# ARTECO'S SUSTAINABILITY AND CORPORATE SOCIAL RESPONSIBILITY REPORT





# ABOUT THIS SUSTAINABILITY & CORPORATE SOCIAL RESPONSIBILITY REPORT

### Foreword

We aim to deliver quality by constantly focusing on environmental health and safety in a sustainable way. We have gathered our main initiatives in the context of sustainability and corporate social responsibility (referred to as CSR later in this report) and showcase them in this report.

Not only do we strive to use and consume natural resources in a sustainable and responsible way. We also encourage the extended service life of all products, with slowly depleting inhibitors, without compromising the performance of our products. Furthermore, we believe that setting performance standards ensures all employees work with an attitude geared towards sustainability and social responsibility.

We have improved our understanding of the major material sustainability impacts of our industry and are working to refocus our efforts accordingly. Our goal is to share and be transparent in our journey and our insights into what we do and how we measure our performance when it comes to sustainability, society and the environment at large. It is in our mutual interest to work together and share best practices for a more sustainable industry.

Our mission is to provide unique technology in combination with the highest standards of service. To achieve this vision, Arteco has created a culture focused on customer satisfaction, quality, reliability, innovation and cost efficiency. After all, Arteco wants to be more than just a supplier. Arteco wants to be your partner.

I am extremely proud of the progress that Arteco has made in further developing our efforts to become a purpose-led organisation which is illustrated by this report.

Enjoy reading it.

Alexandre Moireau General Manager

# About Arteco's sustainability report

Working in a sustainable and socially responsible way is a commitment which Arteco has entered into in full. Our business policy affirms our pledge to develop in a sustainable way. This applies to all business that we either operate directly or contract out to partners.

Arteco's employees take pride in delivering excellent performance at the same time as working safely and with respect for the environment. The management ensures commitment through leadership and participation at all levels. This is how Arteco continues to achieve improvement in all aspects of the business, with priority given to those areas that offer opportunities for breaking through on to new levels of excellence.

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We hope you enjoy reading this report which illustrates Arteco's journey towards sustainability, including the items about our approach and action. Thanks to our devotion and that of our stakeholders, we are helping to shape tomorrow's world.

Our mission is to provide unique technology combined with the highest standards of service.

# \*LET'S TALK COOLANTS \*\*

Arteco is a Chevron and Total joint venture company set up in 1998. Both parent companies have combined their strengths in corrosion inhibition technology and manufacturing and declared their long-term commitment to the business in the coolant market. Arteco has enjoyed continuous growth and is now a leader in the European automotive industry. In 2009, Arteco's geographical scope grew beyond Europe to include Asia-Pacific, the Middle East and Africa, with offices in China, Japan and India. Arteco is a fast-growing player in this region.

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### LEADER IN THE EUROPEAN AUTOMOTIVE INDUSTRY

# ARTECO IS A JOINT VENTURE COMPANY - 6 3 1998 - CHEVRON & TOTAL

Arteco is renowned for working in close collaboration with most Original Equipment Manufacturers (OEMs) to develop coolants that meet their stringent requirements for first fill and service applications. Consequently, we focus on providing state-of-the-art quality products and services, which add value to and complement the needs of our customers.

