

F R O S T & S U L L I V A N

2024 COMPANY OF THE YEAR

*IN THE GLOBAL
HOSPITAL SUPPLIES
INDUSTRY*

F R O S T & S U L L I V A N

BEST
2024 PRACTICES
AWARD

Ansell

Best Practices Criteria for World-Class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each award category before determining the final award recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. Ansell excels in many of the criteria in the hospital supplies space.

AWARD CRITERIA	
<i>Visionary Innovation & Performance</i>	<i>Customer Impact</i>
Addressing Unmet Needs	Price/Performance Value
Visionary Scenarios Through Mega Trends	Customer Purchase Experience
Implementation of Best Practices	Customer Ownership Experience
Leadership Focus	Customer Service Experience
Financial Performance	Brand Equity

Addressing hospital needs by offering ergonomically designed and skin-friendly gloves

Ansell provides protective equipment and gloves to over 100 countries around the world. With 24 warehouses, 18 R&D centers, 15 manufacturing facilities, and more than 14,000 employees in over 55 countries, Ansell is committed to workplace safety. The company offers several brands of medical gloves to cater to the needs of clinicians and healthcare providers. Ansell designs high-quality protective solutions and develops technologies for injury prediction and prevention.

To aid healthcare professionals and patients during critical care tasks, Ansell has developed two major distinguished technologies for its gloves: ERGOFORM™ and PI-KARE™. ERGOFORM, an ergonomic design technology, helps reduce musculoskeletal stress and strain, which can result from performing repetitive hand-related tasks for prolonged periods and can lead to injuries that potentially prevent medical professionals from continuing their practice. Ansell integrates ERGOFORM into its gloves to address these challenges, decreasing hand fatigue by 20%, enhancing comfort, and ensuring protection. Gloves with ERGOFORM enable smoother and more dynamic movements for surgeons, dentists, and other healthcare practitioners, relieving concerns regarding comfort, fit, injuries, and productivity.

PI-KARE™ is another important Ansell technology that enables the elimination of standard chemical accelerators known to cause allergic contact dermatitis for low dermatitis potential. Both latex and synthetic, non-latex formulations can result in allergies. Traditional polyisoprene (PI) gloves use standard chemical accelerators that may not remain in the glove film and upon contact with the skin could cause

type IV chemical sensitivities and allergies. Ansell's PI-KARE products use biologically safer accelerators that are consumed during manufacturing or remain within the film. In doing so, PI-KARE technology offers the world's first non-sensitizing, skin-friendly, synthetic PI gloves.

Sustainable supplier of safety solutions

With a strong commitment to creating a more sustainable future, Ansell assists customers in achieving their sustainability goals by offering environmentally friendly solutions. Ansell Earth is the company's platform to introduce science-based claims structured across the five product life cycle areas: Material, Manufacturing, Packaging, Use, and End of Use. The platform provides reliable and easy to access product sustainability information, something which their customers have asked for. Providing clear and proven sustainability claims help users make PPE choices in line with their environmental values and sustainability goals. Through

In addition to Ansell Earth, the company is dedicated to several environmental and sustainability initiatives. For instance, the company aspires to achieve net-zero emissions in their operations by 2040 and a 42% reduction by 2030. Moreover, Ansell plans to transition to 100% renewable energy by 2024 and implement certified energy management systems in its manufacturing plants by 2028. According to the 2023 Ansell Sustainability Report, the company already uses 29% renewable energy, with three plants operating on 100% renewable energy and two others utilizing over 90%.

In 2022, Ansell fully aligned with the disclosure requirements of the Taskforce on Climate-related Financial Disclosures (TCFD). Additionally, in the financial year 2023, the company signed a Memorandum of Understanding with the International Union for Conservation of Nature (IUCN) to develop joint programs, research projects, and activities aimed at achieving net positive outcomes for biodiversity and ecosystem services.

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Senior Research Analyst**

The company plans to reduce water withdrawals by 35% by 2025. In 2023, Ansell set a goal of achieving zero waste to landfill, aiming to divert more than 99% of its operational waste away from landfills. The company fulfilled this objective, diverting 99.6% of its waste from landfills, and has developed a waste management and disposal ecosystem tailored to each plant.

Finally, the company aims to use 100% recyclable, reusable, or compostable packaging materials and reduce plastic and paper packaging by 2026. To achieve this, the company is focused on partnering with sustainable suppliers. As of June 2023, 70% of its new products have been designed with reduced environmental impact.

Best practice implementation

Ansell developed a patented Worker Experience Innovation (WEI) platform. Through this, it can understand its customers' challenges, work environment, and day-to-day experiences, providing targeted and effective solutions and transforming insights into customer-centric products.

Furthermore, Ansell earned the highest recyclability certification with an AAA rating for its SMART Pack surgical gloves packaging from Institut Cyclos-HTP (CHI), a global organization that evaluates and certifies the recyclability of packaging and goods. SMART Pack dispenser boxes are 50% smaller than its key competitors, leading to significant space savings on hospital shelves and reduced packaging waste. SMART Pack enables a 21% reduction in material carbon dioxide emission by using 51% less paper, cardboard, and plastic weight with cartons and dispensers made from 70% and 90% recycled materials, respectively.

Customer-centric seamless transition

Through four phases, Ansell supports a seamless transition to its products for clinicians. Phase 1 involves pre-evaluation, focusing on assessment and efficiency while making customizations based on healthcare providers' needs with minimal disruption to workflow processes. Phase 2 is the evaluation process, focusing on glove sizing and feedback collection. Phase 3 entails optimization and communication, covering quality improvement, outcome enhancement, smart packaging, stock-keeping units (SKUs) reduction, and open dialogue for successful transition. Phase 4 comprises follow-up for long-term

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customer success, which includes connecting with the customers to understand their needs and providing training and support accordingly.

