

# Social Responsibility and Sustainability Report

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2024



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# Introduction

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## Message from President and CEO, Dirk Jeffs

Healthy smiles create a brighter future for our global community. As Ultradent pursues its mission of improving oral health globally, it's paramount that we do so while forging sustainable paths and compassionate connections.

In every interaction—be it with our dental professionals or within our organizational operations—we consistently aim to leave a mark of positivity and commitment to continuous improvement.

It fills me with immense pride to introduce our 2024 Social Responsibility and Sustainability Report, which encapsulates efforts to continue upholding our mission, vision, and unwavering values. As you delve into our report, you'll gain insights into our relentless pursuit to be a model corporate citizen through workplace culture, philanthropic outreach, community stewardship, and environmentally ethical practices.

We prioritize eco-friendly operational strategies, celebrate the diversity of our workforce, and remain unwavering in our commitment to ceaseless improvement. By empowering our employees with the resources they require and actively engaging with our communities, we ensure our actions resonate with our overarching goals. Recognizing the contributions of team members, maintaining transparent communication, and valuing performance have always been at the heart of our growth.

The spirit of Ultradent lies in our collective tenacity and passion. We hope our commitment to a culture of engagement, openness, and growth will help build a more unified future.

Thank you for your continued trust and support. Here's to crafting a more sustainable, caring, and resilient tomorrow.

Warm regards,



Dirk Jeffs, President & CEO of Ultradent Products





# Introduction

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## About Ultradent Products, Inc.

From a kitchen table to a full campus in 45 years, Ultradent has seen incredible growth fueled by dedication to science, education, and innovation. What started as a company of only family members working together has grown to nearly 2,000 employees worldwide, with offices/subsidiaries in eleven countries and products sold in more than 130 countries. The original founding product, Astringent™ hemostatic, is still offered and is accompanied by more than 400 additional products, brought to the market through decades of dedicated research and development.

Ultradent's continuous growth can largely be attributed to an unwavering commitment to core values: Integrity, Care, Quality, Innovation, and Hard Work. These values influence every decision from product creation to employee engagement, reinforcing a culture of inclusion, belonging, respect, and collaboration.



# Introduction

## Our Global Reach

Ultradent has locations and subsidiaries all over the world and **sells products in over 130 countries!** Browse our map below.



Being vertically integrated, Ultradent embraces various disciplines including chemistry, engineering, automation, robotics, and marketing. This in-house approach speaks to our extensive capabilities and assures team members a welcoming place, irrespective of their specialization.

Ultradent is committed to our humanitarian ethos. Dedicated to making a global impact, Ultradent supports programs offering treatments to underprivileged children, contributes resources to disaster-affected areas, and actively encourages licensed dental professionals engaged in humanitarian causes to seek our assistance.

Ultradent's welcoming corporate atmosphere is continually recognized by major publications and with several prestigious awards. Such accolades include being ranked as the 4th "Best Large Workplace in Manufacturing and Production" in 2023 by Fortune Magazine, while also receiving the Utah Manufacturers' Association's "Manufacturer of the Year" and "Best Company Culture" awards in 2022.

# Introduction

## Our Core Values



### INTEGRITY

Honesty, Courageousness, and Responsibility



### CARE

Emphasis on Health, Diversity, Compassion, and Relationships



### QUALITY

Work with Happiness, Care, and Respect



### INNOVATION

Creativity, Flexibility, and Abhorrence of Cynicism



### HARD WORK

Persistence, Passion, Brain and Muscle Sweat

## Integrity in All We Do

We believe that Honesty + Courage = Integrity. One should be honest in all things, but perhaps most importantly, one also needs the courage to stand up and do what is right. At Ultradent, we strive for integrity in all that we do: our products, business dealings, and advertisements. In fact, we won the Golden Hands of Xcellence for Ethics and Truth in Advertising award two years in row.



## Truly Caring for Others

As health care professionals, we believe that care is one of the most important values to have. It is our care for our customers, their patients, and our employees that keep us doing what we do every day. Everything we do comes back to our vision, which is all about care for our fellow humans: Improve Oral Health Globally. It's the idea the company is built on.