2009

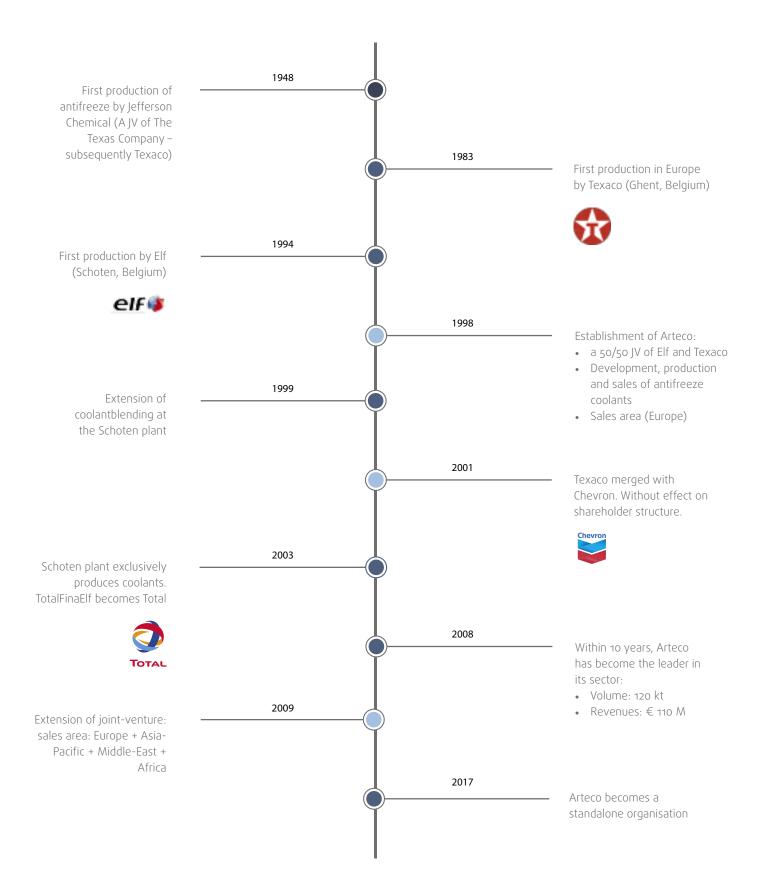
INCLUDING ASIA-PACIFIC, THE MIDDLE EAST AND AFRICA

Arteco expanded its product range in 2002 and also produces a wide range of heat transfer fluids for various industrial (nonautomotive) applications. Arteco has also become a key player in this market sector. Our ambition is to continue to be a leader in coolants in Europe at the same time as developing a balanced position in Asia, providing innovative products and services, enriching its customers and to have a strong commitment to its other stakeholders' interests.

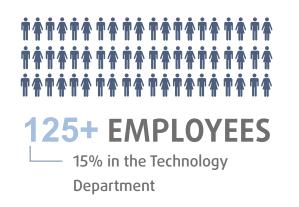


HEAT TRANSFER FLUIDS FOR INDUSTRIAL APPLICATIONS

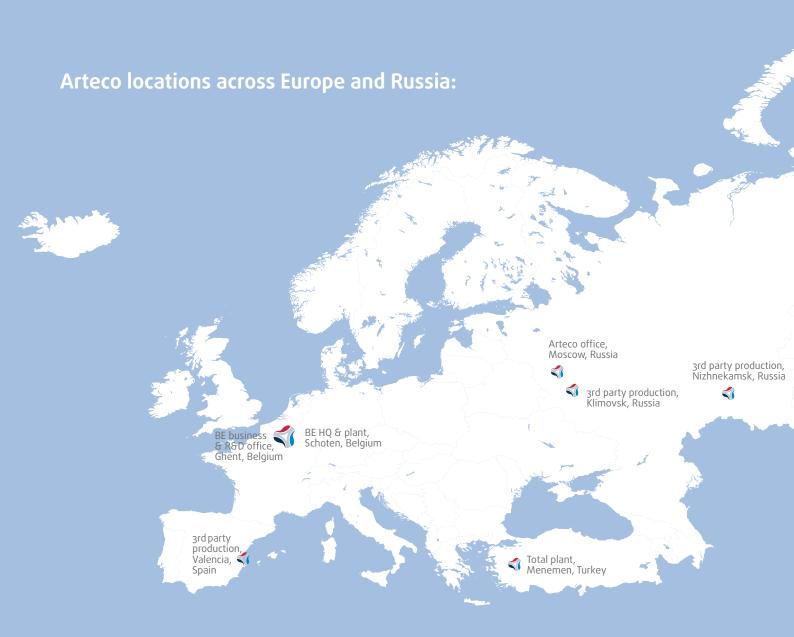
# Arteco Timeline



# Arteco in numbers - 2016



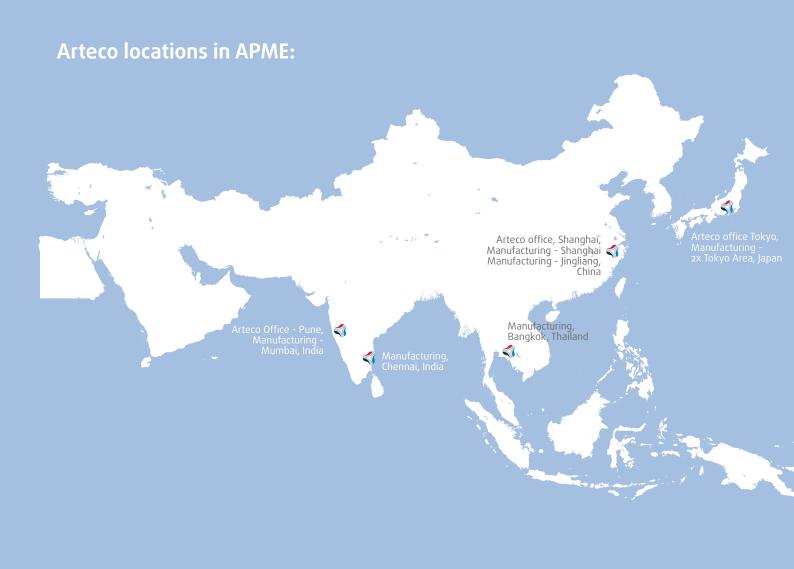






# **130M EURO TURNOVER**





# JOURNEY TOWARDS SUSTAINABILITY AND CSR REPORT

Each one of us has our own evolution of life, and each one of us goes through different tests which are unique and challenging. But certain things are common. And we do learn things from each other's experience. On a spiritual journey, we all have the same destination. - A.R. Rahman -



This report covers our sustainability and CSR practices and performance for 2016 and our future commitments.

