatsoever, and in particular to all individuals who have contact with suppliers of goods or services.

ACS considers contractual agreements to be binding. It is under no circumstances permitted to put pressure on a supplier to deviate from contractual agreements.

ACS seeks a long-term win-win relationship with their external suppliers and demand that their employees act in accordance with the highest ethical standards. Suppliers must be informed of the ACS ethical standards and the policy with respect to purchasing and supplier relations.

Purchasing and the environment

ACS factors environmental standards into her procurement and purchasing policy and assesses whether potential suppliers working for ACS apply acceptable environmental standards. The purchasing policy focuses on assessment in the quotation phase so that findings can be factored into the contract discussions.

If sustainable resources are supplied which will cause emissions to the environment when used by ACS, it must be established prior to supply whether the resources comply with the environmental specifications. Where emissions are measured (measuring the emission of substances), this must be carried out by an external research institution approved by ACS. Within ACS these measurements are implemented within our VCA assessment, which is executed once a year.

Supplier policy

The supplier policy within ACS is focused on selecting and managing close relationships with a stable circle of suppliers, with both parties working towards a win/win situation.

Good reputation

Suppliers must comply with a number of criteria to maintain a relationship with ACS.

ACS will not do business with suppliers:

- (a) which have been proven to commit criminal offences;
- (b) which have behaved unacceptably in their public transactions;
- (c) which accord employees of ACS personal benefit without the consent or knowledge of the responsible ACS management;
- (d) in which employees of ACS have a personal interest;
- (e) which do not act in accordance with the standards and values applied by ACS.

Selection of potential suppliers

Potential suppliers must be able to offer clear added value to be considered for inclusion, especially since we are looking to restrict the number of suppliers. Reasons to approach new suppliers include:

- (a) break up a monopoly position;
- (b) spread risk (for example to avoid turnover with one supplier being too high);
- (c) demand for a new product or service by the internal customer;
- (d) supply of a new product or service by the market for which there is a (latent) need within ACS or which is considered to be a good substitute;
- (e) termination of relationship with the current supplier.

Assessment of potential suppliers

In order to see whether a supplier can make a value contribution in the longer term to the circle of existing suppliers, a supplier profile must be put together. This profile includes the following criteria as a minimum:

- (a) added value provided by supplier compared with existing suppliers;
- (b) ethical level;
- (c) dependency relationship (expected estimated purchase share of ACS compared with supplier's total turnover for a specific product group);
- (d) financial position (solvency, profitability, return over several years)
- (e) supply area;
- (f) position in the business chain (purchase as close as possible to the source);

Depending on the product type, additional information may need to be obtained. Possible additional information may include:

- (g) capacity for innovation;
- (h) breadth of the range of goods and services;
- (i) customer focus;
- (j) environmental factors (political stability, currency fluctuations, social and fiscal climate).

Suppliers are scored according to their supplier profile. Suppliers who score highly enough in accordance with the ACS guidelines will be considered in calls to tender.

Environmental Management System & Savings Programmes

ACS aims to operate with minimal negative impact on the environment. ACS helps to prevent environmental pollution.

ACS operates in accordance with an Environmental Management System. The general aim of the EMS within ACS is;

- Compliance with legislation and regulations and the management of environmental risks.
- To pursue permanent improvement in your organisation's environmental performance.

Every year, ACS systematically charts what legislation and regulations apply to ACS, and this is kept up-to-date. This inventory ensures that ACS has constant insight into the legislation and regulations that apply to ACS.

ACS uses the following savings programmes within the EMS;

Waste processing

All ACS offices work with waste collection services that separate waste and collect and process it separately.

For example the ACS Rotterdam office works with Van Gansewinkel.

They provide various containers so that waste can be separated. Van Gansewinkel also uses green energy and invests in clean EVV vehicles. In 2009 they even had a first with an electric refuse collection vehicle for use in inner cities and at business parks.

Cleaning

ACS's cleaning company, Teico, operates a CSR policy which is assessed throughout the entire year. Sustainability is high on the agenda at Teico and plays an important role in mobility, purchasing, service provision, energy and HR policy, among others.

Teico publishes its annual spend on cleaning materials. Last year, Teico's expenditure on cleaning products for all ACS locations was € 440. Teico makes an inventory of the annual volume of cleaning products and assesses them.

