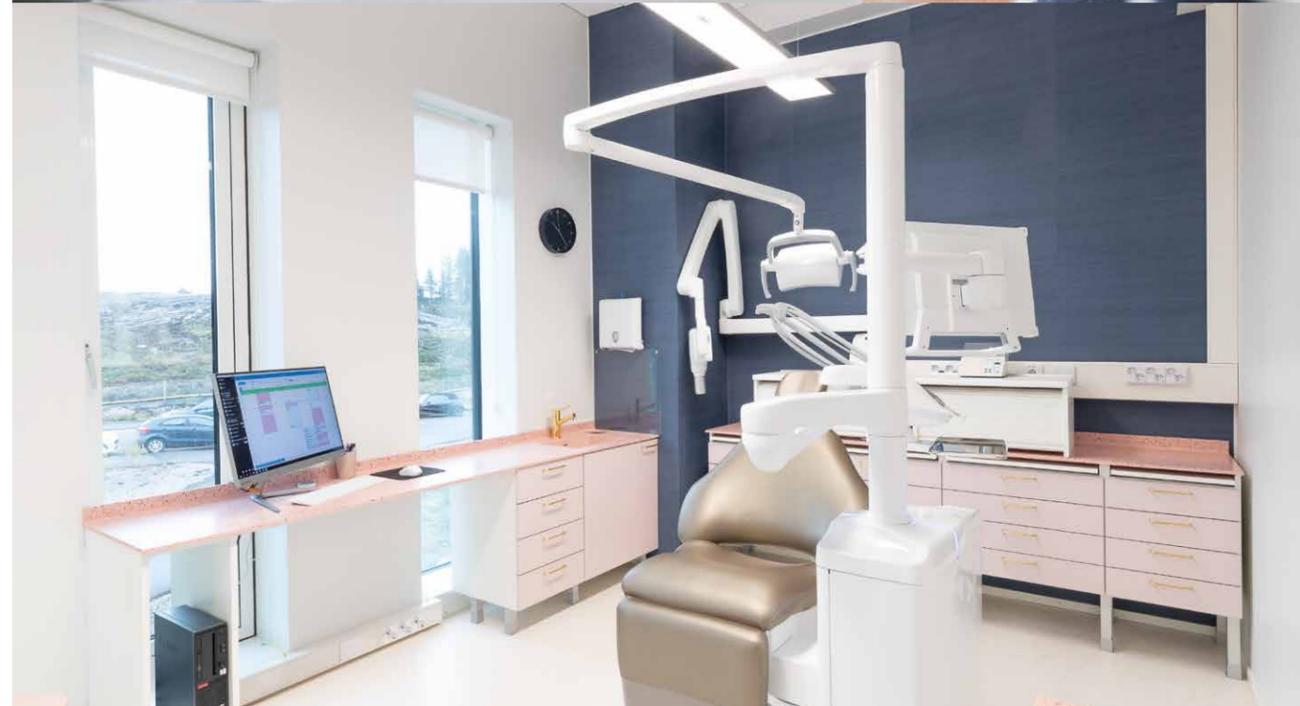




SUSTAINABILITY REPORT



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Sustainable Planmeca

Planmeca Oy is a globally operating dental equipment manufacturer and the largest privately held company in the field, committed to improving the health and wellbeing of people around the world. We want to make a difference and seek to understand the impact of our operations on people, society and the environment. Sustainability and corporate social responsibility are thus at the core of our operations.

Taking the expectations of our stakeholders and the megatrends that shape our operating models into account, we have determined the contents of our corporate social responsibility strategy. We have outlined our sustainability strategy into this sustainability report.

Our sustainability work is divided into four key areas: health through innovation, contributing to surrounding society, professional and safe working environment, and respect for the environment. We have also recognised the main sustainability aspects within our supply chain.

Our key sustainability areas are closely related to ten global UN Sustainable Development Goals we recognised during the strategy work. In addition to these global goals, we have set ambitious long-term sustainability targets for our sustainability work, which is guided by Planmeca's ethical principles and code of conduct.