# **Q** Scope of report

The scope of this report comprises Arteco N.V. and its affiliates and branches throughout Europe and APME as well as its major business facilities such as the Operating Centre in Schoten.

We – as Arteco – have improved our understanding of the major material sustainability impacts of our industry and are working to refocus our efforts accordingly.



# Engagement with stakeholders

To ensure we prioritised the materiality topics that are of most interest to our stakeholders and of greatest importance to our business, we have conducted a formal materiality analysis

– guided by an independent consultancy and think-tank specialising in corporate sustainability. After extensive consultation, environmental, social and governance (ESG) issues of concern were identified and evaluated to determine the associated risks and opportunities for Arteco.

In early 2016, we started the materiality analysis in the following stages:

- Topic identification: we interviewed experts from across the business to identify emerging issues, considered the feedback received from suppliers, customers, employees and other stakeholders through queries, reviewed the issues managed by peers, explored global trends and reviewed global standards and commitments, including the UN's Sustainable Development Goals and the Global Reporting Initiative (GRI) standards. The outcome of these interviews resulted in a list of potential topics. We then assessed the potential impact of these topics on Arteco's revenue, costs and reputation.
- Assessing stakeholder interest: we evaluated the level of interest in the topics of Arteco stakeholders, including customers, suppliers, employees, other key stakeholders, opinion leaders and investors. We drafted a questionnaire with the themes that we believed Arteco should consider

in its sustainability program and invited our stakeholders to get involved and give their opinion and feedback on the relevance of the different themes for them. The respondents' database consisted of a good stakeholder equilibrium, including customers, suppliers, employees and shareholders.

 Review and discussion: the results were plotted onto a draft materiality matrix and provided an insight into the relative importance of each theme to internal and external stakeholders. The results were discussed with Arteco experts.

The materiality topics were placed on a matrix (see next page) displaying their position relative to the degree of stakeholder interest and potential business impact. Together, the results represent the material themes facing our business. The journey of the materiality process has helped Arteco to set and select the appropriate supporting indicators on which to report. This sustainability report provides information on subjects of the greatest importance to stakeholders and key topics for Arteco (top right corner of the materiality matrix).

We drew up a questionnaire with the themes that we believed Arteco should consider in its sustainability program.



### Map of the material topics

		This sustainability report	
Important to Shareholders			Process Safety
			Product Impact on Health, Safety & Environment
			J Compliance
HIGH			🕱 Chemical Risk Management
			ທີ່ຜູ້ Equal Treatment
		Product Performance	්ගූ Human Rights
			<ul> <li>⊘ Long-term Profitability</li> </ul>
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IMPORTANT

KEY

# ECONOMIC & SOCIAL

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Economics is everywhere, and understanding economics can help you make better decisions and lead a happier life. - Tyler Cowen -

### Compliance

### Respecting the law & regulations, Business Conduct & Ethics Code and the company's policies & procedures.

First and foremost, our aim at Arteco is to deliver long-term value to all our stakeholders. We are responsible for good and effective governance and we seek to maintain a strong, innovative and collaborative culture, which is committed to ethical behavior, accountability and transparency.

To support this, we have developed a Compliance & Ethics Manual. The manual contains policies, guidelines and principles on business ethics, including the prevention of bribery and corruption. Our staff and contractors must comply with the Arteco compliance policies that apply to their duties, in addition to complying with applicable laws and regulations, both local and international. We continuously analyse corruption risks within our businesses; internal audit functions are brought in if necessary.

Arteco seeks to prevent misconduct through training programs and strong leadership, underpinned by internal policies, procedures and controls.

Our employees receive ongoing training on trade sanctions, the prevention of bribery and corrupt payments, on anti-money laundering, anti-trust, confidential information and conflicts of interest. We are committed to zero-tolerance on bribery and to the implementation of practical and effective anti-corruption programs.

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in compliance, security and privacy-related courses

Our Supplier Code of Conduct and Supplier Conditions  $\varpi$  Guidelines set baseline expectations on how our suppliers need to conduct their business.

### Whistle-blowing procedure

If one of our employees encounters a situation that appears to breach the Compliance & Ethics manual, the Compliance Program or any of our policies, that person must raise this promptly with his or her immediate supervisor or line manager. Alternatively, the individual may raise his concern with a member of the Compliance Committee. Nobody working for Arteco will suffer demotion, penalties or any other disciplinary action for reporting misconduct or raising a concern in good faith.