## Quality Products Designed for You

In 1976, our founder Dr. Dan Fischer realized there were no hemostatics on the market that provided rapid, profound hemostasis. So, he made one. Our first product, Astringedent™ hemostatic, was created to fill a specific need that would help both clinicians and patients. Now, over 45 years later, we still work every day to provide clinicians with quality products to help improve their patients' oral health.

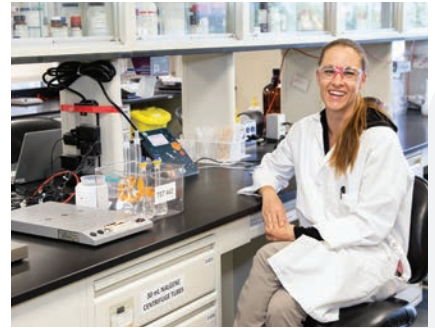




# Introduction

## Celebrating the Value of Hard Work

We have believed in working persistently toward our goals since Ultradent first began. Back then, our first employees worked alongside Dr. Fischer to help create the products Ultradent would be known for. The work was time- and labor-intensive, but the quality of the product was worth it. The same is true today. From R&D to manufacturing and marketing, we do virtually everything at Ultradent in-house, because we know that the hard work we put in every day is worth it.



## Changing the World, One Innovation at a Time

The VALO™ curing light family began in 2009 when Ultradent R&D engineers knew they could create a light with the power clinicians wanted, the durability they needed, and the accessibility no other light had at the time. Over the years, we have continued to improve on the VALO light and today, the VALO™ X light is the most innovative light on the market.



# Culture

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## Workplace Well-Being

After decades of dedication to building culture and fostering a positive work environment, Ultradent applied to become Great Place to Work (GPTW) certified in 2021. This process involves a comprehensive survey of Ultradent team members to gauge their levels of workplace satisfaction.

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In its first attempt, Ultradent became GPTW certified. With this survey data, leadership was able to explore ways to better support team members and make improvements where needed. In the years since, Ultradent's satisfaction score continues to rise, most recently with 89% of team members agreeing this is a "Great place to work" in 2023.

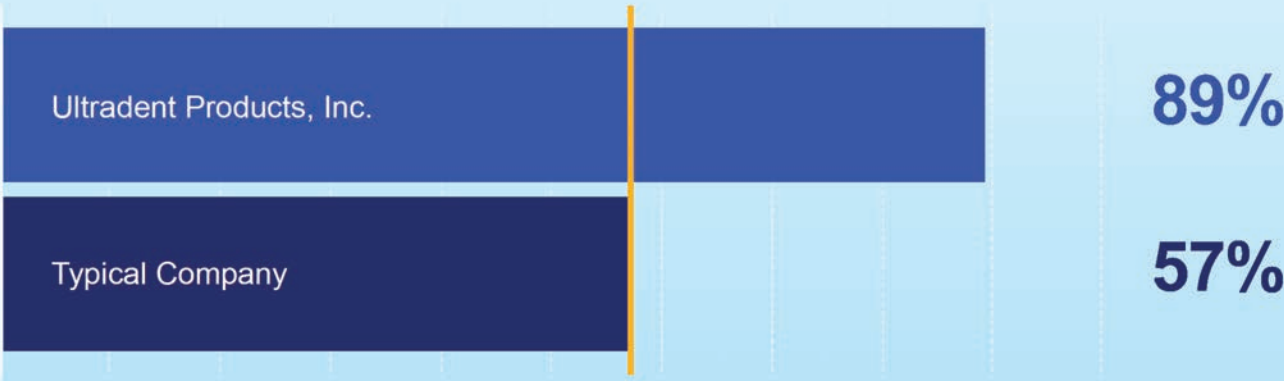


## We're Great Place to Work-Certified™!



Ultradent Products, Inc.

89% of employees at Ultradent Products, Inc. say it is a great place to work compared to 57% of employees at a typical U.S.-based company\*



Source: Great Place to Work® 2021 U.S.National Employee Engagement Study\*

Following its initial qualification as a Great Place to Work, Ultradent received additional honors for its exemplary culture. In 2021, Fortune Magazine tapped Ultradent as a top-ten Best Large Workplace in Manufacturing and Production. With continued investment in team members and a focus on workplace wellness, Ultradent rose to the 5th position on Fortune’s 2022 list of Best Large Workplaces in Manufacturing and Production, and the 4th position in 2023.

