



# Taking Responsibility Together

# A CENTURY OF INNOVATION

**ivoclar**

100  
years

Photo credits: Liechtenstein National Archives, SgAV\_01\_D60\_006\_002 / Foto-Walter-Waechter-Schaan

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“Our ultimate goal is to make sure that all our actions have a sustainable impact and that we take our social responsibility very seriously. This is a matter very close to my heart.”

#### Dear Reader

In 2023, we are grateful and proud to look back on our company's 100 years of existence and to celebrate a century of innovation during which we have made a sustained impact on the dental industry. Our holistic solutions play a significant role in helping our customers to improve the oral health and quality of life of people all over the world. As a business that operates at a global level, we are an integral part of a highly interconnected system made up of people, society at large, the environment and natural resources. These factors define our ecological, economic and social responsibilities towards all of our stakeholders.

In the 100-year history of our company, several generations of employees have helped to shape the success story that is Ivoclar. Today, more than 3 700 employees and their families benefit from the solid economic foundations of our company, which offer them a level of social stability that is out of the reach of many other people.

The present report illustrates the many different projects and initiatives that we are undertaking to fulfil our ecological and economic responsibilities as well as our commitment to social causes.

In this CSR review, I am very pleased indeed to introduce you to Ivoclar Joy. We proudly launched this company aid program in our centenary year after intensive preparations. We would now like to inform you about the initial activities of this project.

The Ivoclar Joy program started off with prevention education and the treatment of children and adolescents suffering from dental diseases at three different locations in Cambodia, Ghana and Peru. I would like to take this opportunity to thank our board member Mr Christian Brutzer as well as Dr med. dent. Philipp Schneider who identified these places and initiated the projects. I would also like to thank Dr Tatiana Repetto-Bauchhage, who is responsible for the project in Peru.

Going forward, the goal is to involve interested Ivoclar employees around the world in the years to come and establish our aid program in additional locations.

Nevertheless, our promise to give our very best in all that we do and produce for the benefit of the oral health of people worldwide extends above and beyond this charitable cause.

Our ultimate goal is to make sure that all our actions have a sustainable impact and that we take our social responsibility very seriously. This is a matter very close to my heart.

Warm regards

**Christina Zeller**

Supervisory Board Member responsible for CSR



## Dear Valued Reader

Over the past 100 years, Ivoclar has managed to set new standards in various product fields within the dental industry. Our integrated solutions provide our customers with exceptionally fast, efficient and high-quality products and workflows: They comprise intelligent systems featuring innovative materials and advanced working techniques, educational content from the inhouse Ivoclar Academy, a comprehensive customer care program and our passion for what we do. This unique combination creates sustained added value for dental experts and gives patients natural-looking esthetics and enhanced quality of life.

This report on our corporate social responsibility is intended to inform you about our ecological, economic and social accountability and our consistent efforts to improve in all these areas. Our efforts are guided by the Sustainable Development Goals (SDG) of the United Nations, which are observed throughout the company and the entire value chain – from the extraction and processing of raw materials and the production, distribution and sales of our products to education and training and the subsequent use of our products and systems – taking into account all the stakeholders.

Correspondingly, this review of the 2022 business year describes the measures we have taken, for example, with regard to occupational safety and health. The continuous education and training of our employees and our customers including topics such as work-life balance, our mobility initiative and the well-being of our team members all have a high priority within our company and are presented in this report as well as our product and patient safety measures.

Our systematic environmental management measures, which also involve suppliers and logistics, have produced real successes in terms of our resource consumption. Our greenhouse gas report presented herein establishes the foundation for the adoption of a robust climate strategy and a clear climate goal, which will underline our responsibility with regard to containing climate change and successively reducing our ecological footprint.

Best regards

**Markus Heinz**  
CEO



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"At the intersection of technology, health-care and esthetics, the evolutionary journey of Ivoclar from its tooth factory beginnings to becoming a creator of integrated workflows illustrates our pursuit of innovation and top performance – also in terms of sustainability."





37  
Country representations

130  
Countries supplied

56  
Subsidiaries and  
branch offices

70  
Academy and Partner  
Academy sites

21  
Million items  
sold worldwide

74 %  
Global share  
of renewable energy  
in terms of electricity (2021)

3703  
Employees  
worldwide (FTEs)

872  
Million CHF turnover



# Keywords that shape our company culture

● For a century our company has been distributing integrated dental solutions of the highest quality throughout the world, which contribute to the continuous improvement of global health. The milestones we have achieved along the way fill us with pride. We are particularly proud of the way in which we have achieved these successes – of how we work with our business partners, of how we perform as a team and of how we continue to grow together as the Ivoclar family.

The shared values of our employees around the world are the driving force behind our success. They are the pillars on which we base our decisions. They guide our actions and strengthen our corporate culture.

A few select keywords clearly summarize the power and effect of our values: Respect. Smile. Focus. Act. Grow – the five key values that shape our company culture.



Respect.

**Interact with other people as equals.**



Smile.

**Smiling doesn't cost anything. But it works miracles.**



Focus.

**Concentrate on the essence, so that goals can be reached.**



Act.

**Start now, don't wait.**



Grow.

**Dedication of the individual is necessary for the whole to grow.**



# Our mission

● The actions of every successful enterprise are guided by a mission statement that sets out the principles and purpose of its business activities in clear and comprehensible words. It serves as a compass that will help employees to navigate their way through the company and connect with its identity, goals and strategies.

We support dentists, dental technicians and dental hygienists both professionally and personally in fulfilling their passion and purpose: to ensure that people have the best oral health and quality of life, today and in the future. We are inspired by the knowledge that together we are better.

As a company Ivoclar is growing continuously – so that our customers can further develop themselves in their own right. Our common mission is “Making People Smile”!

# Our contribution to sustainability

● Our innovative products and services help to improve the oral health and quality of life of people all over the world. This is at the core of our business. When we consider our actions in the overall scheme of things, we realize that our world-leading dental company is a part of a highly interconnected system of people and the environment. Therefore, we have a social, ecological and economic responsibility, which extends far beyond our business activities.

Since 2019, we have annually submitted a report on our CO<sub>2</sub> emissions as recommended by the internationally recognized Greenhouse Gas Protocol (GHG). Our processes in the fields of environmental management and occupational safety and health are regularly audited by TÜV, and they have been found to fulfil the required quality standards. Therefore, we comply with the specifications of the international standards on environmental management (ISO 14001) and occupational safety and health management systems (ISO 45001).



As of the year 2025, we will be preparing a detailed sustainability report in order to satisfy the requirements of the Corporate Sustainability Reporting Directive (CSRD) of the European Union. Significant topics and indicators will be identified in the process. Furthermore, goals will be set and the necessary measures to achieve them will be developed on an ongoing basis. We will inform clearly and transparently and underscore our continuous improvement in relation to the defined goals.



<https://www.un.org/sustainabledevelopment>

**3** GOOD HEALTH AND WELL-BEING

**4** QUALITY EDUCATION

**8** DECENT WORK AND ECONOMIC GROWTH

**9** INDUSTRY, INNOVATION AND INFRASTRUCTURE

**13** CLIMATE ACTION

We are contributing to sustainable development according to the specifications of the United Nations and the Sustainable Development Goals (SDGs). In order to evaluate our impact on SDGs and define suitable measures, we are continuously analyzing our activities throughout the value chain. We are highly conscious of the fact that our actions impact all 17 SDGs. Therefore, we are focusing our efforts on SDG 3 (health and well-being), SDG 4 (quality education), SDG 8 (decent working conditions and economic growth), SDG 9 (industry, innovation and infrastructure) and SDG 13 (climate action).

# Responsibility



A person wearing a white lab coat is shown from the side, holding a white, Y-shaped medical device. The background is a blurred grey. A large, semi-transparent graphic consisting of a green and white diagonal line is overlaid on the right side of the image. The text "Responsibility towards our customers" is written in a blue, sans-serif font in the upper right quadrant.

Responsibility  
towards  
our customers

# Our research and development

● Our Research & Development (R&D) Division is one of the most advanced of its kind in the dental industry. Around 250 people from the fields of materials engineering, chemistry, software and hardware engineering, process engineering and digital engineering, develop products and integrated systems in interdisciplinary teams. In order to better understand the overall needs, personal opinions and daily challenges of our customers in relation to our products and systems, our development processes demand that we conduct regular user surveys in collaboration with the Global Customer & Market Intelligence department as well as user tests together with the product managers. Affiliated dentists and dental technicians are involved in the process of creating new solutions. In the inhouse dental practice, which has a dental laboratory, products

and the corresponding workflows are tried out and assessed on the basis of clinical cases, allowing us to develop our products in line with customer requirements. Furthermore, the international collaboration with renowned universities, institutes and other businesses greatly contributes to the success of our R&D activities.

In 2021 and 2022, the work of R&D focused on the topic of Medical Device Regulation (MDR). In 2021, our first product scope (1103 for implantable medical devices) received European MDR certification. The certification of a scope allows us to prepare a "Declaration of Conformity" for a new product for the market launch in CE countries ourselves.





## Product and patient safety

● Corporate Quality Management (CQM) is responsible for the quality management of the company. This department supports and assists in the development as well as the continuous management and further improvement of the quality management systems that are necessary for the distribution, manufacture and development of our products and services. The department carries the responsibility for all the processes and systems at all times. The work of this department concentrates on the following topics: customer focus, inhouse productivity, efficiency and legal provisions. Special authorizations for saleable products are exclusively handled by CQM.