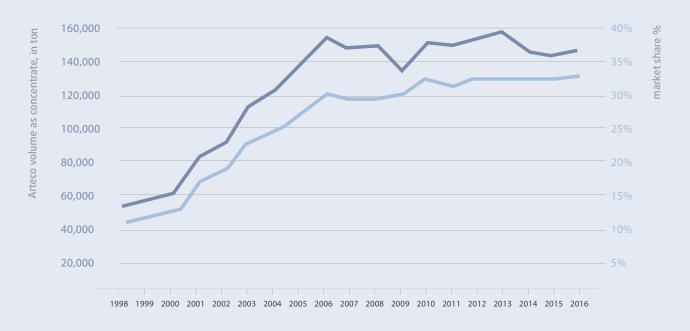
# Long-term Profitability

Ensuring the viability of the business and providing a long-term perspective of the business to secure business continuity.

Long-term profitability enables the company to bear its responsibilities and pursue its activity. It also measures the effectiveness and value that customers recognize in our products and services. It is essential for the allocation of resources and for keeping up the investment required for the development and the production of its coolants. Arteco contributes to the prosperity of its shareholders. This objective includes issuing a steady dividend and maintaining the initial investment. Arteco also needs access to sources of finance at the lowest possible cost and with sufficient diversity to reduce risk and guarantee the company's long-term future.

The graph below shows our growth trajectory in market share and coolants volume in recent years.





### **Equal Treatment**

### Equal treatment of individuals, regardless of race, gender, age, religion or sexual orientation.

In the international context in which Arteco does business, equal treatment is a necessity. With colleagues, customers and suppliers from different corners and countries of the world, respect for each other's background and culture is everyone's preference.

Inclusion is practised daily and is behavior common to all staff. We value diversity and Arteco staff are passionate, creative and motivated individuals.

### **EVERY 2 MONTHS** we organise a lunch for our employees

= better understanding of and respect for each other's work

Every 2 months, we organize a lunch, thus providing a platform for the employees to share their daily work, challenges and cross-functional dependencies. In the plant, all staff attend regular team meetings during which production is stopped to allow all staff to be involved. This allows everyone to have a better understanding of and respect for each other's work.



# Human Rights

Promotion and protection of human rights at Group Level (incl. affiliates & branches).

Arteco endorses the core principles on which human rights are based, covering civil, cultural, economic, political and social rights.

Staff, contractors, blending facilities and suppliers comply with local and international employment law, including the laws on undeclared labor. Arteco does not approve of the use of child labor or any other type of labor in breach of the fundamental principles recognized by the International Labour Organisation.

All suppliers from Arteco and their mother companies are assessed regarding sustainability, quality, safety and environment as they need to meet a minimum status. Suppliers who do not have the desired certifications have to complete an HSEQ-SD questionnaire which will be evaluated and an Action Plan is then agreed with the Supplier. Before entering a partnership with a supplier, the company is screened based on a number of compliance aspects. They receive the Arteco Supplier Code of Conduct which stipulates the way Arteco wants them to conduct business. The Arteco Purchaser also encourages its suppliers to support, embrace and enact the ESG (environmental, social and governance) standards which are based on the principles of the United Nations Global Compact (www.globalcompact. org) initiative and, if relevant, the global chemical industry's Responsible Care (www.responsiblecare.org) Program.

### **Product Performance**

The quality and performance of products and the firm's records with respect to standards and/or customers' specific requirements.

The mission statement of Arteco is to be a global leader in coolants, providing innovative products and services that create added value for its customers with a commitment to the interest of its stakeholders and a respect for ethical principles, society and the environment. At Arteco, quality is a work ethic, a concept that is put into practice every day. We have established a group culture, where each individual is aware of the importance of quality, health, safety and the environment and where each individual feels responsible for continuous improvement.

Example: each employee can submit ideas on all aspects of Arteco's business. Ideas are investigated on feasibility, potential improvements and cost.

Our engine coolants are suitable for an extensive range of applications, such as passenger cars, heavy-duty trucks, construction equipment, buses and stationary and marine engines. They are developed in close collaboration with OEMs (Original Equipment Manufacturer – automotive construction companies) and are supported by a list of key approvals. These approval programs are stringent, following intensive lab tests on corrosion compatibility and stability. Dynamic engine tests are performed, followed by real-life fleet testing. In addition, OEM-specific lists of restricted substances turn this process into a very customer-focused approach.

Understanding the requirements of internal and external customers, developing and providing solutions which fully meet those requirements is key for Arteco.

#### This is summarised in Arteco's Quality Policy:

All Arteco's employees are committed to providing quality products, in the right quantity, in the right condition, on time, at the right price, as well as services, that meet our customers' requirements through dedication to excellence and continuous improvement.

As one of the first Belgian companies to obtain the ISO/TS 16949\* certificate in 2001, Arteco has stepped forward as a leader in qualifying for certification. Ever since, Arteco has maintained a high quality standard and has been rewarded for this approach with excellent customer relationships.