Electricity

- At all locations, the lights stay off in rooms that are not in use.
- We use natural light as much as possible.
- Energy-saving lighting in the main warehouse.
- Use of LED lights during large congresses

Heating

- A time switch in all the offices turns down the thermostat one hour before the end of the working day.
- The radiators in rooms that are not in use are kept on low to ensure equal distribution across the site, which prevents the thermostat from coming back on the whole day.
- All rooms are insulated.
- The door between the front warehouse and the rest of the site remains closed. When the roller blinds are opened, the heat does not escape from the site.

- We have added a dockshelter (a truck lock) to the main warehouse to prevent a waste of heating. This solution also helps in saving energy use.

Paper use

- Paper is collected separately from other waste.
- Black/white printing is recommended and this is the standard printer setting.
- The sales process in particular makes use of digital brochures and price lists instead of printed copies.
- In 2015 we have introduced digital salary slips to cut back our paper use

Membership of STIBAT (batteries foundation)

Stibat collects batteries from the collection points and ensures that they are sorted and recycled. Stibat takes the batteries it has collected to the national depot/sorting centre. After sorting, Stibat ensures that the batteries are recycled by recognised recycling companies in Western Europe.

Membership of foundation AAP

AAP gives primates and other exotic mammals a better future. AAP rescues animals and makes the case for better animal legislation in Europe.

AAP collects old cell phones, for every cell phone that can be refurbished AAP receives a reimbursement of 3 euro's. Every reimbursement will be donated to the animals adopted by AAP. In addition recycling your cell phone also helps saving the environment.

Sustainability Programme

Sustainability Projects

In addition to the savings programmes within the Environmental Management System, an annual sustainability programme is put together which includes a few sustainable projects.

See the projects below, which are integrated within the Sustainability Programme;

- Pay by use

Pay-by-use is our lease solution, where our equipment is located permanently at the customer's site. The customer/locations receives the equipment on loan.

When the equipment is used, the customer pays a fixed lease amount which they can then pass on to their guests. The customer must maintain a record of equipment use per guest using a booking form. Once per month, the customer receives a summary for the whole month.

The advantage of 'pay-by-use' is that it eliminates the need to transport the equipment back and forth, thus reducing the number of journeys.

- Video-conferencing

Video-conferencing (also known as web-conferencing) is a technology which enables people to communicate over a large distance using specific equipment.

When people from different locations meet in this way, they no longer need to travel by train, car or aeroplane.

- **Sale of 'green' equipment and permanent installation**

Just as with the two products above, the sale and installation of equipment is also helping to reduce transport costs. We also offer a wide range of green products, for example:

- LED lamps
- LED screens
- LED projectors
- And other energy-saving equipment

CSR task force

In 2014, ACS initiated the establishment of a CSR task force. It is tasked with formulating and rolling out new ambitions with respect to corporate social responsibility.

In 2014 the CSR task force focused on collecting and centralizing all data that concern CSR activities in one central document.

Starting in 2015 the CSR task force will draft new objectives every year to augment our CSR policy. In 2015-2017 we will start research and implementation on how to gain a CSR certification fitted to our current CSR policy.

ACS is keen to gain CSR certification so that its policy can be implemented even more tightly. Within our sector, there is no ISO certification that is fully in line. We are currently investigating the possibilities of such certification which is in line with our business operations. The CSR indicator is close to ISO 26000. We are currently looking into this indicator. The MVO indicator is based on the ISO 26000 certification.

This will result in a CSR manual, a manual which will enrich our CSR policy within all assets our organisation.

In 2017 staan de volgende activiteiten op het programma om door te voeren binnen de organisatie:

- ♣ Finishing the CSR manual and clear communication
- ♣ Structured communication towards all our stakeholders;

ACS communicates actively internally and externally about its sustainability initiatives. Stakeholders and customers can request the latest CSR policy via the ACS website. In addition, we regularly promote our CSR policy via social media and internal/external communication.

2. People

Human rights and discrimination

We respect human rights and comply fully with all relevant legislation in this area. We condemn all forms of discrimination on the basis of race, age, gender, skin colour, sexual preference, religion, political conviction, disability, nationality and social background.

Neither do we discriminate in our recruitment and selection policy. Decisions are made on the basis of the qualifications and skills required for the specific role.

ACS has a versatile workforce: male and female, young and old are represented at every layer within the business.

ACS strives to facilitate excellent working conditions.