Also in 2023, Ultradent was notably included on People Magazine’s Companies That Care list.

# Culture

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These prestigious recognitions are the result of strategic efforts to be a people-first company, prioritizing the quality of employee life, and demonstrating care for team members in decision making. Ultradent has raised minimum wage for employees three times over the previous two years and increased the company's first four pay levels.

Ultradent believes continuing education ensures sustainable progress. To help team members in their pursuit of personal betterment, Ultradent offers tuition reimbursement for those looking to broaden their skills through outside academic institutions.

As a global company, Ultradent embodies a global culture where differences are sought after, welcomed, and embraced. We look to enhance our teams by seeking out the excluded, fearlessly sharing feedback—and humbly receiving that feedback—amplifying all voices, and embracing our differences. This is encapsulated in Ultradent's "U & I: Together We Win" philosophy.



# Community



Dr. Blake Cameron and staff while on a humanitarian mission to Peru, accompanied by community members they were serving.

## Global Humanitarian Mission Support

Ultradent continues to make a profound commitment to supporting humanitarian efforts around the world. By partnering with both clinicians and organizations, we are able to amplify our efforts to impact communities in need.

Ultradent's responsibilities transcend boardrooms and manufacturing facilities to include ensuring our high-quality dental products and materials end up in the hands of clinicians who are bettering the lives of those around them. Our commitment to philanthropy is exercised in a two-pronged approach: the donation of essential supplies and materials to dental humanitarian missions and financial support to designated causes, such as disaster relief efforts, food banks, and other charitable organizations.

These initiatives underscore Ultradent's commitment to not only enhance worldwide oral health but to also uplift those in need, both within our local vicinity and across the globe.

Through the donation of product, Ultradent supports clinicians as they pursue ways to help underserved communities. These efforts span all corners of the globe, with Ultradent donating products to be used on every continent—this includes Antarctica, with the continued support of clinicians at the McMurdo Station.



# Community

Ultradent has been supporting these missions for decades and has donated more than \$2,800,000 USD worth of products and equipment since 2017. Since the beginning of this decade (amid the COVID-19 pandemic), Ultradent has filled 826 total requests for support of humanitarian projects (275 in 2023, 237 in 2022, 148 in 2021, and 166 in 2020). Fulfilling these requests has supported missions in Belize, Bolivia, Cambodia, Cuba, Dominican Republic, Ecuador, El Salvador, Guatemala, Haiti, Honduras, India, Indonesia, Israel, Jamaica, Kenya, Mexico, Myanmar, Nepal, Nicaragua, Panama, Peru, Peruvian Jungle, Republic of Kiribati, Romania, Rwanda, Samoa, St. Lucia, Tonga, Uganda, Ukraine, and Vietnam.

These missions encompass a wide variety of humanitarian aid, from helping under privileged communities access toothpaste and other at-home oral health products, to providing emergency care for remote villages across the globe, to supporting dentists who provide in-home care to patients with mobility challenges.

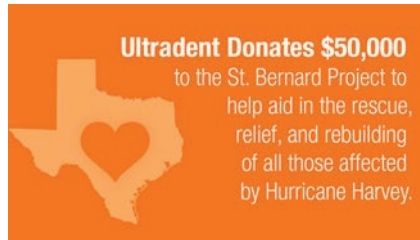


Jennifer Geiselhofer providing in-home care for an elderly patient through her service "Deserving Dental."



Dr. James Parfitt serving the people of Juarez, Mexico, on an Ultradent-supported humanitarian mission.

# Community



AMERICAN FOUNDATION FOR SUICIDE PREVENTION'S

## OUT OF THE DARKNESS WALK



### Corporate Giving

Along with humanitarian missions, Ultradent also supports a wide variety of charitable causes and organizations. In the last decade, Ultradent has provided nearly \$2,000,000 USD cash donations to charitable causes, with \$235,000 of that coming directly from employee donations, which the company proudly matches. Seeing the impact these donations can have to help improve the circumstances of those needing them, Ultradent has ramped-up charitable efforts of cash donations in recent years, with nearly half of the \$2,000,000 USD total being donated since 2019, despite the global pandemic impacting many projects. Some of these donations are made in continued support of organizations, such as Smiles for Diversity to which Ultradent has contributed \$746,000 USD over the previous decade. In partnership with the Crown Council, Ultradent created Smiles for Life in 2014 and has donated nearly \$1,500,000 USD worth of teeth whitening kits to this cause over the previous five years.