<sup>\*</sup> The ISO/TS 16949 describes the requirements of a quality management system and is based on ISO 9001, developed specifically for the automotive industry. The norm describes specific requirements to the design and development and if appropriate the application, installation and service of products supplied to car manufacturers.

#### About this photo:

Our engine coolants are suitable for an extensive range of applications, such as passenger cars, heavy-duty trucks, construction equipment, buses, and stationary and marine engines. They are developed in close collaboration with OEMs (Original Equipment Manufacturer) and are supported by a list of key approvals

# **R&D and Innovation**

Delivering new competitive products with enhanced focus on quality, environmental impact and reliability to get our customers' advanced technologies to market.

Arteco has been at the forefront of coolant development since its inception and is committed to continuing to live up to high expectations, delivering the right product to its customers promptly. As such, Arteco invests substantial resources in both people and equipment to develop products for the future.

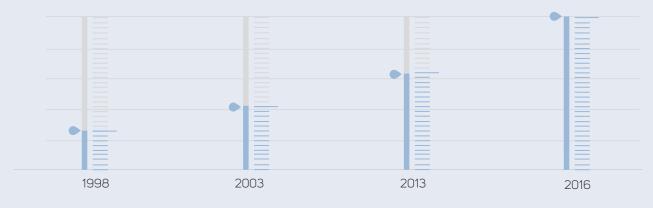
In recent years, Arteco has been developing a growing number of OEM- specific products in close collaboration with the customer. In the future, we anticipate further new product developments to cope with changing demands due to ongoing OEM engine development, new technologies, emission restrictions, new trends in cooling system development and the introduction of new cooling system materials.

Over the last decade, engine coolant design has been receiving increasing attention from the automotive industry. The development of more powerful and more efficient engines, as well as the extensive use of novel materials (e.g. aluminum alloys, new elastomers) have resulted in even more stringent requirements for the engine coolant fluids. This is resulting in improved radiator compatibility of the coolant, which provides extended service life and less depletion. Arteco is not only meeting the industry norms required and performing the necessary tests, but is also simulating how coolants behave in EURO6 engines and assessing their environmental impact.





### Evolution Arteco's product range





# ENVIRONMENT HEALTH & SAFETY

The safety of the people shall be the highest law. - Marcus Tullius Cicero -



# Chemical Risk Management

Continuously striving to mitigate the risks of hazardous physical and chemical properties of raw materials, utilities and (semi) finished products, in order to prevent any occurrence of short and long-term negative effects on workers' health & safety, the environment and assets.

Chemical Risk Management at Arteco starts even at the initial phase of the development of new products. All new coolant development starts by taking into account global restrictions concerning the toxic and environmental classifications of raw materials. The intrinsic focus acts in the interest of multiple stakeholders, such as end customers, as well as co-workers and suppliers. Arteco strives to work only with raw materials that are not on the list of prohibited substances. Arteco aims to market only coolants with minimal classification. A detailed product and service profile (DPSP) is drawn up within a multidisciplinary team prior to obtaining approval and being released as a framework development document. The DPSP includes product formulation requirements as well as those regarding the environmental and toxicological impact. Possible future restrictions and limitations on the use of raw materials are identified before selection. All the raw materials Arteco buys from its suppliers must comply with Belgium's regulatory requirements as well as those of countries where the products are sold or manufactured. All raw materials purchased must be accompanied by their safety datasheet. Inside the plant, the greatest attention is paid to avoiding and limiting the exposure of our employees and contractors to the various chemical substances used both in liquid and powder form, which requires different treatment. Regular measurements and controls are carried out by external specialist companies which go beyond the basic legal requirements, such as airflow measurements and the cleaning of exhaust ventilation and periodical exposure measurements of dangerous products (base product, dust, reprotoxic).

Arteco's responsibility does not stop at the factory gate, but goes beyond that. Safety cards are given to the transporters – for non-ADR products as well - so they know exactly what they are transporting. The safety cards include key safety information about the product. Arteco also stresses to the drivers, the importance of safety when loading.

In 2015 and 2016, all Arteco employees were involved in implementing the new CLP\* regulation. Not only did we inform our customers about the CLP implementation, but we also followed and monitored the new designs of the packages.



\* CLP (Classification, Labelling and Packaging): The CLP Regulation ensures that the hazards presented by chemicals are clearly communicated to workers and consumers in the European Union through classification and labelling of chemicals.