Megatrends shaping operating models

The globally changing operating environment and the related expectations of our partners and customers are shaping our business models. Taking megatrends into account and responding to them affect our daily operations extensively. For Planmeca, the most significant megatrends are those related to demographic and social change, health and aesthetic values, technological breakthroughs as well as climate change and resource scarcity.



DEMOGRAPHIC AND SOCIAL CHANGE

The population and middle class are growing fast and people are living longer. This means more teeth to be taken care of than ever before.



HEALTH AND AESTHETIC VALUES

Predictive and preventive health care and wellbeing are increasing along with the aesthetic values. As the middle class is growing, more money is spent on aesthetic dentistry.



TECHNOLOGICAL BREAKTHROUGHS

The digital revolution has no boundaries or borders. This is the era of digital dentistry, which means increasing demand for digital solutions and product development. This creates new business opportunities.



CLIMATE CHANGE AND RESOURCE SCARCITY

The earth has a finite amount of natural resources. The climate change sets a new level of requirements for developing sustainable operations.

Expectations of our stakeholders

Open dialogue with our stakeholders is essential for us. It increases our transparency and strengthens mutual understanding. Continuous interaction with our stakeholders is also our main approach to sustainability: the key areas of our sustainability work are determined by identifying the expectations and concerns of our stakeholders.



CUSTOMERS

Our customers are dental and medical professionals around the world. They expect safe, high-quality and environmentally-friendly products that improve their daily workflow, resulting in a better quality of health care and a safer treatment environment. Customers consider our close collaboration with health care institutions highly important.



DISTRIBUTORS AND SUPPLIERS

We are a trusted partner, collaborating with a network of 550 distribution companies and hundreds of suppliers around the world. Our suppliers and distributors expect us to comply with anti-corruption policies and ethical principles. They also expect us to innovate sustainable and long-lasting solutions to improve dental health care.



PARTNERS

We collaborate closely with health care professionals and educational institutions around the world. Many of our innovations have been born from research collaboration with leading universities. Our partners appreciate and expect us to collaborate with dental professionals and bring them together for education and dental technology training to improve the adoption of new technologies.



EMPLOYEES

We employ over 2800 people globally and 1000 employees in Finland. The employees expect a safe and healthy working environment where they can perform their work professionally and safely. Engagement, continuous development and equal opportunities are also highly important for our employees.



OWNERS AND SOCIETY

We are a family-owned company that emphasises flexibility and high quality. Our owners expect profitable business but also contribute to the surrounding society. Honest business, anti-corruption and complying with the local legislation and international regulations applicable to our business are important both for our owners and the surrounding societies.





Sustainability in our supply chain

Our corporate social responsibility is based on sustainability throughout our supply chain, ensured in the co-operation with our selected suppliers and partners. Our procurement complies with Planmeca's sustainability strategy and code of conduct. We are committed to our code of conduct and expect the same from our suppliers and partners throughout the supply chain. To ensure the sustainability in our supply chain, the auditing process will be further developed in the future.



MATERIAL SOURCING

Our products comprise mainly aluminium. Depending on the product, they also include steel and plastic parts as well as electrical and mechanical components, such as circuits, harnesses, motors and valves. We are committed to ensuring that we use carefully selected and high-quality raw materials and components from responsible sources. Our suppliers have been chosen carefully with safety and environmental awareness in mind. We expect our suppliers to comply with the principles of UN Global Compact and the guidelines of ILO. The principles are outlined in Planmeca's Distributor and Supplier Code of Conduct.



PRODUCT DEVELOPMENT

Our strong commitment to R&D, close collaboration with health care professionals and leading universities, and customer-oriented product design are the core of our production development. We pay special attention to material selection, design and technical details to ensure a safe treatment environment, and to sustainable waste disposal and recycling of used products. Infection control and clean water are essential to the design and development of our dental care units. Also, considering the product footprint is a rising trend in our product development.