The department of Quality Control & Analytical Services R&D specializes in product safety. Its responsibilities include supporting the life cycle of a product from the fundamental research stage to the development of the product, including the product care process, until the product is discontinued. It supplies the necessary analytical infrastructure and defines global quality assurance processes, systems and strategies. Furthermore, it develops and optimizes the global quality assurance strategy, which meets the regulatory and economic requirements. Apart from the development and validation of testing methods and equipment, this department is responsible for supervising all the quality systems throughout the company as well as for effectively managing quality-relevant master data.

The highly qualified team of experts that make up the department of Regulatory Affairs is responsible for ensuring the safety of patients at all times. Our compliance with internationally valid requirements forms the basis on which we have built our highly reliable quality assurance and risk management system. Therefore we can guarantee that the products we develop and supply are effective and safe to use by our customers and their patients. We routinely monitor the market in an effort to ensure that potential product defects are recognized and resolved at the earliest possible stage.



### Success story

In the first 50 years of the company's existence, a mere 27 inventions were registered. In the next 25 years, the number of inventions rose to more than 90. In the subsequent 20 years, more than 500 patent applications were submitted, which led to more than 3 000 international patent applications and patents. Since the introduction of our strategic Ivotion product portfolio, we have become a leading supplier in digital, removable prosthetic dentistry.



# "Your education, your way"

● Our Ivoclar Academy offers a wide spectrum of training and education opportunities that fulfil the individual learning needs of our customers. We are aware of the importance of further training and education for dental experts and we make every effort to offer courses on relevant and current topics. Our numerous laboratory and practice-oriented education programs for all levels of experience around the world are designed to provide ongoing support in building the success of our customers and ensuring the satisfaction of their patients.

Ever since the company's foundation, we have offered first-class education and training opportunities, which have significantly influenced the dental industry. Our new blended learning approach continues our long tradition of education and training: Apart from our conventional on-site courses at Academy centres around the world, we now offer contemporary remote learning possibilities through our online Academy platform. The course

content has been prepared together with an international team of more than 800 experts. New content will be added continuously. After a program has been completed, the course participants will receive a certificate issued in accordance with the Program Approval for Continuing Education (PACE) of the Academy of General Dentistry (AGD) as well as dental CE credits.

The new Academy in Schaan (Liechtenstein) has ultra-modern training facilities which cover around 1 200 square metres of floor space. Of the 66 innovative work stations, a number are equipped with phantom heads (dental simulators). The course participants can hone their skills on site, while instructors can demonstrate how to use the latest products, workflows and techniques. Moreover, we are able to show actual patients being treated in our fully functioning and dynamic dental clinic.

4

QUALITY  
EDUCATION

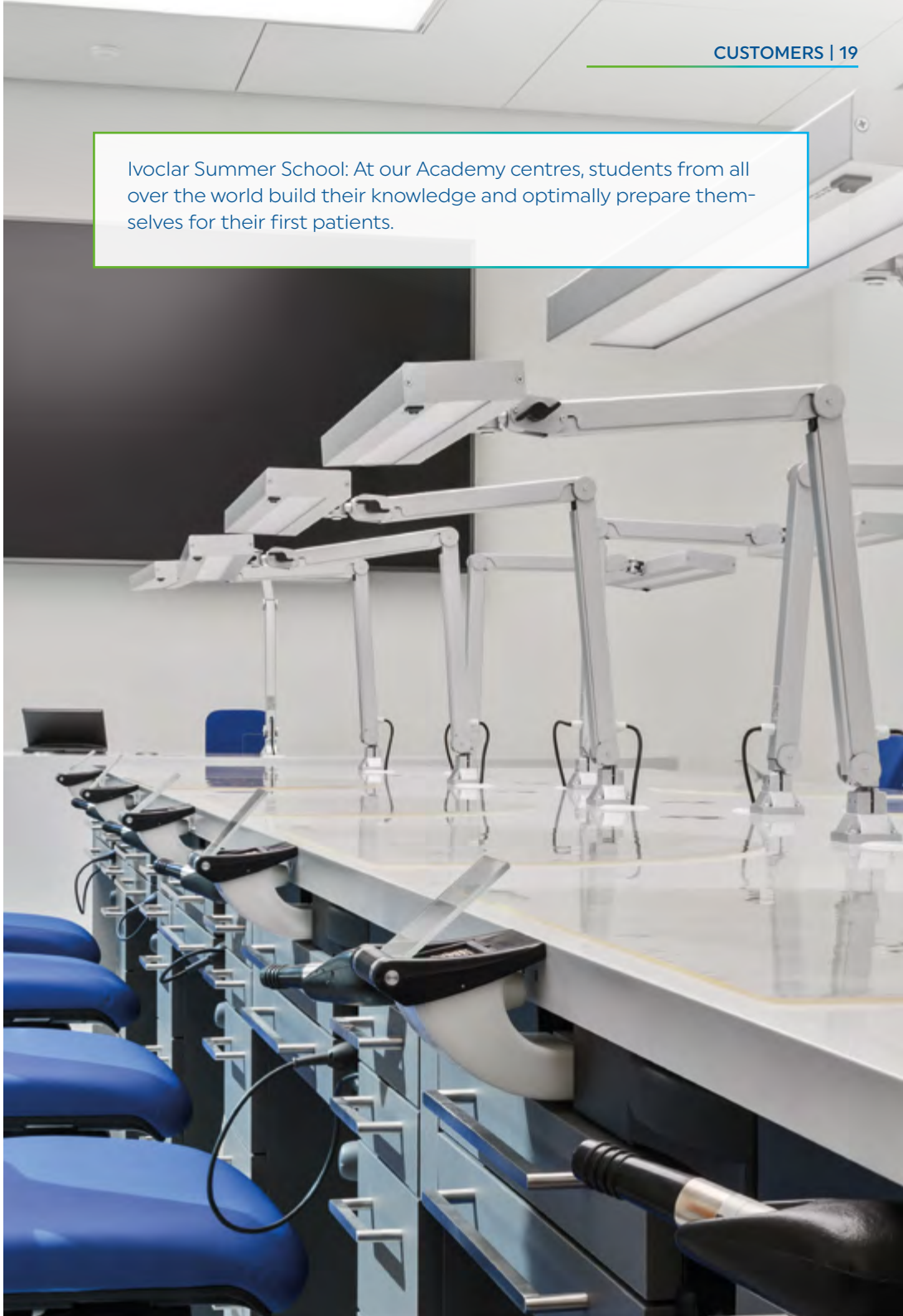
# Ivoclar Academy. Worldwide.

More than **12 000** m<sup>2</sup>  
learning space (status 2020)

More than **70 000**  
participants  
in our courses on-site and online and in on-demand webinars  
in the past years

**70**  
ultra-modern company-owned  
international  
Academy and Partner  
Academy centres

**33**  
Ivoclar-owned  
training and  
education centres



Ivoclar Summer School: At our Academy centres, students from all over the world build their knowledge and optimally prepare themselves for their first patients.

# Sustainable product development

● Apart from striving for a positive greenhouse gas balance at the company level, we are aiming to reduce the carbon emissions related to our products throughout the value-added chain. Greenhouse gas emissions are produced during the entire product life cycle. A product balance sheet (ecological footprint or Life Cycle Assessment [LCA]) is used to assess the environmental impact of material and energy flows during the life cycle of a product.

In a pilot project, the carbon emissions related to our Programat EP5010 press furnace were evaluated throughout the entire life of the machine. In the process, the carbon footprint up to our global distribution centre (GDC) in Ellwangen (Germany) was systematically analyzed according to the methods and requirements set out in ISO 14044. Various extreme scenarios were considered with regard to the product's transport from the GDC to our clients, its service life and its disposal at the end of the product life cycle. The findings of this project will enable us to improve the carbon footprint of subsequent furnaces and other products.

## Reduction of transport-related emissions

A cargo vessel emits around 100 times less carbon than an aircraft to transport an item of the same weight over the same distance.

The shipment of a press furnace from Ellwangen to Los Angeles by road and sea takes longer due to the travel distance (17 096 kilometres) and speed than the trip by air (9 972 kilometres). However, it will save more than 370 kilograms of carbon emissions.



# Economy



## 1. Raw materials extraction

In the manufacturing process, by far the greatest amount of carbon dioxide is emitted during the extraction of raw materials, long before the finished product leaves the gates of Ellwangen. This phase is responsible for producing 95 per cent of the greenhouse gases. This high amount is attributed to the emissions intensity of the materials that compose the press furnace.

In an effort to improve this situation, the equipment developers have drawn up a guideline for sustainable product development entitled "Sustainable Design Principles". This document establishes possible ways of reducing the carbon footprint, for example, by using emissions intensive materials sparingly or eliminating them altogether. The built-in thermocouple, which is made of platinum and rhodium, is responsible for almost 25 per cent of the carbon footprint during the raw materials extraction phase. The use of these materials will be significantly reduced in the development of furnaces in the future. In 2022, we sold around 6 000 ceramic and press furnaces. By reducing these raw materials in our machines we can save 41 kilograms of carbon equivalent per unit. Additional measures include the adjustment of blends by means of new production methods as well as the selection of suppliers on the basis of their energy mix in the product manufacturing process. We prefer to use suppliers whose environmental management system has been certified and who consistently optimize their environmental performance.

The shipment of raw materials to the production facility in Bürs (Austria) accounts for the second-highest share of emissions on the way to our GDC. However, the amounts are significantly lower than those related to the extraction of the raw materials.

## 2. Production

The carbon emissions related to the production of the furnace at the plant in Bürs are comparatively low. The energy consumed in the process is fully covered (100 per cent) by renewable energy sources. The emissions caused during the assembly phase account for only a small part of the overall emissions. When we develop a new machine, we always make sure that the units are easy to recycle. Furthermore, the components should be easy to separate from one another in case repairs have to be made. Our "local4local" initiative promotes the collaboration with local suppliers and contractors.