# **Process Safety**

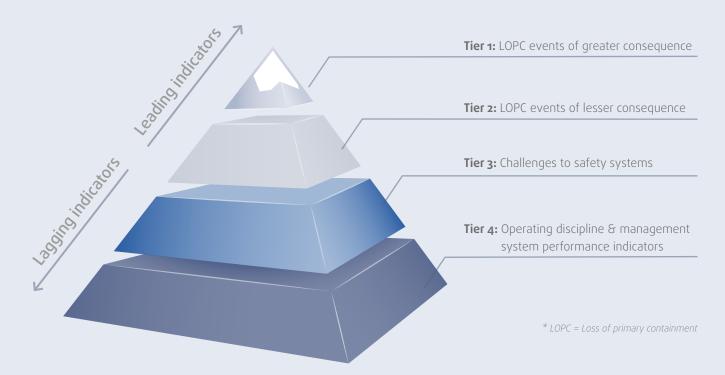
# A specific safety discipline that focuses on the prevention of fires, explosions and chemical releases at chemical production facilities.

All employees need to assess and manage risk for all current and planned activities. Over the past few years, a programme has been devised and implemented to upgrade production facilities in line with the latest Machinery Directives and regulations, both from a legal point of view and the point of view of parent company requirements.

Operational hazards need to be managed to ensure that risks are as low as reasonably practicable. A new round of process safety studies based on the latest technologies in P&ID's (process & instrumentation diagrams) is now about to start. Using the HAZOP\* method, we will identify potential safety issues, operational issues or bottle necks and the appropriate safety measures for our production, transfer and storage facilities. These studies need to ensure that the latest industry standards are taken into account. General environmental and safety figures (i.e. number of spills and work accidents etc) are registered and monitored. Because process safety specifically turned out to be the most critical topic during Arteco's stakeholder consultation initiative, we have expanded our KPIs with two specific process safety indicators according to the Tier method: see table below.

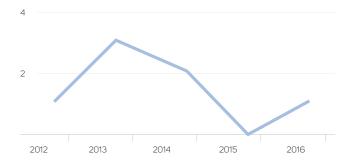


### Safety Indicators

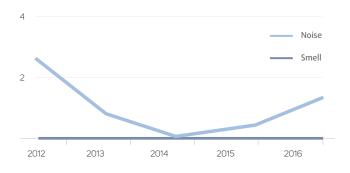


### Some of Arteco's process KPI's

### Spills (>159l):



### **External complaints:**



All spills exceeding a volume of 159 liter (1 barrel) are considered as a significant event. These spills are de facto subject for investigation and reporting. In analogy with bodily accidents, the aim for large spills is 0. Noise complaints received from external parties mostly relate to temporary large construction works, rather than to our operations.

\* HAZOP: A hazard and operability study (HAZOP) is a structured and systematic examination of a complex planned or existing process or operation in order to identify and evaluate problems that may represent risks to personnel or equipment.

### Legend:

- **Tier 1** process safety events: target = 0

- **Tier 2** process safety events: target = 0

**A Tier 1 process safety event** (Tier 1 PSE) for Arteco would be for example:

- a process release resulting in a days away from work injury
- a process release of a corrosive bulk additive of 1000kg
- a process release resulting in a large fire

**A Tier 2 process safety event** (Tier 2 PSE) would be for example:

- a process release resulting in a medical treatment
- a process release of a coolant product of 500kg
- a process release resulting in a small fire

**Tier 3 process safety indicators** are all other (non-Tier 1 or 2 PSE) unintended or uncontrolled events.

**Tier 4 safety indicators** are describing the preventive actions like inspections and notifications.

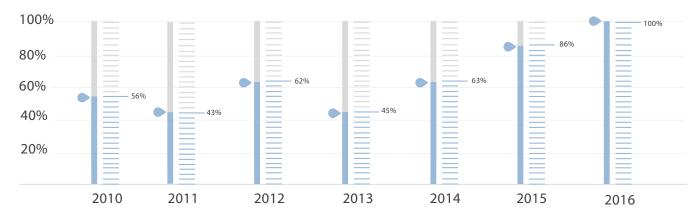




# Tier 4 safety indicators

Statutory % of equipment inspections:

2014	2015	2016
97,92%	100%	100%



### **Observation tours**



### **Emergency drills**



The need for process safety in particular is vital for staff at the laboratory and production facilities. In addition to the safety regulations all employees have to meet in their day-to-day operations, the above-mentioned departments have their own safety regulations, and those instructions describe:

- General safety requirements •
- Guidelines for using personal protective equipment
- Proper housekeeping
- Safe handling procedures for chemicals and glassware •
- Safe chemical storage practices
- Guidelines for fire prevention
- Guidelines for handling spill, fire and splash emergencies

# Product impact on Health, Safety & the Environment

Taking responsibility to reduce any risk to the environment and the safety of users that has been identified from our products, throughout the entire product life cycle (production, consumption, disposal).

Quality, health, safety and environment are the pillars of Arteco's entire business system and support the ambitious goal of being a world-class solution-provider.