Ansell has become one of the most reliable and sustainable providers, with a strong focus on delivering value-added services. For instance, Ansell

provided a responsible and reliable supply of medical gloves in public hospitals in New South Wales, Australia, showing quick lead times and on-time in-full (OTIF) delivery performance exceeding 98%. In addition to medical gloves, Ansell offers value-added services such as business reviews that address specific hospital needs and tailored solutions for AnsellCARES (the company's educational platform) to advance healthcare providers' training, improve safety, and enhance care.

Exceptional customer ownership experience

Double gloving is a technique used in operation rooms to minimize infection risks. Ansell assists surgeons in double gloving by delivering solutions such as the two-gloves-in-one poly pouch and inner wrap. This approach saves time and reduces the frustration and barriers associated with adopting the double gloving process. The softer formulations, best-in-class fit, and comfortable feel of Ansell's gloves, including those suitable for double gloving, such as the Glove-in-Glove™ system, ensure compliance with double gloving requirements. Ansell's gloves also minimize the risk of cuff tearing upon donning, saving critical time when replacing gloves. Moreover, Ansell's solutions are packed in SMART Pack, which results in 50% less packaging waste.

In its fiscal year 2023, Ansell conducted a value-based study aimed at understanding medical, economic, and environmental benefits of transitioning to latex-free surgical gloves at Bourges Hospital Centre in France. According to this study, the hospital achieved a 23% reduction in warehouse and operating room space by reducing packaging sizes. Adopting latex-free gloves improved care provider and patient safety, reducing waste generation due to smaller package sizes, and increasing efficiency when replacing gloves in operating rooms.

Strong commitment to long-term service

Ansell offers AnsellCARES, a platform that provides multifaceted professional education programs to promote safety with practical guidelines. The company offers industry-leading, accredited continuing education programs, including eLearning with HealthStream, self-study modules, live and virtual presentations, and the Partners in Protection webinar series, which provides evidence-based content on the latest practice trends presented by clinical experts.

Ansell's products are built on a foundation of clinical excellence aimed at achieving better patient outcomes and healthcare workforce satisfaction. The company offers content based on scientific evidence, best practice standards, and new industry trends, including clinical perspectives, bulletins, study summaries, and knowledge flash topics.

Ansell continually engages with healthcare and safety leaders to offer safety assessment services and multimedia resources to promote safety and risk reduction. For instance, Ansell offers services that provide on-site consultative services for operating room turnover, patient transfer, repositioning safety assessment and recommendations, and customized training to improve safety, efficiency, clinical outcomes, and care. In addition, the company offers informational videos through HealthStream and InTouch Communications, including newsletters, blogs, and in-service briefs.

Ansell conducts regular customer feedback and reviews, such as net promoter score (NPS) surveys and customer satisfaction evaluations. Through data on file as of 2022, 96% of the participants rated Ansell as superior or acceptable when compared to competitors, while 97% expressed satisfaction with Ansell's evaluation and implementation processes.

Conclusion

Ansell offers high-quality and reliable surgical gloves while focusing on providing personal protection equipment and education to enhance safety and productivity. Ansell delivers customer-centric products globally through solutions like the Worker Experience Innovation platform and exceptional customer support through services such as AnsellGUARDIAN and platforms like AnsellCARES.

With the expertise and operational knowledge gained over its 130-year legacy, Ansell offers products with innovative technologies, such as Glove-In-Glove System, ERGOFORM and PI-KARE, which provide clinician protection and improve safety outcomes. Moreover, Ansell is committed to promoting a more sustainable future through Ansell Earth and sustainable packaging solutions such as SMART Pack. Consequently, Ansell's unique value proposition lies in its resilient global network, deep knowledge, and unrivaled portfolio.

For its strong overall performance, Ansell is recognized with Frost & Sullivan's 2024 Global Company of the Year Award in the hospital supplies industry.

What You Need to Know about the Company of the Year Recognition

Frost & Sullivan's Company of the Year Award is its top honor and recognizes the market participant that exemplifies visionary innovation, market-leading performance, and unmatched customer care.

Best Practices Award Analysis

For the Company of the Year Award, Frost & Sullivan analysts independently evaluated the criteria listed below.

Visionary Innovation & Performance

Addressing Unmet Needs: Customers' unmet or under-served needs are unearthed and addressed by a robust solution development process

Visionary Scenarios Through Mega Trends:

Long-range, macro-level scenarios are incorporated into the innovation strategy through the use of Mega Trends, thereby enabling first-to-market solutions and new growth opportunities

Leadership Focus: Company focuses on building a leadership position in core markets and on creating stiff barriers to entry for new competitors

Best Practices Implementation: Best-in-class implementation is characterized by processes, tools, or activities that generate a consistent and repeatable level of success

Financial Performance: Strong overall business performance is achieved in terms of revenue, revenue growth, operating margin, and other key financial metrics

Customer Impact

Price/Performance Value: Products or services provide the best value for the price compared to similar market offerings

Customer Purchase Experience: Quality of the purchase experience assures customers that they are buying the optimal solution for addressing their unique needs and constraints

Customer Ownership Experience: Customers proudly own the company's product or service and have a positive experience throughout the life of the product or service

Customer Service Experience: Customer service is accessible, fast, stress-free, and high quality

Brand Equity: Customers perceive the brand positively and exhibit high brand loyalty