Packaging materials, and polystyrene in particular, are responsible for a comparatively high carbon emissions rate within the production phase. The development of alternative packaging is a major part of our "Packaging Redesign" strategic packaging initiative. Our packaging strategy is based on the following principles: Avoid, Reduce, Recycle. Most of the waste produced during the manufacturing process is recycled.

## 3. Sales and distribution

Several different extreme scenarios were considered in order to evaluate the overall carbon footprint of sales and distribution from the GDC. Especially, the shipment of the furnace by air to international customers is responsible for high carbon emissions. From an environmental perspective, therefore, it makes much more sense to send the units by sea. Even though the travel distance from Ellwangen to Los Angeles (USA) is almost twice as long, the carbon emissions during the trip are 50 times lower.

## 4. Operational phase

Additional scenarios were taken into consideration for the operational phase. Apart from repairability and the related service life of the product, measures to ensure optimized energy consumption, such as a reduction of the standby temperature, are important elements of the life cycle assessment. Moreover, the energy mix of the user has a significant influence on the carbon footprint.

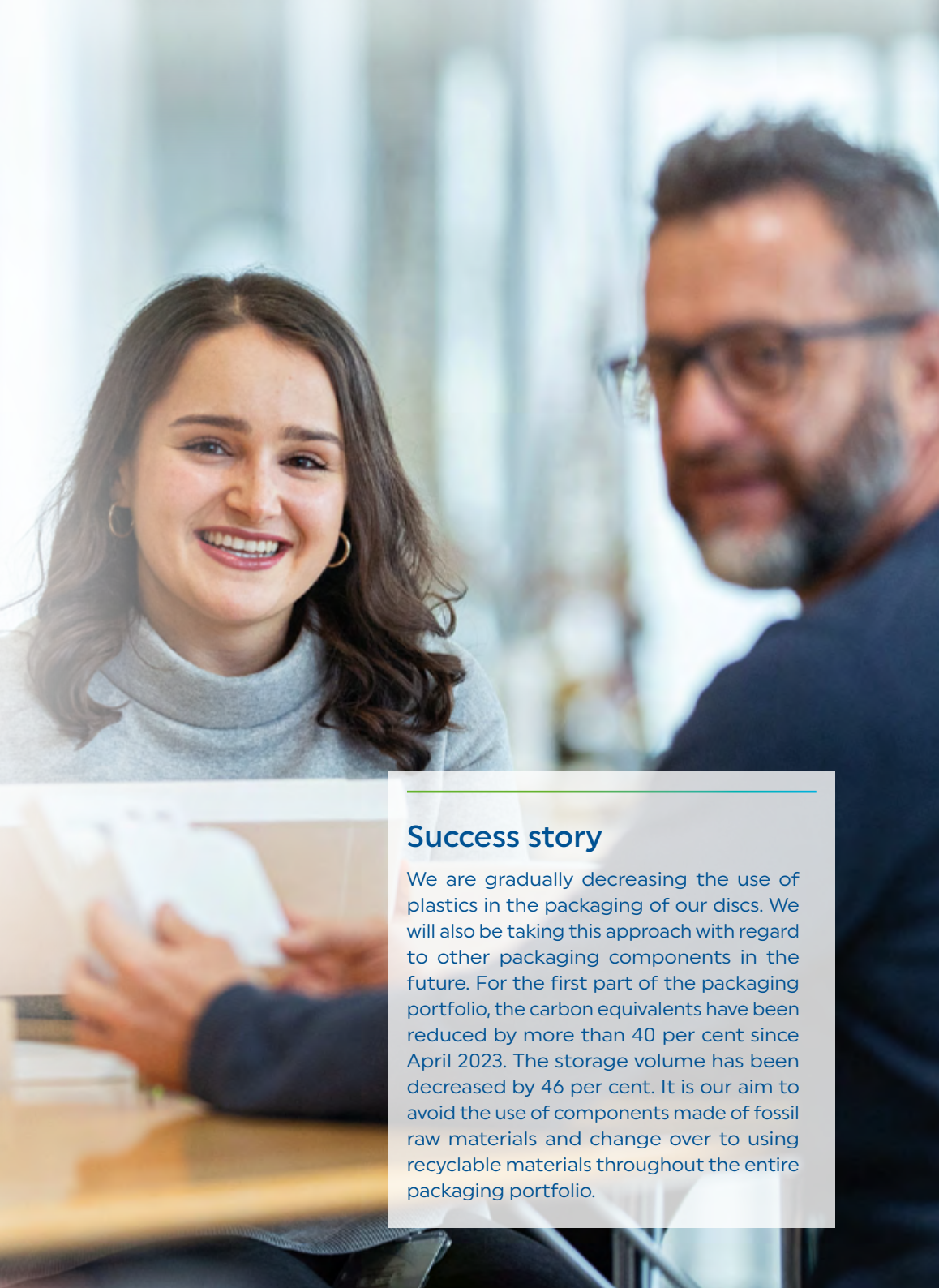
## Eco-friendly packaging

● Packaging is necessary to protect, transport and use our products. Our strategic "Packaging Redesign" initiative is concerned with developing needs-oriented and ecologically sustainable packaging. The optimization of our packaging is closely linked to the adjustments that we need to make as a result of the technical and regulatory requirements of the MDR in terms of our customers and our brand.

We are committed to the principle of recycling. Therefore, we try to avoid using secondary packaging and plastic components made of non-renewable raw materials whenever possible. The approach of "Avoid, Reduce, Recycle" is firmly entrenched in our packaging strategy. We are increasingly using cardboard, and we believe in prioritizing "single-material" solutions that can be recycled. However, if this is not possible because of the type of product or a potential risk, then the minimally required

plastic packaging will be used. When we design new packaging, the carbon footprint of the finished solution must be smaller than that of the components that are replaced.

All future packaging has to comply with the European packaging guideline 94/62/EG or the Circular Economy Package II. The main aim of the Circular Economy Package II as proposed by the EU Commission is to offer users reusable packaging options, to eliminate unnecessary packaging and to introduce clear labelling that will support proper recycling.



### Success story

We are gradually decreasing the use of plastics in the packaging of our discs. We will also be taking this approach with regard to other packaging components in the future. For the first part of the packaging portfolio, the carbon equivalents have been reduced by more than 40 per cent since April 2023. The storage volume has been decreased by 46 per cent. It is our aim to avoid the use of components made of fossil raw materials and change over to using recyclable materials throughout the entire packaging portfolio.



## “Opération recyclage”

● Using resources solicitously is entrenched in our corporate value of “Respect”, which includes respect for the environment. Therefore, responsible waste management and the recycling and reusing of materials is important to us. At our facilities all over the world, we collect, separate and recycle all our waste according to local specifications. At the same time, we are committed to influencing the waste management practices of our customers to the best possible extent. In this context, “Opération recyclage” was started at our offices in France.

This recycling project, which was launched in 2022, encourages users of our CAD/CAM blocks to recycle the attachment part of used blocks instead of throwing them away. In 2022, 275 customers participated in this initiative, and we were able to collect almost 2.5 tons of connecting elements.

The blocks are recycled through a collection system for block attachment parts. After their collection, the leftover attachment parts are recycled as follows: The items are sent to a crushing plant. There, the glass-ceramic is separated from the metal holders. The glass-ceramic is then sent to the department of civil engineering and public works to be used as building rubble. The end caps are passed on to foundries for recycling. The foundries are selected on the basis of the production needs. Our end caps are reused in the household appliance, motor vehicle and building industries and in the leisure sector.



### Success story

At the premier European exhibition on packaging at the end of 2022, we were honoured to win a German Packaging Award. The packaging of our Adhese Universal VivaPen scored high marks with regard to its efficiency. Packaging was judged on the following factors: process optimization, saving of packing and packaging materials, minimization of logistical and distribution efforts and reduction of packaging and/or disposal costs.



### Success story

“Opération recyclage” received the ADF 2022 innovation prize from the French dental association (Association dentaire française). We were recognized in the special category of sustainable development. The block recycling initiative shows a great deal of potential for encouraging responsible waste management at additional company branches and subsidiaries.







# Responsibility towards our employees

# Who we are

● Behind the successes of every business, there are the employees – people who bring their talent and their passion to the company. Over the past 100 years, Ivoclar has been shaped by the expertise of different people throughout the world. These 100 years of experience have resulted in a sophisticated, high-quality product portfolio, a world class customer service and a strong brand name that is trusted implicitly by the customers.

More than 3 700 employees give their best every day to make people all over the world smile. People from 60 different nations make up our staff. Our employees and our customers and partners all benefit from the diversity of our workforce, which represents different genders, generations and cultures. We take pride in offering all of our people equal employment opportunities. We do not condone any form of discrimination. We value diversity at work – it serves as a source of inspiration and gives us the opportunity to learn from one another.

