

RADIOMETER 

RADIOMETER  
**CSR**  
REPORT 2014

## From our President

It is Radiometer's business to help save lives and bring better healthcare throughout the world by improving treatment and living conditions for critically ill patients to the benefit of individuals and to society as a whole.

We are committed to social and environmental sustainability. As part of our efforts we have embraced the United Nations Global Compact program and its universally accepted principles within human rights, labour rights, the environment and anti-corruption.

We believe that the best team wins and that highly motivated employees are key to our success. In 2014, our Danaher Engagement Survey went up in our Job Engagement Index, one percent up from 2013.

We have implemented a talent development program, which offers opportunities to employees and to jobseekers alike.

We also offer a work ability assessment program for the long-term unemployed and jobseekers with impairments.

In 2014, we focused on reducing our CO2 footprint. 230 metric tons of goods were transferred from airfreight to sea freight, saving 700 tons of CO2 emissions. Our efforts to reduce emissions harmful to the climate will be sustained in the years ahead.

Our Corporate Sustainability program is both local and global. We reach out to underprivileged youth in the Danish community, offering them support and training.

And in 2014, we also lent our support to the Engineering World Health program where students travelled to Africa to repair medical equipment and help save lives.

Our corporate culture is based on Kaizen, a concept of continuous improvement. We are committed to continuous improvement, also within our Corporate Social Responsibility programs, and we look to 2015 with renewed vision and dedication.

*Peter Kürstein*  
*President, Radiometer Medical ApS*



# Our business

At Radiometer we save lives for a living and our vision is to make acute care diagnostics easy. Radiometer is a leading provider of technologically advanced acute care solutions that simplify and automate all phases of acute care testing, allowing healthcare workers around the world to make good and qualified decisions on the treatment of critically ill patients.

Since 2004, Radiometer has been part of the US-based Danaher Corporation's life science and diagnostic platform. Radiometer has more than 2,700 employees worldwide and is directly represented in 30 countries. We have more than 100 distributors globally and production takes place in Denmark, USA, Switzerland, Finland and Poland.



**5** samples are tested using a Radiometer analyzer every second somewhere in the world

That's **300** a minute, **18,000** an hour, **432,000** a day

Production/R&D companies in **Denmark, USA, Switzerland, Finland and Poland**

**157,680,000** samples are tested every year on a Radiometer analyzer somewhere in the world

More than **100 distributors** cover the rest of the world

Direct representation in **30 countries**  
**2,700** employees worldwide

# Our Vision and Mission



# United Nations Global Compact

## Guiding principles

Radiometer has since 2009 been part of the United Nations Global Compact program to help secure continuous improvement of our Corporate Social Responsibility (CSR) initiatives.

The UN Global Compact encourages business to align their operation and strategies with ten universally accepted principles covering four areas: human rights, labour rights, the environment and anti-corruption.

At Radiometer we continuously participate in projects, supporting the human rights all over the world and we would like to highlight a project in Tanzania and some initiatives in Denmark.



# Our CSR activities and status are communicated from the following the **10 principles of the United Nations Global Compact.**

## 1 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.

## Labor standards

### 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 Labor; 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.

## Initiatives in Tanzania

In the summer of 2014, Radiometer in collaboration with Engineering World Health (EWH) and the Technical University of Denmark (DTU) sent six engineering students to Africa where they joined students from around the world in repairing 4,200 pieces of hospital equipment of a total value of 1.5 million USD.

Furthermore, the students received language and cultural awareness training in order to enable them to develop trustful working relationships with the departments where they were stationed.

During the second month, the students repaired and maintained



From left: Ashley Reid from the Duke Pratt School of Engineering University, David Kovacs from the Technical University of Denmark, Katrina Jean Stime from the Harvard Medical School and Dr Habari za Asubuhi.

For two months in 2014, students from DTU participated in the EWH summer program along with 70 other students from universities around the world.

During their first month, the students received training in innovative ways of repairing and maintaining vital medical equipment under conditions where spare parts are often hard to come by.

equipment at six of the poorest hospitals in the country, while passing on their knowledge about medical equipment to the local staff.

One student from the student chapter at DTU, David Kovacs, worked with his group at the Kilimanjaro Christian Medical Centre in northern Tanzania.



Together, they repaired more than 60 pieces of equipment, including everything from stethoscopes and blood pressure cuffs to defibrillators and anaesthesia machines.