PRODUCTION

Ensuring the high quality and safety of products is particularly important for us. All our products are developed with strict quality control standards and tested before they leave the factory. Our products are designed and manufactured in Helsinki, Finland, in compliance with the strict local legislation and international regulation applicable to us. We also consider the environment in our production procedures and pay attention to the use of renewable energy, recycling and circular economy, and reduction of water consumption. We also ensure our employees have a safe and healthy working environment.



LOGISTICS

The transportation of products and materials account for the major part of the environmental impacts in our supply chain. This is why we take sustainability into account in our packaging and transportation processes. We use renewable packaging materials and prefer joint transports by sea, rail and road over air freight.



DISTRIBUTORS AND CUSTOMERS

We are dedicated to better patient care through ground-breaking solutions that improve the daily workflow of dental and medical professionals around the world. We expect our distributors to comply with the principles of UN Global Compact and the guidelines of ILO. Those principles are outlined in Planmeca's Distributor and Supplier Code of Conduct. We consider the close collaboration with health care professionals and customers important in order to develop solutions that support our customers' work.

Code of Conduct

Planmeca's *Code of Conduct* and *Anti-Corruption Policy* are the core of our responsible operations. They ensure that everyone at Planmeca has the same understanding of the values and principles that guide the daily work. These principles apply for every employee in each of our operating countries. We also have a *Distributor and Supplier Code of Conduct* that applies to the whole supply chain. We expect our partners to operate responsibly and in accordance with these guidelines.



We are committed to fair business



We contribute to surrounding society



We promote safe, inspiring and equal working environment



We take responsibility for product safety



We respect human rights



We act in compliance with the mandatory requirements of applicable legislation



We treat business information in confidence



We minimise our environmental impact





Key areas of our sustainability work

Sustainability and corporate social responsibility are at the core of our operations. We want to make a difference and firmly believe sustainable operations bring value to all our stakeholders. We have identified four key areas for our sustainability strategy and determined ambitious short-term and long-term sustainability targets for our sustainability work.



HEALTH THROUGH INNOVATION

Our aim is to design and manufacture safe and high-quality products to improve the daily workflow of dental professionals. We focus on innovations through collaboration to ensure long-lasting solutions. Customer satisfaction is an important factor for us.



CONTRIBUTING TO SURROUNDING SOCIETY

Our financial stability makes us a reliable partner and guarantees our business. We are one of the largest employers in the manufacturing sector in the Helsinki metropolitan area. Supporting youth employment and promoting dental education are important to us.



PROFESSIONAL AND SAFE WORKING ENVIRONMENT

Diversity and equality of our personnel are highly important for us. We ensure a safe and healthy working environment and contribute to the wellbeing of our employees. We also make sure that our employees have opportunities for personal development.



RESPECT FOR THE ENVIRONMENT

We consider the environment in our production procedures and supply chain. Circular economy and sustainable water use are important for us. Our aim is to reduce climate emissions with sustainable and resource-efficient production.



Health through innovation

Planmeca Oy is a global leader in many fields of health care technology, with products distributed in over 120 countries worldwide. Our product range covers digital dental units, world-class 2D and 3D imaging devices, CAD/CAM solutions and comprehensive software solutions. We continuously improve the quality and safety aspects of our products and work on new ground-breaking innovations in dentistry. With our collaboration initiatives, we want to enhance scientific research in the field of dentistry and oral health.

Safe and high-quality products

Safe and high-quality products are Planmeca's top priority, which is why we perform strict quality control to ensure the safety of our products. Our state-of-the-art and ergonomic products are designed to improve the daily workflow of dental and medical professionals, resulting in a better quality of health care and a safer treatment environment. We are also paying special attention to patient safety already in our product design. For example, we have been able to reduce the patient dose with up to 77% with our technology and developed different intelligent systems to ensure that the water in our dental units is always clean.

Innovations through collaboration

Our work has a positive impact for public health. We focus on future-proof innovations by investing strongly in research and development. We collaborate regularly with dental clinics, health care institutions, universities, and dental schools in research projects to set new standards in our field. With the collaboration, we aim to develop innovative and scientifically proven solutions for dentistry.