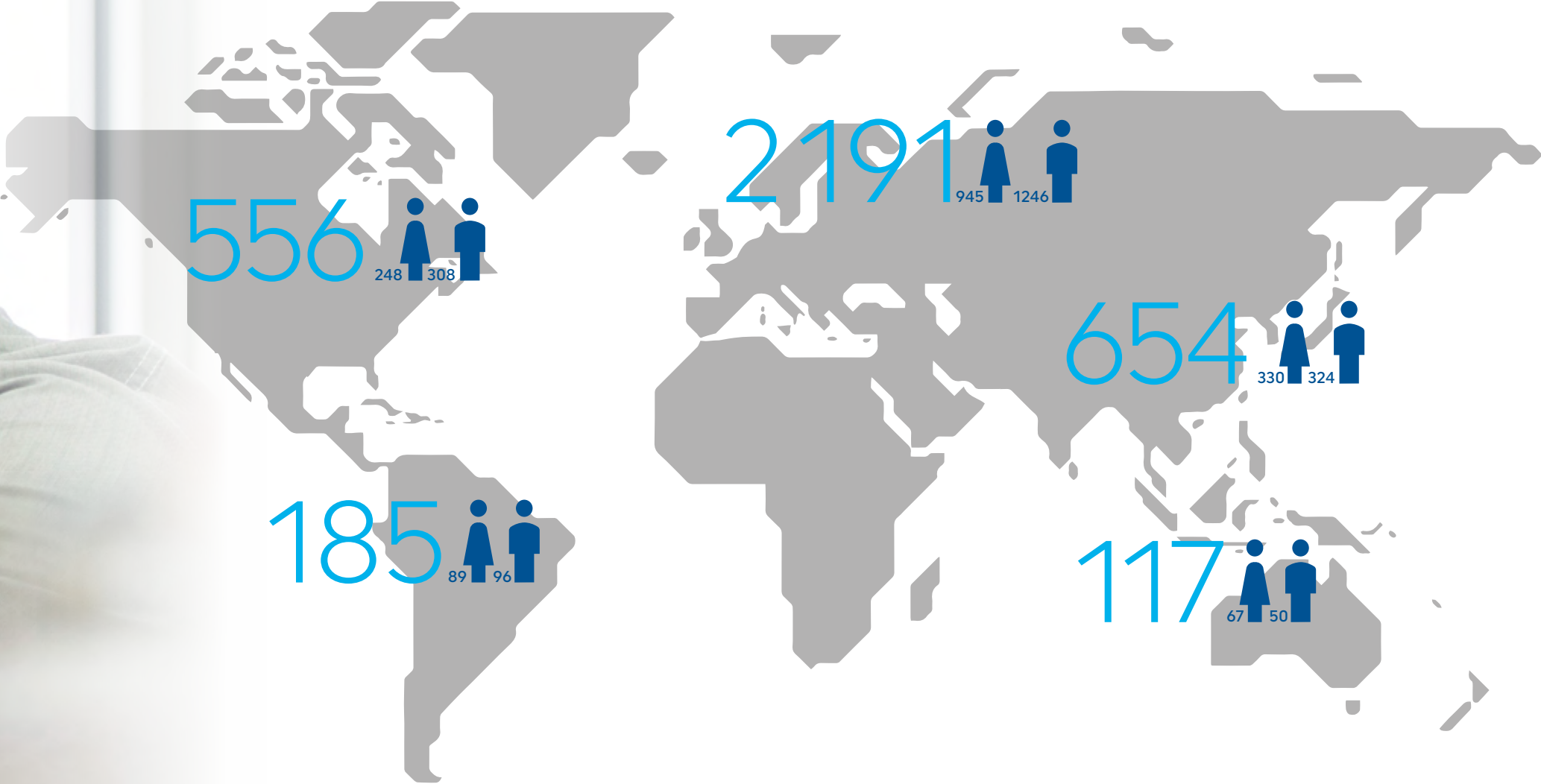
Employee representation is established at various offices throughout the world. It promotes the collaboration between employees and the Corporate Management for the benefit of both parties. Furthermore, it allows our employees to voice their concerns and bring them to the attention of the right people.

# People

# Number of FTEs globally (internal employees)

according to region and gender (at 31 Dec. 2022)

3703    
1679 2024



# Balancing personal and professional life

● Dynamic times call for agile work arrangements. That is why we offer flexible working hours and diverse working time models, such as flextime, part-time and working-from-home options within the scope of the legal requirements. Our customers and partners benefit from these models because they can be optimally managed at all times. We offer our employees support with regard to childcare at three of our company locations.

At our headquarters in Schaan, we provide loving care in the company-owned day-care centre for the children of employees who wish to return to work after the birth of their child. The day-care centre, which was built in 2017, offers ample space for three groups of twelve children each. In 2022, nine educators took care of 31 children. The highly motivated team of the child day-care association in Liechtenstein looks after young children from the age of four months and creates a supportive environment in which children can develop and thrive as individuals.

At our plant in Bürs, we also offer various measures to promote a healthy work-life balance. They include family-oriented working times and customized weekly working models. Part-time employees can choose their working days and times to suit their needs. The individual accumulation and reduction of time credits and remote work further contribute to workplace flexibility. At our facility in Bürs, we furthermore actively support fathers by offering them part-time working options and individual counselling services and by granting them paternity or parental leave. We are also participating in an initiative that identifies excellent family-friendly businesses in the province of Vorarlberg (Austria). It focuses on the family-friendly measures that companies take and implement.

Information beyond the reporting period: In May 2023, our facility in Naturns (South Tyrol, Italy) counted around 280 employees. The subsidiary was certified in recognition of its contribution to enabling a healthy

work-life balance in 2023. An inhouse team worked on this project for nine years. During this process, it defined the development measures required for different fields of action and prepared annual reports. A significant component of the project entailed the introduction of a childcare program. Since January 2023, the employees in Naturns have childcare services at their disposal, which are provided by a private-sector initiative of the Schweitzer company. The centre is close to our company offices. The province of South Tyrol contributes to the costs of the centre and Ivoclar assumes around a third of the care costs.





In our company  
day-care centre:

2805



hours of playful  
learning per year

510



sessions spent cleaning teeth  
together per year

250



rounds of singing  
"A Ram Sam Sam" per year

# The future is in young hands

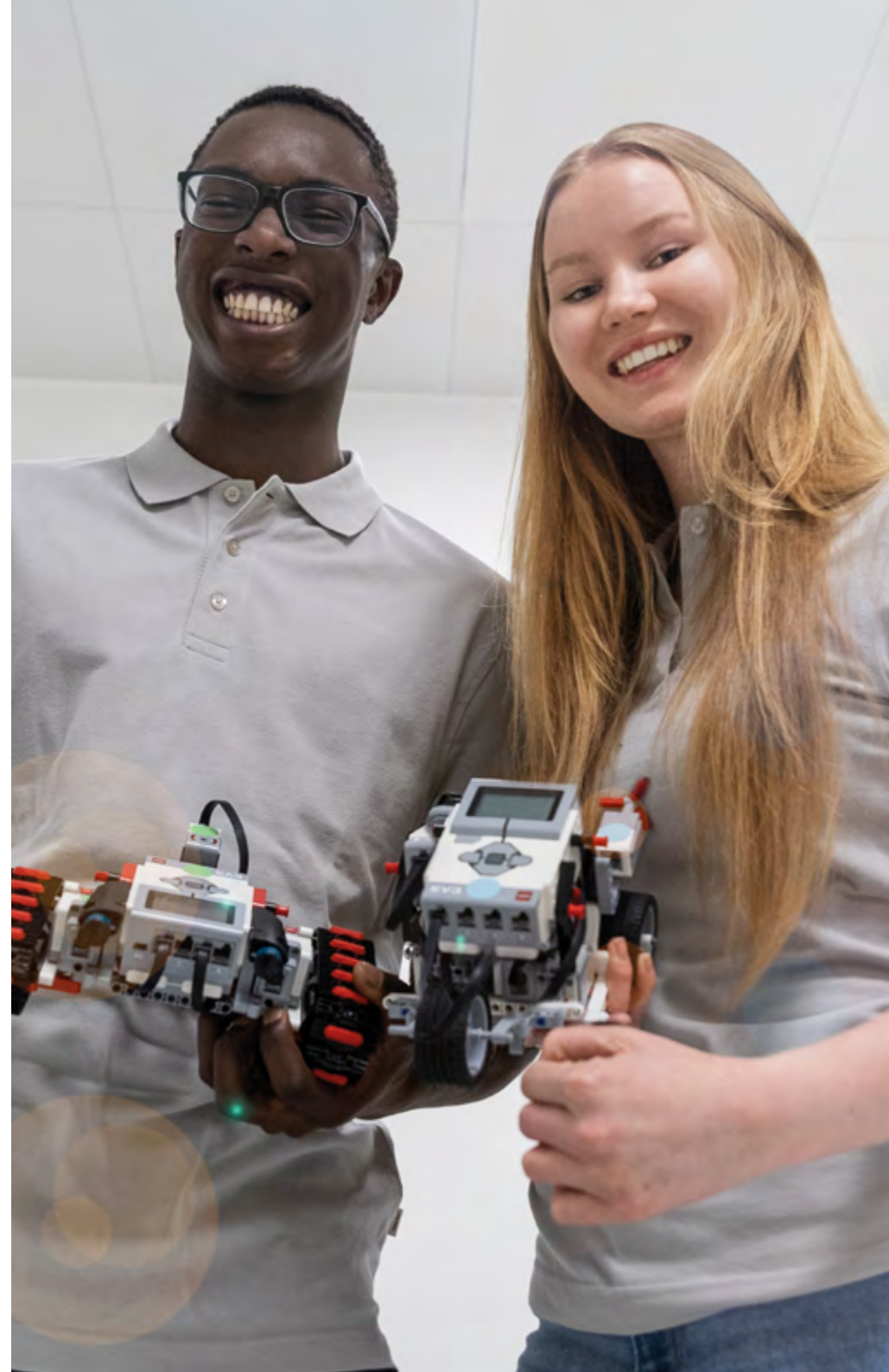
● At a time when the working world is developing and changing rapidly, it is of utmost importance for all businesses to have access to well-educated and qualified young professionals. Ivoclar is playing a pioneering role in this regard: An integral part of our corporate strategy is devoted to the training and education of young people. We are passionate about offering first-class vocational training. We constantly encourage our trainees as well as our instructors and educators to develop their strengths and potential and take advantage of the global exchange of knowledge.