As such, Arteco has maintained a dynamic risk management system. Arteco is committed to ensuring the health and safety of its employees, the communities in which its operates, its customers and of the end-users of its products.

To ensure the health of end-users, Arteco makes sure all bitterant concentrations in dilutions in packages intended for the general public are all compliant with the most stringent legislation, namely French legislation.

### Level denatonium benzoate in MEG-based coolants

	Concentrate	dilution
B-1 level	25 ppm	N/A
B-2 level	70ppm	25ppm

The French decree 95-236 dd.  $20/03/1995^{*(1)}$  describes the requirement for bitterant for MEG-based products:

- The decree applies to all MEG-based products ready-mix or concentrate that are used as such or after dilution as engine coolant, antifreeze or heat transfer fluid.
- It applies to any packaging, whether sold or distributed for free.
- It defines the dosage rates for denatonium bezoate in these MEG-based products:
  - For ready-to-use products, min. 20mg per kg of denatonium benzoate.
  - > For concentrates, the content needs to be min. 70 mg per kg of denatonium benzoate.



Arteco is committed to ensuring the health and safety of its employees, the communities in which its operates, its customers and of the end-users of its products.

• The decree leaves open the option for other bitterant agents, provided the level of protection is equivalent to the prescribed dosages rates of denatonium benzonate.

Arteco's commitment to safety and the environment is exemplified by its accreditation against 2 internationally recognised standards, namely OHSAS 18001 (since 2004) on safety and the ISO 14001 (standard for environmental management systems since 2002). Arteco is preparing the company, the procedures and processes to receive the new IATF 16949 accreditation.

Arteco continuously audits its compliance with these systems as well as with regulatory requirements such as REACH &  $GHS^{*(2)}$ , and takes appropriate action to meet the objectives set forth.

<sup>\* 1</sup> Décret n°95-326 du 20 mars 1995 relatif aux obligations de sécurité concernant la distrubition de certains liquides à base de monoéthléneglycol 2 Globally Harmonised System

# Occupational Injury & Absenteeism

Preventing employees from getting ill or injured due to exposure to industrial risks (machinery, chemicals, ...) and more general risks (traffic, viruses and bacteria, ...) by providing protective measures, training, medical check-ups, instruction and awareness campaigns. Closely following up sick and injured staff in order to provide proper treatment and to facilitate reintegration by the time they are fully recovered.

The well-being of our staff is essential. We promote an open culture where people take pride in delivering excellent performance taking into account the safety, health and protection of the environment. Every three years, Arteco sends out a questionnaire to all its personnel to measure employee satisfaction. The conclusions are set out in a summary report shared with all personnel. The results are used as a basis for improving employee satisfaction and involvement. Items for action are closely monitored and progress is communicated to its stakeholders.



\* TRIR: Total Recordable Incident Rate is the ratio of all registered accidents to the amount of worked hours. The lower the score, the better a company operates in terms of safety.



TRIR\* (Total Recordable Incident Rate), days away from work, MVC (Motor Vehicle Crashes) and number of days without incident are key performance indicators, closely followed up by Arteco, its management and staff.

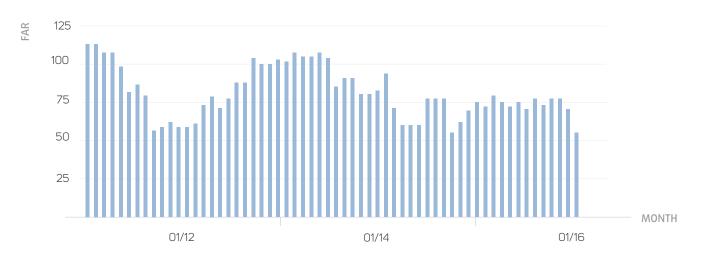
To ensure a good working environment, Arteco has implemented a Repetitive Stress Injury (RSI) risk management system on all computers. The software assists employees in changing unhealthy patterns of computer use and prevents repetitive strain injuries.

Inside the plant, several investments have been made to improve ergonomics and reduce the safety risks to its employees based on staff experience and an external risk analysis such as:

- Selection criteria for new forklifts, including fully electric, to reduce noise levels, rotating seat to drive backwards.
- Blending platform: more space for better ergonomic positions and installation of lifting equipment.
- Dedicated, closed preparation zone for raw materials, equiped with ergonomic tools and exhaust ventilation.

Arteco's safety management system is certified according to the OHSAS 18001:2008 standard. Arteco's production facility complies with Total's safety policy and its company rules.

Arteco has managed to prevent any lost time due to occupational accidents for over 5 years. In 2017, we passed the record with more than 2000 days without any time lost due to accidents.