We are currently participating for example in the following research projects:

- AI research within [Clever Health Network \(CHN\)](#) collaboration led by Helsinki University Hospital
- [Finnish Center for Artificial Intelligence \(FCAI\)](#) collaboration led by Aalto University and University of Helsinki
- [Digital and Physical Immersion in Radiology and Surgery \(DPI\)](#) project led by Tampere University

Customer satisfaction

Customer satisfaction is highly important for us. Our quality department monitors and reports the number and nature of warranty repairs, malfunctions of the devices and delivery disruptions. The department also collects and analyses the customer feedback.

“Four design principles guide the product development at Planmeca: efficient workflow, patient and staff safety, patient comfortability and long-lasting aesthetics.”



OUR SUSTAINABILITY GOALS FOR 2020–2022

- We will develop our algorithms and technological solutions further to ensure superior image quality and low patient doses in the digital imaging according to the ALADA principle.
- We will develop our procedures to minimise potential safety hazards.
- We will develop our dental care units and use the latest technology to ensure impeccable infection control, clean water and a safe treatment environment.
- We will improve our imaging software and digital solutions further to enable new treatment techniques and methods.
- We aim to create a new digital platform to measure customer satisfaction of our end users and distributors globally.

PROMISE FOR 2030

We are pioneers in the ethical utilisation of clinical patient data.



Contributing to surrounding society

We employ over 2800 people globally and 1000 employees in Finland. Planmeca Oy is one of the world's largest dental equipment manufacturers and the largest privately-owned company in the field. In terms of EU definition, Planmeca Oy is a large enterprise, exceeding the limit of 250 employees, 50 m€ turnover and 43 m€ balance sheet total.

Distributing economic value

Our financially stable and profitable business contributes to the economy of Finland. Locally, Planmeca is one of the largest employers and corporate tax payers in the Helsinki metropolitan area by employing over 900 people in the area.

The supply and distribution networks of Planmeca Oy are worldwide, distributing economic value and supporting jobs globally. The operations also extend to the developing countries in Asia and Africa, improving their economy as well.

Contributions to different charitable purposes and non-governmental organisations around health and conflict resolution are also important for us. We donate annually to different charitable purposes that are often related to the health and wellbeing of youth and children. In recent years, these have included for example Crisis Management Initiative, Tukikummit ry, The Finnish Association of People with Disabilities, The Finnish Red Cross and Save the Children.

We have also provided equipment donations to crisis areas and developing countries. In the United States, we have participated in the Mission of Mercy (MoM) events for almost 10 years. The MoM clinics provide dental treatment to underserved people with limited resources or access to dental services throughout the country. Planmeca participates yearly in approximately 25 missions by providing the clinics with dental imaging units and our special software for enhanced diagnostics.

"Planmeca contributes to the surrounding society especially by promoting youth employment and dental education."

Supporting youth employment

Youth employment is a particular focus area for Planmeca. Each year, we provide summer jobs, traineeships, vocational training programmes, and thesis opportunities for young people. We collaborate with local vocational schools and universities to establish new models for apprenticeship, training and employment in order to create new career opportunities for young people.

Promoting dental education

With our collaboration initiatives, we want to enhance dental technology training and offer dental professionals with state-of-the-art dental education. We want to enhance the professional skills of the dental community by providing private practitioners and dental schools and universities with training courses related to digital imaging, CAD/CAM and dental software. We promote dental education so that dental professionals can provide their patients around the world with the best possible care.



OUR SUSTAINABILITY GOALS FOR 2020–2022

- We will train our employees, partners and suppliers to comply with the Code of Conduct and Distributor and Supplier Code of Conduct.
- We will achieve positive financial development by following corporate social responsibility and transparency principles.
- We will further develop our auditing process to ensure a sustainable supply chain.
- We will improve our customer training and organise training events for our distributors every year.
- We will increase the quality and availability of dental education worldwide and contribute to different charitable purposes – at least to one destination each year.

PROMISE FOR 2030

We enable more people the access to high-quality oral health care.