Our training program is based on hands-on vocational education in close collaboration with vocational schools and on personal development measures. We have around 40 instructors and educators worldwide who teach trainees at our facilities in Schaan, Ellwangen and Naturns. As of 2024, we will also be offering training courses in Somerset (USA). Our training

program covers 13 professions. From 2019 to 2022, 61 trainees received their vocational certificate at one of our three training facilities.

We have been honoured to receive the award for the best vocational training program for the third time in a row by the prestigious "Great Place to Work" organization. The special prize awarded for "youth development" furthermore confirms the high quality of our training and education offerings. Our vocational training program is the only one in Switzerland and Liechtenstein to have received this special recognition repeatedly. Beyond the reporting period, the Hans Huber foundation recognized our commitment to dual vocational training with an award in 2023. Moreover, our training program was nominated as one of the three best in the IT industry by ICT-Berufsbildung Schweiz (Swiss vocational ICT training).

The successes we have achieved motivate us to evaluate our vocational training program on an ongoing basis and identify development potential so that we can further improve it continuously. In 2022, we launched the "Global Vocational Training" program, which is based on the following principles: We offer the highest quality of training and we train future professionals who will remain with the company in the long term. At the present time, around 15 per cent of our colleagues at the company headquarters in Liechtenstein are former trainees: This makes us smile.



## Leadership Excellence

In the period between 2019 and 2022, around 400 managers from more than 40 of our subsidiaries and branch offices throughout the world participated in our "Leadership Excellence" program. In the process, the leadership guidelines, which are based on our corporate values, were established worldwide. The implementation phase of the program, which started at a global level in 2016, has now been successfully concluded. The current measures are focused on developing existing leaders and onboarding new management staff. This will strengthen and develop our global leadership network in the long term.

## Talent Development

We are convinced of the following: All of our employees have talents that contribute to the advancement of our company. We encourage, support and value the education and development of each and every employee, and we strive to create an environment that allows individuals to reach their full potential.

In the annual DIALOG employee interview, managers discuss professional and personal development goals with their co-workers. A willingness to take initiative, assume responsibility and develop professionally and personally forms the basis for regular training and education measures, targeted development initiatives and group-wide learning programs. Defined continuing education standards ensure transparent and fair practices.

Approx. **15%**  
of our employees at the company  
headquarters in Schaan are  
**former trainees**

**96%**

of our trainees in 2021  
and 2022 have been offered  
**permanent work  
contracts.**

### Success story

Not only the superior quality of our training, but also the passion with which our vocational instructors and teachers accomplish their work distinguishes our vocational learning programs: In 2021, a long-standing employee and instructor at the company headquarters in Schaan was recognized as the best ICT vocational trainer in Liechtenstein and in Switzerland. Moreover, the results that our trainees have achieved are setting new benchmarks: We are particularly proud of their achievements at the SwissSkills and EuroSkills championships in 2021 and 2022. In a direct comparison with the best competitors in their industry, they achieved exceptional success and attained outstanding top placement.

# Health and well-being of our employees

● In an effort to ensure a healthy working environment and the well-being of our employees we have introduced various initiatives throughout the world. Online keynote presentations and user videos complement our offerings and provide expert knowledge on specific health aspects.

Our "I Feel Good" activities in particular contribute to maintaining the good health of our employees. The "Active Break" sessions in Naturns, the online yoga practice in Bürs as well as the "Moving Breaks" in Bürs and Schaan are motivating our employees to become more active. Monthly vitamin packages for strengthening the immune system are available to our employees in Manila (Philippines). Various initiatives at different company offices encourage employees to travel to work by bicycle (Mobility initiative, p. 34). In Schaan, Bürs and Amherst, employees benefit from discounted memberships at fitness centres. Apart from access to the company gym, we offer our employees in Amherst competitive medical insurance and free medical

check-ups, which include biometric screening to assess the personal health status of the employee. An external coach is available to provide individualized support and assist in the achievement of personal goals.

Our company health management activities also focus on the mental health of our employees. Our employees in Schaan and at other subsidiaries and branches are provided with free and confidential support by Movis that can help them with personal, professional and health-related issues 24/7. The international reporting channel "Tell Me" offers a platform where people within and outside the company can report any suspicions related to misconduct.

## Global employee survey

We strive to create a working environment that inspires our employees to do their job well and offers them the opportunity to develop their full potential. In the second quarter of 2022, we conducted a global employee survey, which had a response rate of 81 per cent and an impressive demographic scope. The high rate of participation underlined the fact that our employees are actively involved in shaping the company.

The support provided by one's supervisor and colleagues ranked highly in the responses. Almost 90 per cent of the participants believe that their work is making a difference and that they are making a valuable contribution to the growth of the company. About 80 per cent of the employees surveyed said that they identify strongly with our values and our corporate culture. This confirms the significance of our company values for our employees.

The results of the survey showed that the suggestions for improvement were similar at all the different company subsidiaries and branches around the world. These findings were used as a basis for conducting a comprehensive organizational analysis by a multidisciplinary team. They are the foundation on which in a next step, suitable measures will be developed and then implemented globally.







"The employee survey is a valuable tool for finding out about the opinions, needs and concerns of our international workforce. It allows us to identify areas that need improvement at a global level. We can then use the data to develop suitable measures to improve our work environment on an ongoing basis – so that we can be successful together."

Gerold Bischof, Director Global People & Culture Management

# Our mobility initiative

● In accordance with our commitment to reducing our carbon footprint we assume both a direct (Scope 1) and an indirect responsibility for carbon emissions (Scope 2 and 3). Indirect emissions are produced upstream and downstream and can only be controlled by us in indirect ways. The commuter traffic of our employees is responsible for a part of this greenhouse gas category. We are committed to involving all of our employees in a holistic commuter program. Our aim is to promote environmentally-friendly travel using public transport or bicycles and to reward these efforts. Using these modes of travel not only prevents carbon emissions, but promotes the health and well-being of our employees at the same time.

At our company headquarters in Liechtenstein as well as in France, travel to and from work by means of public transport is financially supported. In France, employees also receive a government subsidy for every kilometre they cycle between where they live and where they work. In Bürs, employees benefit from a "Climate Ticket", which is an annual pass that allows them to use the bus and rail services of the province of Vorarlberg. Sustainable business trips are promoted by taking advantage of transferable annual passes within the Vorarlberg and Liechtenstein region. At the company offices in Liechtenstein, Austria, France, Italy and Sweden, covered bicycle racks are provided, including changing rooms and showering facilities. The bicycle parking area in Naturns has been equipped with a charging station for e-bikes since 2022. Moreover, the employees in Naturns benefit from an annual "Bike Check": A professional service team checks the bicycles of employees and does small maintenance jobs for them every year in March. The costs are assumed by Ivoclar. The number of bicycles repaired is around 40 per year. The "Cycle2Work" program in Great Britain, which enables employees to acquire a bicycle on attractive terms, aims to promote the physical activity of our staff. Our employees in Bürs annually take part in



ivoclar

Charging capacity for up to

400 

electric cars

100%

sustainable power





the "Vorarlberg Radelt" bicycle competition, and enjoy the "Radler" breakfast, which is a reward for their efforts. In addition, they are eligible for discounts at local sports shops. Every year, the employees in Ellwangen also take part in a local cycling initiative called "Stadtradeln".

The mobility initiative at the company headquarters in Schaan, which is currently being developed, aims to make travel to and from work even more ecologically sustainable. The finalized program will be communicated to our employees at the end of 2023.

The parking garage at our company headquarters, which was inaugurated in June 2023, has the capacity to charge up to 400 electric cars. The photovoltaic panels on the roof and on the exterior walls directly provide the charging stations with solar energy. Even on days when there is not enough sunlight, we guarantee our employees that they will be able to charge their cars with 100 per cent sustainable hydropower from Switzerland and the European Union.

**"I cycle to work at least three times a week. In the process, I cover about 3 500 kilometres per year - regardless of whether the weather is good or bad. Cycling is good for the body and mind. On the way in the morning, I prepare myself for the day ahead. In the evening, I close down my working day."**

Thomas Rodighiero  
Global PM Professional Care, Liechtenstein

**"I try to cycle to work as often as possible. I love arriving at work, thinking that I've already done something meaningful for the day. During the ride, I arrange my thoughts. I evaluate what has passed and plan what is ahead of me. I start my day on this energetic note."**

Peggy Niederdrenk  
Market Operations Controlling, Sweden

# Occupational safety and health

● Our centralized safety and health office is responsible for the occupational safety and health of our employees at all the different subsidiaries and branch offices around the world. Its objective is to prevent work-related accidents and injuries, create a healthy work environment according to the legal provisions and ensure the well-being of our employees. In 2022, our company headquarters underwent the annual occupational safety and health audit (ASA) based on the EKAS directive 6508: The audit was a success once again: The results were in the target range and above the Swiss average.

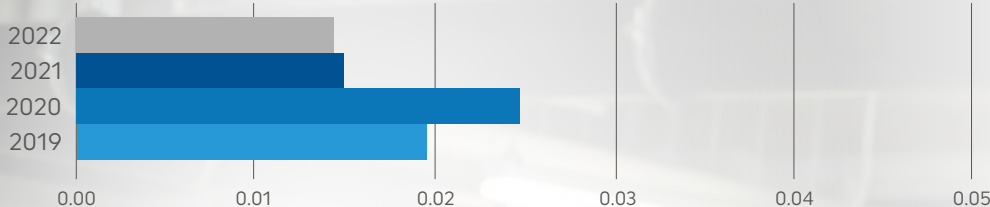
All our matrix-certified production and logistics centres in Schaan, Naturns, Manila (Philippines), Somerset (USA) and Bürs are now certified according to ISO 45001. In quarterly reports, key statistics, such as absences from work due to occupational injury and the frequency and severity of accidents, are compiled at these locations.