Despite the hospital being one of Tanzania's most important medical institutions, the students found a large amount of equipment out of order, as David explains:

*"In so many places we found hospital rooms and warehouses filled with piles of medical devices. We even found completely new operating theatres that couldn't be used because they were packed with unused and fully or partially broken equipment.*

*To our surprise, very often these devices could be put back into service by fairly simple mechanical repairs. Based on the research of Dr Robert Malkin, the founder of EWH, we would tell hospital staff that we were likely to be able to put 2/3rds of all broken equipment back into service. I was worried that we had been over-confident, yet at the end of that month we realised that we*

*had managed to put 63 of the 73 devices, which we had started working on, back into service. Even more importantly however, we all came home with ideas for innovations that have the potential to bring sustainable change to the world's poorest healthcare systems".*

This was the first year that students from DTU participated in the EWH Summer Institute program and the initiative has been a major success, as highlighted by CEO at EWH, Leslie Calman:

"DTU Summer Institute students have done it all: fixed hundreds of pieces of equipment, taught staff how to use and maintain it, and in doing so, saved countless lives.

EWH is proud to partner with the resourceful and engaged students of DTU students. And we are both grateful and impressed at your fundraising prowess! We hope to welcome you for many years to come."

## Initiatives in Denmark

Radiometer has a long tradition of supporting the local community in Denmark and we are proud of the commitment and responsibility we have shown over recent years. The initiatives in Denmark mainly focus on contributing to a safe and active day for the youth but they also encourage them to pursue a better future through better education.

Since 2008, Radiometer has committed itself to helping establish closer ties between the corporate world and the local Danish community in Brønshøj by sponsoring and donating equipment for many different activities and initiatives.

## Education and profession

Radiometer supports the youth in the Danish community by offering them insight into an international workplace through internships and by offering training to several local mentors who can assist and support young people in preparing for a job or starting an education. [During 2014, Radiometer hosted 22 internships, lasting from 1 week to 3 month.](#) Most of our interns have since graduated from elementary school and have started an upper-secondary education.

In another project, Radiometer supported young people who decide to embrace a better future by attending a boarding school for one year to improve their social and academic skills. Radiometer supports the project by donating computers so the students can attend the classes.

A relatively new project in our local community in Brønshøj is the “Homework help program” where adult volunteers assist children and the young with their homework and help the children and



their parents to build a social network. Radiometer donates used and new computers to this hugely successful program. We also encourage our employees to volunteer for the “Homework help program”.

One of the local football clubs has started activities for children aged 6-9 and 12-15. Here they play football with professional football players from Denmark's 1st division.

These professional football players act as role models to inspire the children to adopt a healthier lifestyle. Radiometer offers sponsorships in the form of paid membership fees and sport kits for additional 20 young talents who cannot afford to pay themselves.

Additionally, Radiometer provides full sport kits to all the football teams for the 6 to 7 year-olds and also sponsors helmets for the local cycling club and kits for the local cricket club in Brønshøj.

## “Neighbourhood watch”

Radiometer supports a group of volunteers with different backgrounds, within education, culture and religion, which formed a neighbourhood watch team that helps provide a safer and more peaceful environment for everyone during evening hours and nighttime.

## Labor standards (principle 3-6)

At Radiometer, we believe that the best team wins and to achieve corporate success you need motivated employees who enjoy high job satisfaction.

By listening to our staff and focusing on retaining and developing our talents we can set the best team.

We believe in the benefits of providing equal training and career opportunities for all, without regard to ethnic or national origin, religion, sex, disability, sexual orientation or other characteristics protected by law.