Professional and safe working environment

We provide meaningful work for our employees as our solutions improve the health and well-being of people. Since contributing to health care is at the core of our business, we also want to invest in the physical and mental wellbeing of our employees. Our aim is to ensure the engagement, motivation, and continuous development of our employees. We promote equal opportunities and encourage our employees to innovate together to deliver the best results. We are a pioneering company operating in an international environment, surrounded by front-line technical development.

Safe and healthy working environment

Safe and healthy working environment is highly essential for us. We make sure our employees have the necessary competences, tools and instructions always available. We have received good scores in our personnel surveys in relation to the health and safety questions and take good care of all aspects related to the working environment. The implementation of equality is monitored according to our equality plan, and we have zero tolerance for workplace bullying.

Contributing to the wellbeing of our employees

We look after our staff by treating them with respect and care. We support long and healthy careers, for example by offering all our employees a health insurance that exceeds the requirements of statutory occupational health care as well as other benefits. We also support our employees in maintaining their health with sport vouchers and by offering them the opportunity to use a gym at our premises.

At Planmeca, the employee engagement is regularly reviewed with a personnel survey. We have received several employer awards, for example the Smartum award for exemplary promotion of employee wellbeing in 2013.

Opportunities for personal development

All our employees receive a regular performance and career development review at least once a year. The objective of the review is to assure that central targets and performance evaluation criteria are agreed with each employee. The employee also has an opportunity to discuss the work assignments, personal development goals and demands as well as their subjects of interest confidentially.

“Planmeca Oy provides standard benefits to all (full-time and part-time) permanent and temporary employees based in Helsinki.”



FREE IN-HOUSE GYM

FLEXIBLE WORKING HOURS

EXERCISE AND CULTURE BENEFITS

EMPLOYEE BENEFITS

DISCOUNTS ON RETAIL PRODUCTS

INTENSIVE HEALTH INSURANCE

BONUSES

OUR SUSTAINABILITY GOALS FOR 2020–2022

- We will monitor employee diversity, equality, wellbeing and safety every year.
- We will improve the wellbeing and safety of our personnel according to the employee satisfaction survey.
- There will be zero accidents at work each year.
- We will monitor and improve the wellbeing of our employees and aim to reduce the number of sick leaves yearly.
- We will update the professional knowledge of our employees and track employee training yearly.

PROMISE FOR 2030

We stand out as a unique and an attractive employer.



Respect for the environment

We take our environmental responsibilities seriously. The environment and natural resources are important for us and we constantly improve our sustainability, for example through water use, circular economy and our general environmental impact. We have started to take further actions in order to reduce global carbon emissions. The management of environmental impacts at Planmeca is guided by a certified quality and environmental system, based on respecting the four elements of earth, water, air and human beings.

Circular economy

Starting with product design, solutions that reduce the environmental burden and increase circular economy are considered in every phase of the product life cycle, for example, in material choices. The material needs and consumption are minimised, however, ensuring that properties related to human health care are not compromised at any stage and that the devices are safe for patients and users.

The possibility to upgrade and maintain the Planmeca products instead of replacing them further extends the product lifecycle and sustainability. A lifetime of 10 years can be reached with the annual service programme easily.

Planmeca Oy follows rigorous hygiene and quality standards, which reduces the possibilities to use recycled materials in Planmeca's products. Therefore, the main focus of our sustainable material management is on the recyclability of our product materials after their lifetime has come to an end. Planmeca has excelled in this area; the products have been manufactured from almost entirely recyclable materials and over 90% of the products can be recycled.

In addition, we have a closed-loop production system as well as a centralised wastewater filtering and management system in our production facility. The advanced waste sorting system minimises waste while maximising the sustainability of our manufacturing processes.

In our high-tech machining and powder-painting departments, we recycle and reuse all surplus residues.

Sustainable water use

We consider the water consumption in the development of our dental units and include exact information on the water consumption for each function in the user's manuals to prevent excessive water use. Our target is to be a sustainable water user in all the operations.

Reducing climate emissions

Planmeca has signed the [Paris Pledge for Action](#) in 2015 to affirm our commitment to a safe and stable climate in which temperature rise is limited to under 2 degrees Celsius.