Since 2019, we have regularly achieved excellent results in terms of the absentee rate due to occupational injury. At the company headquarters in Schaan, the number of lost working hours per year in relation to the full-time positions is considerably below the Swiss average. With regard to the severity of accidents, we achieved a top score over previous years, which must be attributed to the implementation of specific measures. Regular and intensive training of our employees has also contributed to these excellent results.



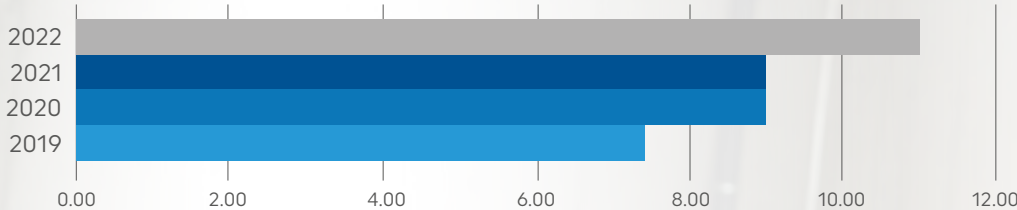


### Lost Workday Incident Rate (%) (LWIR)



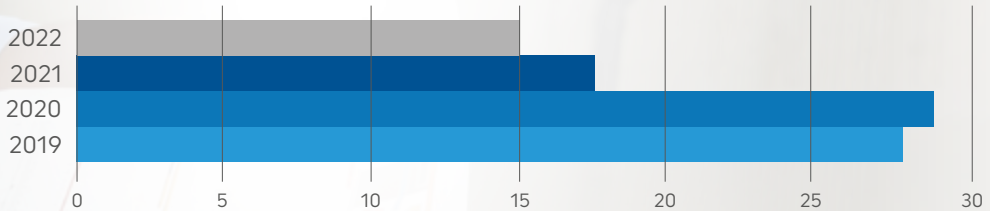
Lost Workday Incident Rate (LWIR): Number of lost working hours due to occupational injury in relation to hours worked (KPI <0.07 %)

### Accident Frequency Rate (LTIR)



Lost Time Incident Rate (LTIR): Number of recorded work-related accidents in relation to actual hours worked (KPI <10)  
The steep increase is due to a single case.  
Lost time of more than three days stands out in the statistics.

### Accident Severity Rate (SR)



Severity Rate (SR): The total number of days of absence in relation to the total of work-related accidents (KPI <50). Provides information about the degree of severity of the injuries.

HSE  
around the world:

122

first aiders

81

additional helpers

11

safety officers  
(SOs) at HQ in Schaan

An aerial photograph showing a dense, lush green forest. A river flows through the forest, curving from the top right towards the bottom right. The forest is composed of many small, uniform trees, creating a textured green canopy. The river is dark blue and reflects the surrounding greenery. The overall scene is a vibrant, natural landscape.

Most of the trees planted in the name of Ivoclar have been used to reforest the Mata Atlântica region in Brazil shown in this picture.

An aerial photograph of a river meandering through a lush, dense green forest. The river is a deep blue color, contrasting with the vibrant green of the trees. The forest appears to be a tropical or subtropical rainforest, with a thick canopy. The river flows from the top left towards the bottom left, then curves back towards the top right. The overall scene is a beautiful representation of a natural, undisturbed environment.

Responsibility towards  
our environment

# Systematic environmental management

● Our health, safety and environment (HSE) activities are focused on continuously optimizing processes, guidelines and measures in order to ensure safety in the workplace, minimize environmental impacts and comply with the relevant regulations and standards. As a result, we are able to constantly improve on and further develop and review the achievements within our company.

Our environmental management system complies with the internationally recognized ISO 14001 standard. Therefore, the company fulfils all the specifications with regard to operational environmental management. We take relevant environmental aspects into consideration in the planning, management, monitoring and improvement of all operational processes. Our environmental management system

was successfully introduced and certified by TÜV-SÜD at our production facility in Italy. Subsequently, it was implemented in Liechtenstein, followed by the US, the Philippines and Austria. In 2022, we successfully maintained our existing certifications. Furthermore, common certifications, the environmental management standard ISO 14001 and the occupational safety management standard ISO 45001, were issued for Schaan, Naturns, Bürs, Somerset and Manila.

As far as environmental protection is concerned, we are concentrating our efforts on six key environmental indicators: materials use, energy, water, land use, emissions and waste. In the next segment, global and local consumption figures and measures related to the company headquarters in Schaan will be discussed.



The photovoltaic system at our offices in Amherst (USA) covers an area of around 3 500 square metres.





# Global consumption data

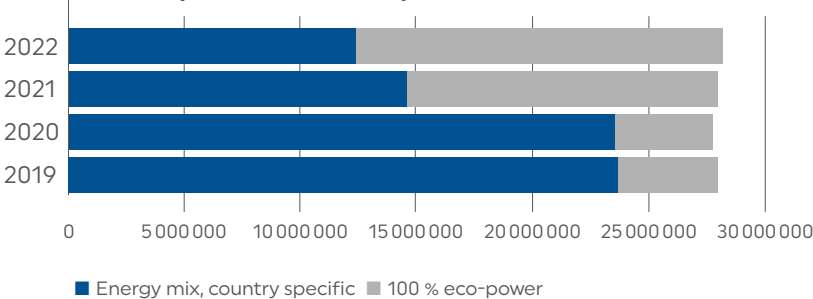
## ⚡ Energy

In the compilation of our global consumption figures, all the company offices around the world are taken into account. Over the past few years, the quality of the data collected at the different sites has gradually improved, thereby leading to certain fluctuations in the figures. The Covid pandemic additionally skewed the data.

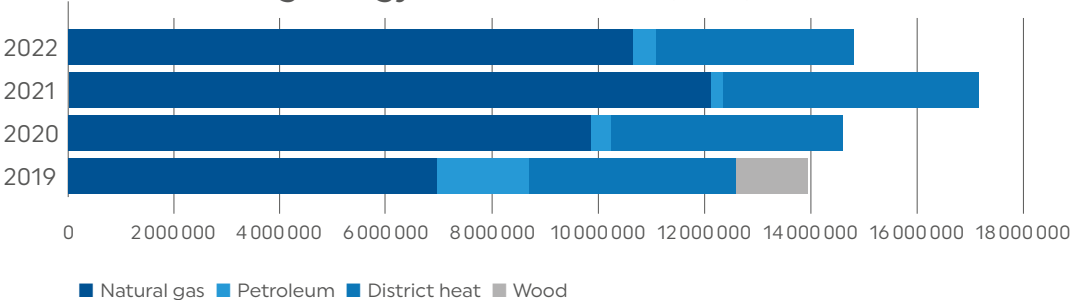
Since 2019, the total amount of power we consumed throughout the world has remained almost the same, despite growth. Our use of eco-power generated through 100 per cent renewable resources has increased significantly. In our power consumption, the share of renewable energy increased from 58 per cent in 2020 to 72 per cent in 2021. This figure comprises electricity from 100 per cent renewable energy sources, our own energy production and the share of renewable resources in the energy mix. We achieved this result by changing over to using 100 per cent renewable energy at the company headquarters in Schaan and by implementing awareness-creating measures directed at our employees. Additional measures such as the installation of photovoltaic systems at our production facilities also contributed to this achievement. We are currently examining the possibility of further expanding these systems on our buildings.

At present, we cover about a quarter of our global heating requirements with district heat. While we are seeing an increase in our global consumption of natural gas, we have been able to decrease and almost eliminate our use of petroleum.

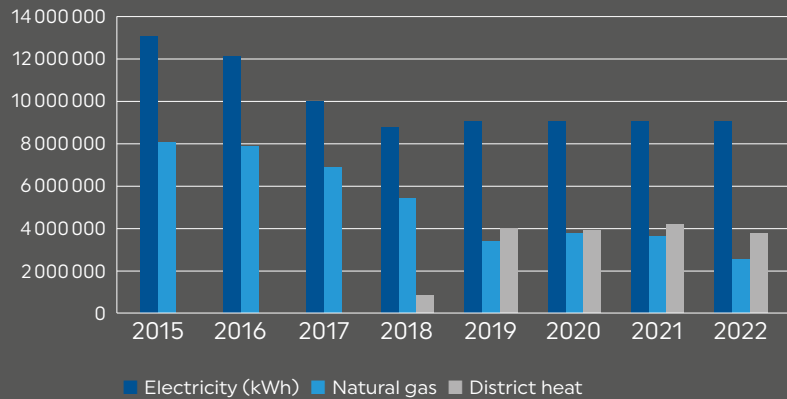
### Global power consumption (kWh)



### Global heating energy demand overall (kWh)



At the company headquarters in Schaan, we managed to reduce our electricity consumption by almost one per cent in 2022 despite our growth. This is the lowest electricity consumption since we started recording this type of information in 2009. From 2021 to 2022, our consumption decreased by 17 per cent, which was mainly attributed to our changing over to using district heat. As a result, we were able to report the lowest gas consumption at our company headquarters since 2009. The heating system in Schaan is operated without natural gas, with the exception of Production and in the event of an emergency.



## Success story

Worldwide, our company currently has 10 000 square metres of solar panels. With these panels we generate up to 1 876 megawatt hours of solar power per year and save up to 820 tons of carbon dioxide annually. Plans are being made to install further photovoltaic systems.

The power used at our facilities in Schaan, Naturns and Bürs is derived from renewable energy sources exclusively. The energy supply in these three locations is based on 100 per cent eco-power. At the company headquarters in Schaan, we obtain hydroelectric power from Switzerland and the European Union.