Many of these contributions go toward relief efforts for people impacted by natural disasters and conflicts. Ultradent has contributed more than \$50,000 USD to help those in war-torn Ukraine since the Russian invasion began and gave more than \$80,000 USD to help refugees from the conflict zone who are seeking safety (donated to USA for UNHCR). Ultradent proudly contributed \$300,000 USD to Puerto Rico hurricane relief in 2017, \$50,000 USD following the 2021 tornado that ripped through areas of Kentucky, and \$50,000 USD following the tragic 2023 fires in Maui, Hawaii.

# Community

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## T H E Diversity F O U N D A T I O N

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### Diversity Foundation

Ultradent supports The Diversity Foundation, which assists people who have left the FLDS community. The FLDS is a religious group known for its strict adherence to polygamy and its separation from the mainstream Mormon church. It is often mired in controversy due to its practices and leadership. Many of the young men and women who come to the Diversity Foundation have never even set foot inside a school. Efforts of the foundation consist of providing the opportunity for a quality education, beginning many times with assistance in helping to obtain a GED, and then helping them to obtain higher education or vocational training. Additionally, assistance is also offered to help ex-FLDS people obtain medical and dental health support, psychological counseling, life skills instruction, and social services.

Many of these young people have excelled scholastically. They continue to receive high marks of achievement in high school and college. They are enthusiastic about their education and have pursued college degrees in engineering, medicine, accounting, business, law, psychology, among many other disciplines.



# Community



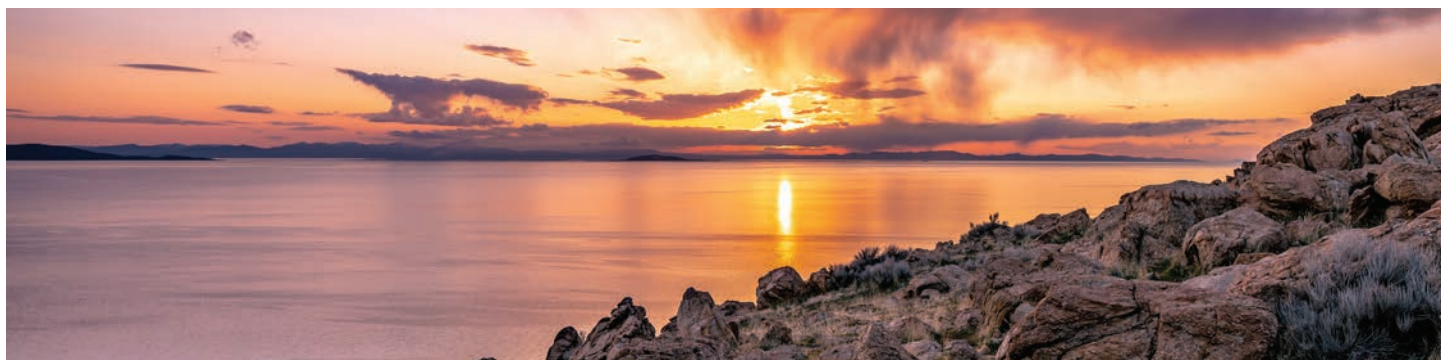
## Local Volunteer Opportunities

As part of ongoing local community outreach, Ultradent offers every U.S.-based employee a paid Day of Service, in which they are encouraged to partake in a community betterment initiative. Many team members choose to combine their efforts to make the greatest possible impact. In recent years, some have chosen to partner with Salt Lake City, Utah area fire departments to repaint fire hydrants—this helps enhance their visibility when needed in life-saving situations by emergency responders.

Other team members worked to help prepare food banks to serve families in need during the holiday season.