A comprehensive study on the CO2 emissions of Planmeca Group is not yet available, but there is a strong intention to reduce the climate emissions of our operations. Apart from CO2, the manufacturing functions of Planmeca Oy do not produce other emissions of significance.

In addition, our short-term goal is to join the [UN Global Compact](#), which is the world's largest corporate sustainability initiative.

"Monitoring and reducing energy consumption in our production has been one of the key points indicated by our environmental system."

OUR SUSTAINABILITY GOALS FOR 2020–2022

- We will improve the recyclability of our products so that over 90% of the components can be recycled.
- We will calculate recycling rates for two selected products by 2022.
- We will consider environmental aspects in all our R&D processes.
- We will extend the lifespan of our products by using long-lasting raw materials and platform-based solutions.
- We will improve our sustainable supply chain by framing guidelines for logistics to become greener.
- We will improve the energy efficiency and increase the use of renewable energy in our production.
- We will start calculating our greenhouse gas emissions according to GHG Protocol.
- We will embrace the commitments of the UN Global Compact.

PROMISE FOR 2030

We take environmental issues into account in the entire production chain.





Supporting UN Sustainable Development Goals

Planmeca supports the Sustainable Development Agenda and the Sustainable Development Goals (SDGs) set by the United Nations. We have chosen the goals where we can make the biggest impact through our operations. These ten goals are implemented in our sustainability strategy and our daily business.

3 GOOD HEALTH AND WELL-BEING



We ensure healthy lives and promote well-being by improving the daily workflow of dental and medical professionals.

4 QUALITY EDUCATION



We provide dental technology training to private practitioners and institutions. We are committed to increasing the quality and availability of dental education worldwide.

5 GENDER EQUALITY



We promote gender equality in our supply chain and ensure our employees' full and effective participation and equal opportunities for leadership.

6 CLEAN WATER AND SANITATION



Our water treatment solutions guarantee that all water entering the patient's mouth is always clean. We consider the water consumption in the development of our dental units and in the use of our products.

8 DECENT WORK AND ECONOMIC GROWTH



We promote decent work, protect labour rights and provide a safe and secure working environment. We promote youth employment and implement ILO's Global Jobs Pact.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



We enhance scientific research and upgrade the technological capabilities of dental industrial sector worldwide.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



We aim for a sustainable management and efficient use of natural resources by innovating long-lasting solutions.

13 CLIMATE ACTION



We take urgent action to combat climate change and its impacts by sustainable and resource-efficient production.

16 PEACE, JUSTICE AND STRONG INSTITUTIONS



We promote fair, peaceful and inclusive societies by reducing corruption and bribery in all their forms throughout our supply chain.

17 PARTNERSHIPS FOR THE GOALS



We revitalise the global partnerships by enhancing cooperation and access to science, technology and innovation in the field of dental industry.

Sustainability highlights



GLOBAL IMPACT

98% of products exported

760 active distributors in over **120** countries

Hundreds of suppliers around the world

2800 employees worldwide

1000 employees in Finland

Around **60** trainees and **100** summer employees every year

AUDITS



10–30 audits every year

2019:

6 process audits

15 product audits

ENVIRONMENT

Closed-loop production system

Centralised wastewater filtering and management system

Advanced waste sorting system

Packaging materials consist of cardboard and renewable wood



The main material of our devices is long-lasting and recyclable aluminium

CERTIFICATES



ISO 9001:2015 – Quality Management Systems

ISO 13485:2016 – Medical Devices -- Quality management systems

ISO 14001:2015 – Environmental Management Systems

CE Certificate according to Directive 93/42/EEC on Medical Devices

Certificates on medical devices in various countries

SAFE AND HEALTHY WORKING ENVIRONMENT

12.5 years average length of employment

4.17/5 job satisfaction in personnel survey

4.19/5 work safety in personnel survey



FOCUS ON INNOVATION



Up to **10%** of annual turnover goes to R&D

Over **400** global patents

Research collaboration with universities and institutions

Product design and production under one roof in Finland



PLANMECA



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