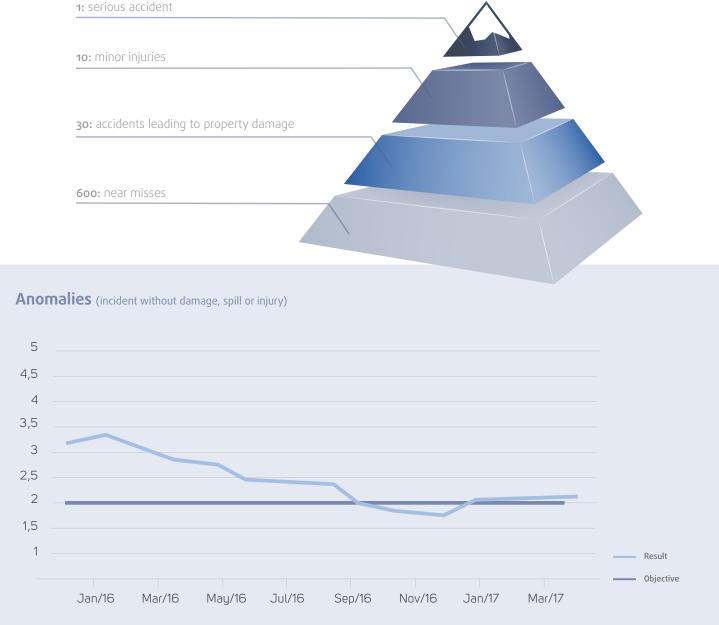
### FAR (First Aid Rate)

#### **Events reporting**

All events due to accidents and incidents must be reported. We will further digitise our system for events registration, assessment, action follow-up and statistical reporting. By increasing the efficiency of the system, we aim to have a formal, though small-scale, events analysis and action plan for every single registered event, irrespective of how insignificant they may appear in the first instance. Major events will remain subject to a multidisciplinary investigation into the root cause. This initiative is motivated by the idea that a mitigated near-miss incident might eventually prevent the future occurrence of a serious accident. To enhance this idea further and to build awareness at the plant, a KPI is put in place for reporting anomalies:

2 reports per employee, 12 months rolling average. Anomalies include hazardous situations, near-misses and deviations from safety rules/instructions. Again, the purpose is to prevent future serious accidents by identifying potentially dangerous situations or risks and by taking corrective measures (bird pyramid).

### **Bird Pyramid**



### Seeking employee commitment

#### Providing information

- Bi-weekly internal newsletters providing information to staff on changes and innovations within Arteco, business and/or human-interest items
- Regular general information sessions held by management to the entire staff in which an update of the QSE and company targets are given
- Regular safety spots: an employee gives a small presentation to raise awareness on safety-related topics such as the need to be aware of your surroundings when taking selfies, not leaving devices plugged into wall sockets

#### Activities

- Inter-departmental committee organising business-related and team-building activities to boost interaction and team spirit across the organisation.
- World safety day: combination of team-building and awaranessraising, such as demonstrations at blind spots in trucks.

### **Conventional measures**

### Medical follow up

• Identifying early physiological effects from exposure to occupational hazards before negative effects occur

### Flu vaccination

• Voluntary

#### Driving training

• Encouraging employees to drive responsibly, defensively and with fuel-efficient results

At Arteco we want to establish a group culture where each individual is aware of the importance of quality, safety, health & environment.





# OUTLOOK

# The best way to predict the future is to create it. - **Abraham Lincoln** -

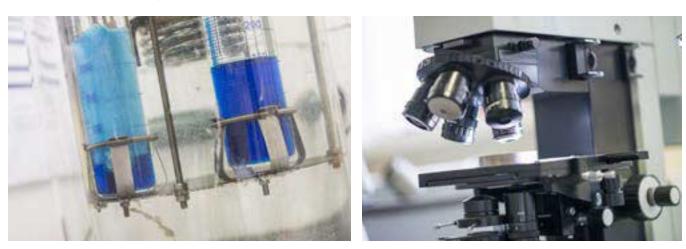
### Future goals

Working in a responsible and sustainable way is an ongoing process which Arteco integrates into its business strategies.

On 1 January 2017, Arteco became a stand-alone organisation. In its new structure, Arteco remains a 50/50 joint venture between Chevron and Total. The streamlined business processes provide renewed flexibility and an intensified technology focus for addressing market developments. Both shareholders view this transformation as an opportunity to position Arteco for long-term profitable growth and sustained competitiveness. To develop actions and activities further in the field of sustainable development, Arteco has joined the Voka\* Charter of Sustainable Development.

In 2017, Arteco has undertaken at least 10 actions based on the United Nations' 17 Sustainability Goals, including at least 1 action within each P: People, Prosperity, Planet, Peace and Partnership.

\* Vlaams netwerk voor ondernemingen en Kamers van Koophandel in alle sectoren – Flemish network for Enterprises and Chambers of commerce in all sectors.





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2017 SUSTAINABILITY AND CORPORATE SOCIAL RESPONSIBILITY REPORT



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