## Success story

In 2021, the Ivoclar forest was proclaimed in collaboration with Tree-Nation. The non-profit organization Tree-Nation helps individual citizens as well as businesses to offset their carbon footprint by planting trees all over the world. Since June 2021, we have sponsored the planting of 6 275 trees which compensated for 1 375 tons of carbon dioxide. Most of our trees have been used to reforest the Mata Atlântica region in Brazil.

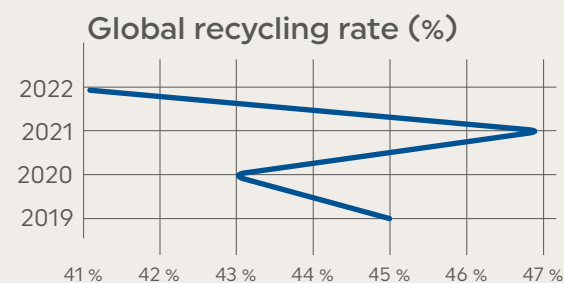
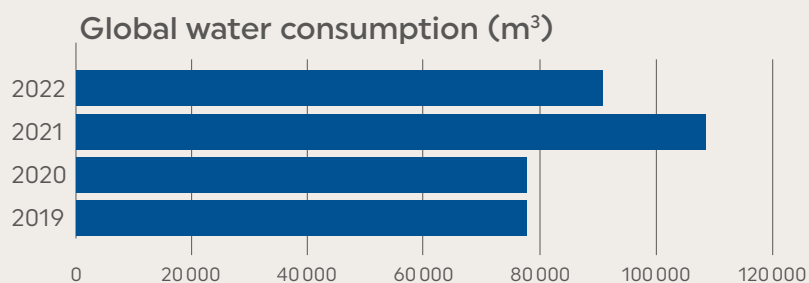


## Water

We are highly aware of the need to use our water resources responsibly. Even though our consumption of 31 cubic metres of water per FTE throughout the world in 2021 is up to standard in comparison with other production companies, we will strive to improve our results in this area. We are continuously developing new measures for reducing our global water consumption. We have already made significant progress by implementing water-saving systems at the company headquarters in Schaan.

## Waste

In 2021, we increased the amount of waste we recycle at a global level by four per cent over the previous year. Our company generated 290 kilograms of waste per FTE in 2021. Even though this figure is lower than the average of industrial enterprises, it is still higher than that of service providers. As a result, we developed an innovative waste management system for our new main building in Schaan. The system is currently being implemented throughout the premises. In the process, we closely observe the specifications of waste management companies. We will optimize the system continuously. An additional project focuses on the clean recycling of PE waste in the future.



■ Share of global recycled waste in relation to global overall waste in %

# Ecology

# Our path to carbon neutrality

● Ever since we introduced and defined our environmental goals in 2017, we have been striving towards an overall reduction of our key environmental indicators, namely, materials use, energy, water, land use, waste and emissions. Since our certification according to ISO 14001, we have been able to make some significant changes internationally.

In order to consistently and sustainably improve our carbon footprint, we identify what we call "hot spots" every year based on our global greenhouse gas performance. They are representative of the six categories, which account for a total of 98 per cent of our carbon emissions and therefore have the highest potential for reducing emissions compared with other segments.

Moving further, we held a climate workshop in 2021 where we established the foundation for developing a global climate strategy. This is based on the Paris agreement on climate change, which calls for emissions to reach net zero by 2050.

## 1. Transport

With regard to our procurement, transport and manufacturing processes, we are striving to avoid negative environmental impacts. For this purpose, we are building local supplier relations in particular. We are working hard on optimizing or eliminating certain transport routes. On overseas routes, materials and raw materials should be transported by ship rather than by plane. The consolidation of shipping orders will make a big difference in reducing carbon emissions. Furthermore, our production and purchasing strategy focuses on optimizing the way we transport goods. If possible, raw materials and products will be purchased and produced on the continent where they are needed.



45 %

## 2. Purchasing of materials

This hot spot concentrates on the consumption of the materials that are required in the manufacture of our products and the related emissions that are caused. Our procurement strategy encourages the cultivation of regional supplier relations. Furthermore, we try to motivate our suppliers to use environmentally-friendly manufacturing methods for their products.



17 %

### 3. Power consumption

We are currently examining measures for introducing 100 per cent renewable energy at our production facilities throughout the world as quickly as possible. Three of our production plants are already working with 100 per cent eco-power. We achieved the most significant success by introducing eco-power (100 per cent hydroelectricity from Switzerland and the European Union) at our headquarters in Schaan. In the process we have saved 6 000 tons of carbon dioxide. The photovoltaic systems that we have installed throughout the world as well as additional optimizations, such as the use of LED lighting, have contributed to this success.



13 %

### 4. Business travel

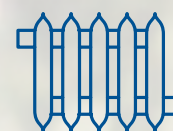
The carbon emissions generated by business trips that involve air travel in particular will need to be reduced in the future. Online collaboration has considerably reduced the need for business travel and decreased the related emissions. The number of electric and hybrid cars in our company fleet is growing steadily.



8 %

### 5. Heating

Heating is another hot spot factor that significantly influences our carbon emissions. In-depth analyses have been conducted and optimization measures have been implemented. We have interdisciplinary teams working intensively on developing solutions to existing challenges.



8 %

### 6. Commuter travel

Employee commuter data falls within the category of indirect emissions. Employee surveys have provided us with important commuter data for our different operations around the world. The results show that employees are prepared to use more sustainable means of transport. The work-from-home policy has already prevented significant emissions of carbon dioxide. At present, a mobility strategy is being developed for our headquarters in Schaan which will strongly promote the use of environmentally-friendly means of transport.



7 %





Responsibility  
towards "Smiles  
of the World"



# A smile that changes the future

● Ivoclar has been supporting various charitable projects around the world for many years. This involvement enables us to support people in less privileged parts of the globe. We are very pleased with the fact that we have established our very own Ivoclar social project: Ivoclar Joy.

The aim of Ivoclar Joy is to enable children from all over the world to be free from tooth pain, thereby establishing a solid foundation for a successful future. Oral health has a major influence on physical and mental health. Tooth pain can cause serious physical and psychological issues: It can make eating, sleeping and attending school or work difficult. Unattractive teeth can cause shame and low esteem.

In line with our mission of Making People Smile the Ivoclar Joy aid program brings dental care and information about the importance of prevention to those who cannot afford this type of treatment or do not have access to it. In-depth evaluations and extensive preparations preceded the launch of the first base stations for this ambitious aid program on three continents in 2022. In 2023, our centenary year, we have been proud to introduce Ivoclar Joy to the general public.

Under the project management of Christian Brutzer, CCO, Dr Tatiana Repetto-Bauchhage and Dr med. dent. Philipp Schneider three clinical teams of three to four local specialists were formed and equipped with a portable dental unit in Africa, Asia and South America. The main aim of the project is to raise awareness and provide dental education and care.





In addition to materials and equipment, we also provide staff, and we pay for any travel expenses. Initial experience has already been gained. We intend to expand the aid program in the years to come.

In order to fulfil our mission on site, each of the local teams has a portable dental unit at its disposal. These units allow the committed participants to treat children, adolescents and in some cases older patients in remote regions. They are manufactured by BPR Swiss and have been effectively used by the Swiss army and international aid organizations. On Ivoclar Joy assignments, Ivoclar supplies the instruments and consumables for the units.

#### A portable dental unit features:

- High-performance suction
- Three-way syringe (air/water)
- Electric motor with LED light
- Ultrasound element (tooth scaler) with LED light
- Integrated, oil-free compressor (for compressed air)
- Denta-Trolley for moving the unit around
- Various Ivoclar materials



## ACTIVITIES ON SITE

### Phase 1:

#### Prevention and oral hygiene

- Presentation of toothbrushes and toothpaste
- Teaching of tooth brushing techniques
- Raising awareness of the importance of daily teeth cleaning
- Treatment with fluoride varnish

### Phase 2:

#### Small restorations

- Use of the portable dental unit
- Fissure sealing with Ivoclar materials (Helioseal)
- Implementation of ART (Atraumatic Restorative Therapy): removal of carious tooth structure
- Restoration with Ivoclar materials (Cention N, alkasite fillings)

### Phase 3:

#### Basic fillings and surgical interventions

- Use of the portable dental unit
- Extractions and wound care
- Direct filling treatment using Ivoclar materials (Tetric N-Bond Universal, Tetric N-Ceram/ N-Ceram Bulk Fill)

## Africa – Ghana

● The final destination of one of the portable dental unit is in Africa. In Ghana, Dr med. dent. Philipp Schneider and Stephan Fiorillo, a qualified dental technician, who as Director Africa, is responsible for this market, trained local specialists, raised dental awareness and carried out treatments. After training the outreach team members, Dr med. dent. Philipp Schneider supervised their work and provided professional and organizational assistance. Furthermore, he conducted training courses for two dentists as well as dental assistants at the clinic. These courses concentrated on the topics of prevention, direct restorative techniques and crown and bridge work. A fully equipped laboratory which was donated by Hans-Peter Spielmann, a dental technician from Zurich, four years ago fulfils the highest Swiss standards. Thanks to the technical training provided by Dr med. dent. Philipp Schneider, local people are now capable of producing modern tooth replacements in this lab. In future, African dental technicians will be trained there.