# Associate engagement

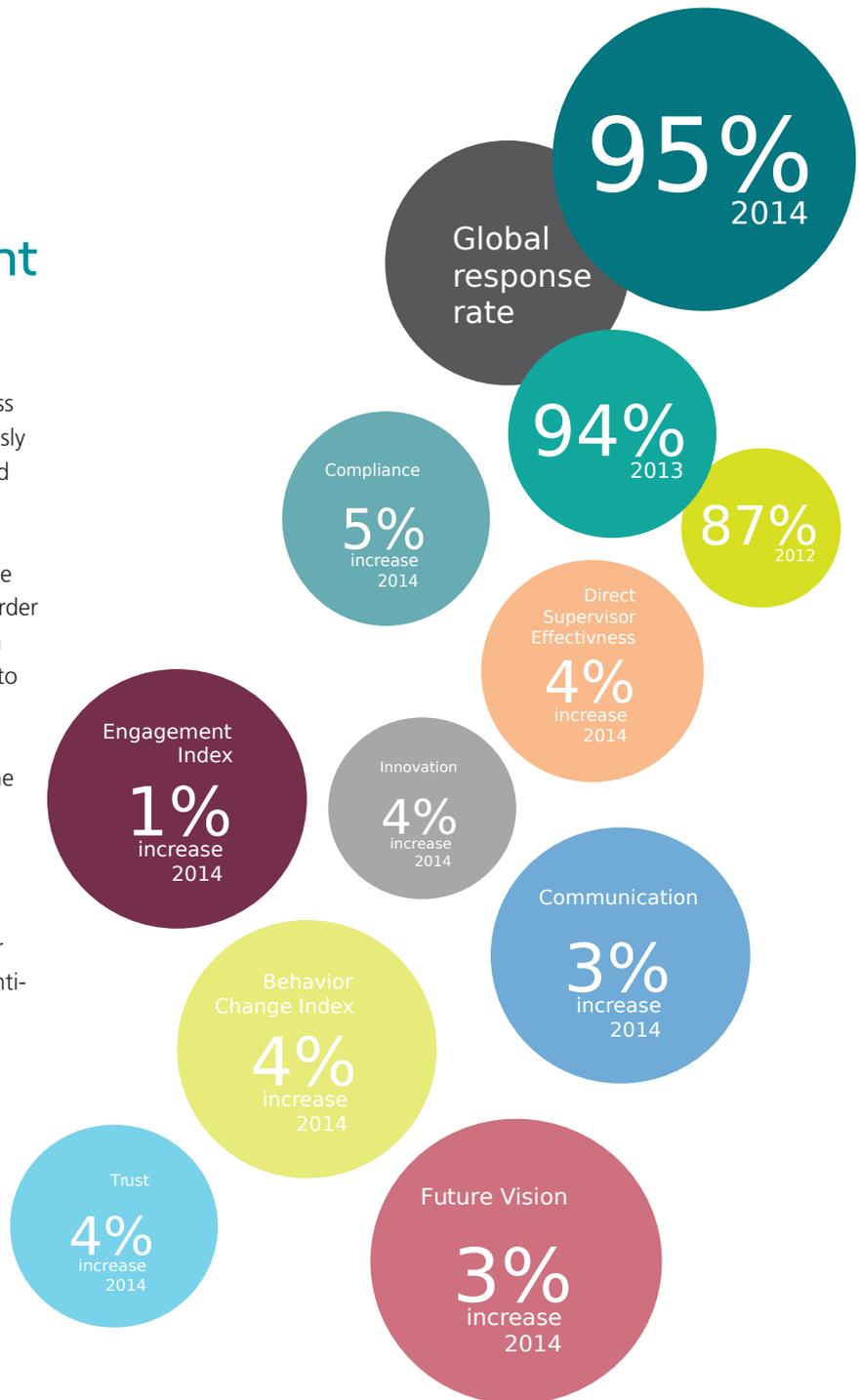
Each year, all employees at Radiometer complete an engagement survey where they are invited to express their honest opinion. The survey is taken very seriously and we use the results actively to initiate actions and make Radiometer a better place to work.

In 2014, 95% of Radiometer staff members took the time to complete the 2014 engagement survey in order to give the management feedback on how they can continue to make Radiometer an even better place to work.

Not only has the response rate increased through the last couple of years, but the results from 2014 have shown improvement within all parameters and the overall engagement index went up by 1%.

Based on the results of the 2014 survey, Radiometer has decided to focus on 3 areas that have been identified as key factors:

- Communicate a **VISION** that motivates staff globally
- Increase **TRUST** in leadership
- Communicate our major **INNOVATION**



## The best team wins

At Radiometer we ensure great job satisfaction through on-job training and through the Danaher Business System (DBS). Talented and empowered employees are essential for the continuous and successful development of our company, and we have since 2009

They also use the DBS tools to identify and eliminate, or control, workplace hazards, reduce operational safety risk and leverage ergonomics principles. Radiometer also draws on the assistance of a physiotherapist, who can contribute to a healthy and ergonom-



offered our employees the opportunity to improve their social and professional skills through programs such as Advanced Lean Education, ALE and Master ALE, MALE.

Both ALE and MALE use the DBS roadmap to achieve best practice safety and health performance.

ically correct workplace. The ALE program is for all Radiometer employees, irrespective of background, education, title or current job function.

