

Sustainability

Path 2020

Trescal

| CALIBRATION SOLUTIONS TO IMPROVE YOUR PERFORMANCE |





Trescal is the world-leading provider of calibrations services, with a presence in 25 countries, employing +3850 individuals across circa 400 laboratories.

*“We are dedicated to conducting our business in an **ethical and sustainable manner**. Integrating Environmental and Social considerations into our business processes and implementing sound and robust governance enables us to have a **significant and positive impact** on our financial performance and on the sustainability of the company.”*

Marie-Zoé Beaugrand, Chief of Staff & Resource Officer

Governance

Our Strengths

Strong underlying policies: global policies which are regularly communicated to all Trescal employees. Additional country level policies have been developed to translate these commitments and respond to local needs.

Integrity as a core value: various tools have been implemented to ensure the integrity of Trescal technicians, including the ‘Best Practices Charter’ which is translated in all applicable languages. A Global Ethics Committee was created in 2013. All employees received on a regular basis reminders of the existence of this committee by email.

Structured local team: each country has its own HR and QHSE representative to deal with the ESG topics. They report on a regular basis to the Group. The Human Capital topics are dynamically managed while less knowledge sharing is reported for the QHSE topics.

Client focused: Trescal’s formal complaint management system ensures that customer service remains at the highest possible level. For each registered complaint, appropriate actions are implemented, tracked, and communicated. KPIs are monitored at country level to ensure continuous improvement. The ratio of complaints addressed was found to be consistent across countries (between 82 and 100%), but large differences were identified in the number of complaints registered in each country. This is mainly due to local and not harmonized definitions of what is considered as a complaint.

Highlights on our practices by country

In **France**, a formalized procedure for customer complaint management is in place.

- Only written complaints are registered;
- Acknowledgement receipt is sent immediately to the customer;
- An answer must be provided within 5 days with any corrective action(s) identified.

The **Benelux** Management added one extra step to the recognized integration process provided by the Group to facilitate the integration of the QHSE functions: local Trescal QHSE representatives complete an QHSE audit of the target entity. This gap analysis against Trescal’s QHSE requirements is used to identify priority actions in the global 100-day plan.

Our next steps

Strengthen the customer complaint management

Enhance communication of the Technicians ‘Best Practices Charter’

Organise a QHSE seminar for Trescal QHSE teams

Human Capital

Our Strengths

Employee first: as a service provider, Trescal focuses its energy on its employees. Dedicated local HR teams communicate actively on benefits. Trescal Group is favorable towards implementing flexible working time to enable employees to maintain a positive work-life balance.

Work environment: the Group conducts annual and triennial audits of its agencies worldwide to ensure employees and customer well-being in the workplace. Open days for customers and employees' family members are regularly organised across branches (9 organised in 2018 and 12 in 2017).

Performance review culture: all country managers conduct regular performance reviews with their employees, which form the basis for salary reviews, training and development plans, identification of talent (managerial or technical), and knowledge transfer needs. The Group recently introduced a target requiring 75% of employees to go through a formal annual review.

Highlights on our practices by country

Spain has implemented a new electronic system to record each hour worked, in order to comply with a new national legislation relating to overtime. This has received positive employee feedback in being able to have more flexibility and autonomy in organising their workday.

The **Benelux** HR team chose to adopt a proactive approach to improve well-being and prevent unbalanced work-lives. Training sessions concerning stress management, individual coaching sessions, and a poster campaign to promote promote work/life balance. The feedback from the employees was very positive.

In the **US**, HR representatives organise regular visits to the laboratories. Annual employee surveys are conducted and frequent communications on benefits and new HR initiatives are completed by various communications means (emails, poster campaigns, etc.)

OUR NEXT STEPS

Put in place KPIs for training, such as the number of hours of training performed by the employees will be added to the regular HR monitoring system in order to identify the gaps and opportunities for improvement between countries.

Health & safety

Our Strengths

Risk identification: each country is required to carry out basic risk assessments, which include risk mitigation and prevention measures. Local safety teams and coordinators are appointed, as needed and risk identification and mitigation actions are well managed with Trescal Labs. Comprehensive accident and incident monitoring is reported monthly to Group level.

> Insight on Trescal risks: Trescal technicians are the Group's most exposed to electrical and road safety risks. It was found that there is lower awareness of H&Q risks and adequate mitigation measures among employees at client locations.

Focus on health and safety training: each employee receives H&S training, the format of which varies among countries. Trescal employees also benefit from the Trescal Institute training centre, enabling certain employees to complete the "train the trainer" program. These employees can in turn provide training to employees internally, reducing external training requirements and associated costs.

Information solutions: several countries have migrated to software solutions to better manage health and safety issues and facilitate monitoring.

Highlights on our practices by country

France has implemented a robust H&S management with numerous training and communication programs. Of note is their road safety training for targeted employees that focuses on vehicle control and eco-driving measures and "15 minute Safety Moments" monthly communications within each laboratory that highlight specific H&S topics. These communications are shared amongst the various QHSE representatives across the different locations.

Benelux has incorporated a risk assessment (comprising 10 questions) for working at client locations, to capture the risks of working in a new environment. The operator must be able to answer "yes" to all 10 questions; otherwise, a stop work procedure is imposed.

Our next steps

Appoint a QHSE seminar to design appropriate tools with the goal to improve communication (starting with the best practices identified above)

Environment

Our Strengths

Energy: Trescal has little flexibility regarding energy consumption at its offices/laboratories, as they are predominantly rented premises. Energy saving measures include a switch to LED lighting and more efficient heating systems. Trescal also owns and operates a large number of professional vehicles. In UK, the latest carbon footprint was conducted in 2018 and showed that fuel consumption represented 30% of the total energy consumption, allowing significant energy reduction initiatives to be developed. To date, only France has provided eco-driving training to increase awareness on fuel consumption reduction.

Waste management: waste is limited to non-hazardous waste (offices type, paper and packaging) and the only hazardous waste generated by Trescal activities are used batteries, which are understood to be recycled where possible.

Highlights on our practices by country

The local **French** team is required to perform periodic energy efficiency audits. The next one will take place in 2020, followed by an action plan to reduce energy consumption.

In the **UK**, the certificates provided to the clients after a calibration operation are now made available through a web portal rather than through a paper copy.

In **Spain**, several employee-driven initiatives were implemented regarding waste management. Waste separation and sorting takes place in several labs (including batteries). Plastic disposable cups have been replaced by starch cups (a biodegradable material). The Barcelona lab has provided a reusable metal drinking water bottle to every employee.

Our next steps

Support employees' initiatives regarding energy & waste management through the implementation of a reward system

Trescal Worldwide



The sustainability audit was conducted by ERM, an independent company, committed to working with leading organizations to achieve change with pace and at scale.