Our collaboration with the Richard Novati Catholic Hospital (RNCH) in Sogakofe, a small town in south-eastern Ghana, took centre stage during our assignment in Africa. This medical institution served as the base for our outreach team. From January to August 2023 we treated children between the ages of three and eleven at the hospital. The work on location was difficult because of a lack of water, unpredictable weather conditions and the different dialects spoken by the patients. Around 90 per cent of the

equipment at the hospital was either defective or could not be used. The main problem, however, was that the local medical staff knew hardly anything about clinical processes and how the clinic and laboratory should be working together. Ivoclar Joy provided training for the clinic and laboratory staff, which was presented by Dr med. dent. Philipp Schneider as well as several other dental professionals, with the aim of establishing a more professional and efficient workflow between the clinic and the laboratory. We furthermore wanted to reduce product wastage resulting from poor techniques or inexperience. At the same time, we tried to optimize patient processes and patient management. In order to accomplish this and improve the collaboration of the existing clinic and the laboratory within the hospital, we prioritized not only the treatment of patients but also the training of talents in the dental laboratory department.

We were able to use our prevention program comprised of training and awareness-raising activities to educate learners at the New Jerusalem Basic School in Dodowa. The school is about three hours away from RNCH. Our awareness-building activities focused on the following topics: a healthy diet, the avoidance of foods containing refined sugar, effective tooth brushing techniques, as well as the importance of regular dental check-ups. The children were highly motivated and appreciated the varied program.

### From January to June 2023:

- 157 extractions
- 82 restorations
- 35 endodontic treatments
- 12 dentures
- 6 single crowns
- 4 three-unit bridges



## Asia – Cambodia

● We also established Ivoclar Joy on the Asian continent. The University of Puthisastra (UP) in Phnom Penh, the capital of Cambodia, which was founded in 2007, served as the base for our outreach team and the portable dental unit.

On our visits to schools and institutes, we established seven local workstations. At six of the seven stations at UP in Phnom Penh, two dental students conducted screenings, applied fluoride varnish and provided their patients with oral hygiene instructions. Our portable dental unit was allocated to one of the seven workstations. By involving dental students, a significantly higher number of patients could be treated. At the same time, the students benefited from hands-on training. All of our treatments were carried out according to the three phases. We financed the entire team and supplied all the materials for this assignment.

Apart from our activities at the University of Puthisastra (UP), we conducted further awareness-building campaigns at schools between December 2022 and August 2023. Teachers also participated in these prevention programs. Our programs managed to gain the recognition of the Collaborating Centre for Innovation in Population Oral Health (CIPO). CIPO represents all the preventive dental projects and initiatives in Cambodia. It is linked to the Ministry of Health. The "You-Smile I-Smile" group, which is affiliated to CIPO and run by Cambodian pupils, concentrates its activities on children with special needs. Our outreach team provided support for these children by sending the portable unit and dental students to treat patients in the respective institutions. Dr med. dent. Philipp Schneider supervised these teams and instructed and trained them. Exchanges with the teams take place on a regular basis.

In May 2023, we continued our work in Trakiet, which is about one-and-a-half hours away. There, we visited the local community centre managed by the Khmer Association for Development (KAD). Dr. med. dent. Philipp Schneider has worked together closely with the centre for many years as a part of his collaboration with UP. Dr med. dent. Philipp Schneider also used the portable dental unit at the centre. As a result of his excellent training, the KAD team has been able to provide the community with first-class dental treatment.



### From December 2022 to June 2023:

- 1 118 treatments
- 1 195 sealed fissures
- 1 171 seals
- 724 applications of silver diamine fluoride:  
treatment of deciduous teeth with a solution that arrests caries lesions
- 199 fillings
- 14 specialists trained

## Ivoclar JOY

## South America – Peru

● Cusco is a city in the Peruvian Andes mountain range. It is the capital of the region and province with the same name. The city, which is located at an altitude of around 3 400 metres above sea level, is the home of over half a million people. Many of these people have only limited access to medical care. The poor oral and dental hygiene in rural areas is clearly evident here. The main reason for this situation is the lack of a healthy diet, easily accessible junk food and the unawareness of the consequences of eating unhealthily. Ivoclar Joy would like to make a difference at a local level by helping children in this region in particular and thereby offering them future prospects.

In December 2022, Dr Tatiana Repetto-Bauchhage, Head of Universities and DSO Global Education, travelled to the hamlet of Marampaqui, which is situated on the outskirts of the city. Rocky roads meander along trout and guinea pig farms to the "Centro Médico", a health centre that also houses a small dental practice. Local patients have to walk for up to three hours to reach the clinic in order to access medical treatment.

Through the Ivoclar Joy project, our outreach team, Dr Tatiana Repetto-Bauchhage, the dentist team composed of Dr Saulo Gamarra and Dr Nadia Tecse and their helpers Sayda Wusipe and Indira Zela, treated pupils from Ocongate (2.5 hours away from Cusco) and learners from a school on the outskirts of Cusco from December 2022 to the beginning of June 2023. With

the permission of the head teachers and the parents, they accompanied the pupils from their school to the "Con Corazón" dental clinic, where they were treated. More than 185 participants were informed about this first phase and more than 161 learners were treated by the outreach team. The program was rounded off by regular campaigns on disease prevention and the promotion of oral health at the two schools.

In April 2023, we participated in an aid campaign that was jointly organized with representatives from the Ministry of Health, from the "Corazón de Jesús" dental clinic and the National University of San Antonio Abad in Cusco. In the period from April to June, we informed primary school students about Ivoclar Joy and treated around 420 learners. Our local outreach team continues to hand over supplies of materials on a regular basis. The team members demonstrate how to use Ivoclar products and they provide dental treatment.

#### From March to June 2023

- 710 presentations on prevention and oral health promotion
- 590 examinations
- 144 teeth cleaning appointments
- 139 fluoridation appointments
- 81 sealing appointments
- 1 extraction





"We would like to thank everyone who is making the Ivoclar Joy aid program a reality. Our common goal is to give as many young people as possible access to sound dental care."

Christina Zeller, Supervisory Board Member responsible for CSR

# More social commitments

● The Ivoclar Vivadent Charity Foundation and Ivoclar Vivadent AG have been supporting various social projects over the years. Our social responsibilities extend to different regions and cultures around the globe. We are grateful for having the possibility of making a positive difference in the life of many people around the world. The reports of success that we receive from our partners make us very happy and encourage us to strengthen our commitment to the various projects we support. We have chosen three of them to showcase here.

## The Ivoclar Vivadent Charity Foundation

Ivoclar Vivadent Charity Foundation is an expression of the social commitment of the Ivoclar Group. The foundation has the sole and irrevocable purpose of providing support once-off or on an ongoing basis to organizations and institutions that pursue social, cultural or charitable goals in the municipality of Schaan where the company headquarters are located, in the Principality of Liechtenstein or, in very special cases, in other places abroad. It was founded in 2006 as an independent foundation of the Ivoclar Group. Year after year, the Ivoclar Group allocates a generous financial contribution to the foundation. The foundation board discusses deserving projects, institutions and associations and determines the amount of support that will be provided.

## Children's Home

The Children's Home is 70 kilometres from Chennai in India and offers a loving place to stay for children who, for various reasons, cannot live with their families. The home houses orphans and children whose families cannot afford to look after them. Kirsten Stenzel, a secondary school teacher, and Elisabeth Frommelt, a special needs educator, regularly travel to this institution with the objective of developing the local infrastructure and providing the children with a safe environment and a sound education. This gives the children good prospects for the future and teaches them to make their own decisions and be independent when they enter adult life. We have been supporting this project annually since 2013.

### 2022

- Purchase of school uniforms, backpacks, stationery supplies, shoes, mattresses, pillows, fans, lamps, kitchen utensils and bicycles
- Payment of school and study fees for children and adolescents; purchase of smartphones for individual students for remote learning purposes
- Monthly financial support for maintenance work on the Children's Home
- Renovations and extension work: roofing of the communal area, plastering of floors, installation of solar panels for electricity generation, maintenance of sanitary installations, repair of the fence to protect the rice field from animals





## Lankahelp

Away from the tourist centres, the popular holiday paradise Sri Lanka has very poor infrastructure: The Tamils, who are of Indian descent, live in the mountain regions where nutritious food is difficult to obtain. They do not have access to medical care and their education system is inadequate. The health challenges of the Covid pandemic and the subsequent economic crisis additionally worsened their situation.

As a partner of the private initiative Lankahelp, which was initiated more than 30 years ago, we are helping local people to improve the education system in Sri Lanka. The Lankahelp association was founded by Luisa and Heinz Mühlegg from Liechtenstein in 1990. It was transformed into a foundation in 2009. The activities of Lankahelp in Sri Lanka have contributed to the building of new schools, children's homes and preschools and the running of other projects. Since 2011 we have been supporting Lankahelp annually. Our financial contributions have helped to fund the following:

### 2022

- Salaries of 70 educators as well as helpers at various schools
- Bursaries for 150 scholars and students
- Private tutoring at 22 schools for 800 children; lunches and free attendance at 13 preschools for approx. 300 Kinder
- Completion and inauguration of a school building in Bathgoda/Haldummulla
- Drilling of a borehole for drinking water

## YANA

YANA (You Are Not Alone) is a project in Romania which we have been supporting annually since 2008. Antonia Frick founded the YANA self-help group in 1996. This organization concentrates its activities on socially disadvantaged groups and promotes their self-reliance and helps them to improve their quality of life.

The child day-care centres in the district of Bacău offer programs that meet the care and education requirements of children in an effort to stop them from breaking off their schooling and prevent them from becoming separated from their families. YANA supports these programs and offers regulated day-care, schooling, psychological help, physiotherapy, rest and relaxation as well as school and career guidance. When the children leave the day-care centres, they can continue their education at secondary schools and vocational colleges due to bursaries provided by the organization. The self-help group has already achieved significant changes in Romania.

### 2022

- Daily care of 150 children in need at three child day-care centres and one physiotherapy practice in rural municipalities
- Guidance and education for parents as well as further education of employees and volunteers
- More than 200 young people from Liechtenstein have helped out at YANA on location since its inception



# Making People Smile

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