Part of the training is devoted to personal development with the aim of setting out a personal plan for the following year.

# Talent development

Radiometer is also committed to offering vocational training for unskilled labourers, whether staff members or jobseekers. We are currently assessing 80 unskilled workers for a wider program. Our current programs are to create opportunities for:

- 3 metal workers, 2 of which are already employed by Radiometer as unskilled workers
- 3 administrative clerks, one of whom is already an employee at Radiometer
- 1 laboratory technician who is already employed as an unskilled worker at Radiometer

- 5 industrial operators of which 4 are already Radiometer employees

Beside this, we offer work ability assessment programs for people, who for different reasons such as impairments, unemployment, etc., have been out of the workforce for some time. After a long time away from professional life it can be difficult to get started again, and a part-time job might be the only option to get started. We know how important it is to have a job that can bring meaning to your life, so we are committed to giving these people a second chance.

**180**

Radiometer employees will have graduated the ALE program by the end of 2015

**13**

Radiometer employees will have graduated the MALE program by the end of 2015

**23**

People were offered work ability assessment in 2014

**10**

People were offered work ability assessment in 2013

# 7 Environment (principle 7-9)

Radiometer is committed to conducting business in an environmentally responsible manner. We focus on the environmental impact of each step of designing a new product, all the way through our supply chain.

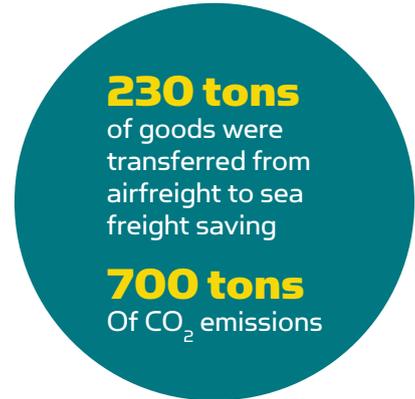
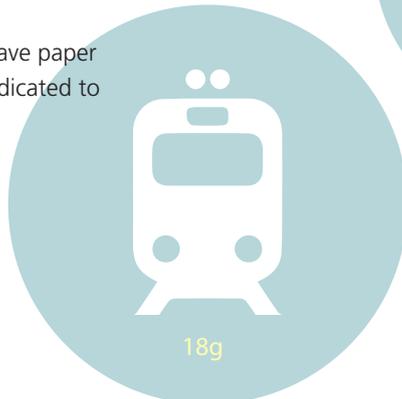
## Reduction of CO<sub>2</sub> emission

A major environmental initiative during 2014 has focused on moving non-urgent goods from airfreight to sea-freight to reduce CO<sub>2</sub> emissions. We are aware that different modes of transport emit different levels of carbon dioxide into the atmosphere and by reducing emissions we can help reduce the risk of climate change.

## Waste reduction

At Radiometer we seek to improve our environmental footprint by minimising waste in our business operation. Here are a few examples:

- We reduce printing needs to save paper
- Our catering department is dedicated to minimising food waste



## Anti-corruption (principle 10)

At Radiometer we believe that the best team wins, but winning with integrity is one of our core corporate values. We have implemented powerful compliance tools such as Standards of Conduct, Supplier Code of Conduct, Speak up!, Anti-Corruption program and Integrity and Compliance Training Programs, among others.

10



## Standards of Conduct in short

Radiometer's Standards of Conduct states among other things that:

- Our accounts must be accurate and fair
- The contracts and agreements we enter into must reflect facts
- Our sales work must be performed in compliance with the ethical standards of the medical industry
- We must comply with competition laws
- We must comply with the legal requirements for our products
- We must comply with the health and safety requirements that apply to our workplace
- We will not accept a conflict of interest between private and corporate interests
- We will not accept that our business secrets are compromised
- We will not accept bullying and harassment

# Speak up!

If a member of staff feels that something is wrong our own corporate checks and balances may not be adequate to deal with the concern.

No one should be subjected to retaliatory measures when speaking up in good faith whatever the outcome of the issue. In our Speak up! program we



This is why we have adopted the “Speak up!” whistle-blower program, which offers employees a chance to raise concerns on the integrity of decision-making without fear of personal retribution.

encourage our staff members to speak up if something feels wrong. The program offers employees the chance to report on matters in full anonymity.

## Contact us

Radiometer is represented in more than 100 countries. For local Radiometer representative nearest you please visit [www.radiometer.com](http://www.radiometer.com)

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