We ensure this happens in reality as follows:

Works Council (OR)

ACS has a works council (OR) which act as a participative and co-determination body within our company. The OR comprises employees who, on behalf of the work force, consult with the management on corporate policy and employee interests.

For decisions which relate directly to a number of HR regulations (such as a working hours regulation or a regulation concerning working conditions), the employer must have the OR's agreement before the decision can be implemented.

Occupational health and safety legislation

The Occupational Health and Safety Act came into force on 1 November 1999.

In accordance with statutory legislation, a Risk Inventory & Evaluation (RI&E) is conducted once every five years. This RI&E is assessed by within the VCA assessment. (once a year)

To ensure effective implementation of the occupational health and safety policy, a plan of approach is submitted to the management board for approval. In addition to the management board, the OR, the managers and the employees must take responsibility in this.

ACS is linked with a certified occupational health and safety service (Tredin) to support implementation of the occupational health and safety policy. The contract with Tredin includes:

- 1) Absenteeism counselling
- 2) Preventive care

Working Hours Act

The Occupational Health and Safety Act came into effect in 1997. In consultation with the OR as the employee's representation, the management board decided to apply the working hours directive for the audiovisual sector. The Working Hours Act is described in a document that is available from HRM.

In summary:

You are not permitted to work too many consecutive hours. This is dangerous and bad for your health over time. To protect employees from working days that are too long, the Working Hours Act was introduced. The Act governs how long employees are permitted to work for and when they are entitled to a break or rest period. Night shifts are covered by a special section of the Act. Night

shifts put an additional strain on employees and are thus subject to additional rules regarding work duration, rest periods and the number of shifts. Special rules also apply to ordinary shift work.

VCA certification

ACS works in full compliance with the directives of the Occupational Health and Safety Act. But we also go beyond these directives: ACS has been fully VCA-certified since 2006. This means that ACS works responsibly with respect to safety, health and the environment.

This provides our customers with added security concerning the quality we promise.

VCA is a programme which assesses and certifies service providers with respect to safety, health and the environment (www.vca.nl).



Pension rights

All employees are members of the ACS pension scheme. HRM ensures registration with the pension regulator. All employees receive confirmation of this and payment is made automatically via the financial department.

Training

External training courses for permanent employees

Each year, a training budget is set for each office. This allows employees to take a course that is of direct or indirect importance to them fulfilling their role within the company.

If an employee takes a course on their own initiative, a contribution may be made to the study costs, in consultation with the department manager and with the written consent of the HR department, provided a study agreement is drawn up.

Internal training courses for knowledge transfer

Within ACS, specialists are appointed for each equipment group:

- Projection/data/video
- ICT
- Light
- Interpretation, discussion installation and voting
- Hall construction and rigging

Once a year, this group of specialists provides training to the ACS engineers and account executives on, for example, new equipment in the respective equipment group. They also look at specific questions asked by the engineers. This ensures that the specialist's knowledge is shared with the whole company and that ACS maintains its broad expertise.

Placement students to train our future engineers

Each ACS office is permitted to take on a placement student. Floor managers and engineers teach the placements students what the job really involves in practice: technology on the floor, being on time, preventive behaviour among customers and resolving problems on the floor. The ultimate aim is placement students who can work independently anywhere.

The placement student receives a small monthly payment and can purchase work shoes, which they may keep at the end of the placement.

Donations to cultural institutions and charities

ACS has been supporting the Peduli Anak foundation on Lombok since 2011.

ACS sponsors seven children at the Peduli Anak foundation in Indonesia. Our contribution helps these children to create a basis for their future.

Every year, we seek interaction with the children, an act we are proud to promote.

We also look for additional collection opportunities every year so that we can make an extra donation to the children. For example, during Christmas our employees have the opportunity to donate their Christmas gift to the Peduli Anak foundation.

Besides Peduli Anak ACS sponsors several customers or initiatives which support a charity; for example the annual Angels of Light Gala or the Red Cross Gala in Amsterdam.

3. Profit

This means that in addition to generating a healthy financial position, ACS must also take good care of its employees while taking the environment into account. Achieving a good balance between these is essential; aiming to generate revenue must not come at the cost of looking after employees or the environment and vice versa. ACS is committed to continuity of the company, to have and to keep a solid foundation in the future. It is essential for ACS that its people and its customers have the most important position. Without customers no demand and no services and no excellent operating services without our staff!