# Environmental



## Eco-Friendly Operations

In the heart of the Salt Lake Valley, amidst the striking natural landscapes of Utah, Ultradent's headquarters stands as both a testament to human ingenuity and an integral part of a delicate ecosystem. Operating at the crossroads of an increasingly challenging environmental landscape, we recognize the profound significance of safeguarding our surroundings, specifically addressing the pressing concerns of water usage and our environmental footprint. As a company based in such close proximity to the dwindling waters of the Great Salt Lake, Ultradent feels an acute responsibility to address these concerns and contribute meaningfully to environmental conservation.



## The Drying Great Salt Lake: A Looming Environmental Challenge

The Great Salt Lake, a globally renowned natural wonder, is a vivid reminder of the unique beauty of Utah's landscape. However, it is also a stark symbol of the environmental challenges posed by Utah's arid climate. The Great Salt Lake, the largest saltwater lake in the Western Hemisphere, is experiencing alarming desiccation at an unprecedented rate. This ecological crisis is an environmental concern and a warning that demands our immediate attention.

# Environmental

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The shrinking of the Great Salt Lake has a cascading effect on our ecosystem, with potential impacts to water quality, wildlife habitats, and the livelihood of the region. As a company that values the natural resources of this area, it is imperative that we actively engage in preserving this vital ecosystem. The vanishing waters of the Great Salt Lake underscore the critical importance of our commitment to environmental sustainability.

## Environmental Impact

Ultradent's ability to continue improving oral health globally is inextricably linked to the health of the environment that surrounds us. By reducing our resource consumption and embracing sustainable practices, we not only mitigate environmental harm but also ensure long-term viability for our business. This approach is crucial to meeting the expectations of dental professionals and the communities they serve.

Our dedication to environmental stewardship extends beyond regulatory compliance; it embodies a commitment to care and doing what is right. We aim to set a precedent for the manufacturing sector in Utah, showcasing responsible practices alongside business growth. Our holistic approach to environmental responsibility encompasses a range of initiatives, from water conservation to energy efficiency, waste reduction to responsible sourcing.

The landscaping of Ultradent's headquarters is being converted to xeriscaping, saving thousands of gallons of water annually. To conserve water in our manufacturing operations, we've adjusted processes to save 1,200,000–1,500,000 gallons of water every year. These workflow shifts include optimizing large production equipment cleaning (1,000,000 gallons saved annually) as well as campaigning large volume production (200,000-500,000 gallons saved annually)—these changes also save natural gas and keep more than 66,000 pounds of toothpaste waste out of our drains every year.





# Environmental

Looking at energy consumption, lighting on campus has been converted to LED to improve efficiency. Old, mechanical rooftop HVAC systems have been replaced with modern VRF systems.

Recycling efforts have been in place at Ultradent for decades, and those efforts continue to scale alongside the company's growth—roughly 200 tons of cardboard are recycled annually. Manufacturing processes have been converted to Agile PLM, which drastically reduces the amount of paper usage in the process of physically creating products.

Product packaging designs are created with sustainability at the forefront of concerns. Non-virgin polyethylene terephthalates (PETs) are used in Ultradent packaging; all plastic materials are blended with recycled materials. Efforts to redesign product delivery methods are being implemented to reduce reliance on single-use plastics.



## Sustainability Goals

Ultradent is on a journey toward a more sustainable future, engaging in efforts to address environmental concerns, contribute to the preservation of the Great Salt Lake, and fulfill our broader mission to make a positive impact on both the dental industry and the world around us. We are on a path of responsibility, innovation, and environmental leadership while we continue to support clinicians around the world.

# Ethics and Compliance

## Supply Chain Agreements

Ultradent believes in the power of ethical business practices and unwavering compliance with regulations. Our commitment to upholding the highest standards of conduct is not just limited to our internal operations but extends to every corner of our supply chain. This commitment is epitomized in our Supplier Code of Conduct, a guiding document that reflects our core beliefs and expectations for all entities that work with us—be they suppliers, consultants, contractors, or business partners.

The Supplier Code of Conduct is not just a set of rules; it is a testament to our corporate values and principles. It lays the foundation for responsible business behavior and ensures that our partners share in our dedication to ethical, lawful, and socially responsible operations. This code is not only a benchmark but a pledge of mutual trust, respect, and shared responsibility.



Ultradent's ethical compass is clearly defined within the Supplier Code of Conduct, emphasizing several key principles that are non-negotiable in our collaboration with suppliers. We insist on compliance with all applicable laws and regulations, but our expectations go far beyond mere legality. We call for anti-discrimination practices that respect the inherent dignity and worth of every individual. We condemn all forms of harassment and abuse, and we require the provision of channels for workers to raise grievances anonymously.



# Ethics and Compliance

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In our pursuit of ethical excellence, we categorically reject forced labor, child labor, and any complicity in slavery or human trafficking. Our stance is unequivocal: workers should have the freedom to choose their employment, with no coercion or restriction, and children should be protected.

We advocate for fair working conditions, fair wages, and the provision of proper benefits to employees. We believe in ensuring occupational health and safety, as a safe and hygienic environment is the right of every worker. We have environmental stewardship at our core and expect our suppliers to share our commitment to responsible resource management and environmental sustainability.

Our dedication to ethics and compliance is not just an aspiration but a responsibility we take seriously. We expect our suppliers to do the same and hold them accountable for adhering to the principles outlined in our Supplier Code of Conduct. Together, we can create a business ecosystem that not only meets our business goals but also serves as a beacon of ethics, integrity, and sustainability. Ultradent and our suppliers embody these beliefs and ensure their implementation in every facet of our operations.





# Ethics and Compliance

## Closing Message from Sr. Vice President of Shared Services, Erwin Fischer

I am filled with immense pride and gratitude for the 45-year journey Ultradent has embarked on as a company. This report stands as a testament to our unwavering commitment to ethical corporate standards—values that have been at the core of Ultradent since its beginnings at a kitchen table.

This Social Responsibility and Sustainability report began with a commitment to educate ourselves and our stakeholders about the significance of our operational footprint, encompassing both environmental and social considerations. We recognize that understanding and addressing these factors are crucial steps toward becoming a more responsible corporate citizen. Our aim is to ensure every member of our organization knows the importance of environmental sustainability, social responsibility, and ethical operations.

This process started by talking with leaders throughout our organization about past, current, and future initiatives. Our internal study looked at the United Nations Sustainable Development Goals (SDGs), particularly those our industry could best participate in. Simultaneously, we began building a registry to capture the hundreds of projects and activities our teams had completed over the last several years, were actively pursuing, or had planned. The realizations gained during this process were truly transformative.

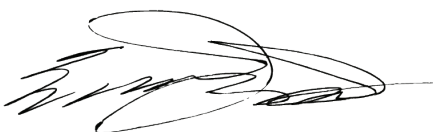
We discovered that, throughout our history, Ultradent had naturally integrated principles that align with ethical and sustainable practices across various areas of our operations. It was a revelation to see how our unwavering commitment to Integrity, Care, Quality, Innovation, and Hard Work had inherently led us to engage in sustainable practices, support our community, and uphold ethical standards for decades.

In the process of documenting our activities, we unearthed numerous instances where our actions were in harmony with these principles, often without us fully realizing it. From our eco-friendly operational strategies to our philanthropic efforts, from the inclusivity and care ingrained in our corporate culture to our responsible sourcing and ethical supply chain management, we had already been exemplifying many of these values.

We believe in fostering a culture of continuous improvement, where each day brings us closer to becoming a more responsible and sustainable organization. Looking forward, our key goals for the next few years are to further our initiatives that promote environmental stewardship, reduce our environmental impact, and contribute meaningfully to preserving the Great Salt Lake and its ecosystem. We will continue to prioritize workplace well-being, diversity, and inclusion, while fostering a culture where laughter and positivity flourish. We are proud of our contributions to humanitarian causes, such as donating supplies to dentists going on mission trips, providing financial support to disaster relief situations, and supporting charities helping to better their communities—we will continue to grow those efforts and support causes that align with our mission and vision.

Our pursuit of social responsibility and sustainability is an ongoing commitment. The need to do better for humanity and our planet is more urgent than ever—we have significant challenges to conquer. Ultradent is dedicated to crafting a more sustainable, caring, and responsible future. Together, we will continue to evolve, adapt, and innovate as we strive to Improve Oral Health Globally, one healthy smile at a time.

In health and happiness,



Erwin Fischer, Senior Vice President of Shared Services



# Contributors and Acknowledgments

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To learn more  
about Ultradent visit  
[ultradent.com/company](https://ultradent.com/company)

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