

# Unident Sustainability Report 2025

## A message from our leadership

2025 marks another step forward in Unident’s sustainability journey. This year we have continued to raise the bar — deepening our environmental commitments, investing in our people and their development, and holding ourselves and our value chain to higher standards. We set ambitious targets at the start of the year, and we are on track across all pillars.

This report tells that story — honestly and with the detail our stakeholders deserve. We report not just on what we have achieved, but on how we achieved it, and where we intend to go next.

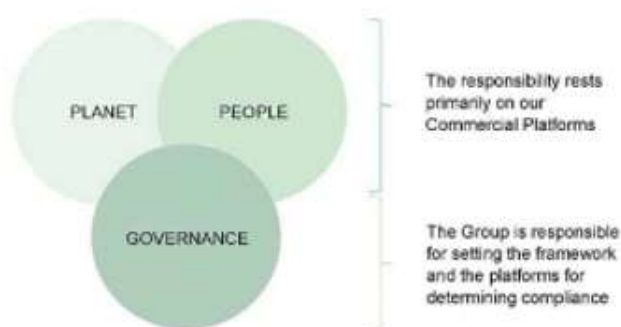
The board of the company is responsible for this sustainability report.



## Sustainability at the heart of Unident

Unident occupies a distinctive position in the Nordic dental industry. As a full-service distributor and partner to dental clinics across Sweden, Norway, Finland and Denmark — supplying everything from consumables and equipment to digital scanning technology and IT services — we sit at the intersection of manufacturers, clinicians and patients. That position carries real responsibility. And real opportunity.

Every product that passes through our central warehouse in Falkenberg, every delivery we make to a dental clinic, every supplier we choose to partner with: these are decisions with environmental and social consequences. We are not a passive link in the chain. We are an active one. Our choices shape what dentists use, how it is delivered, and what happens to it when its useful life ends.



**Sustainability is not separate from our business. It is how we do business.**

The dental industry generates significant volumes of single-use consumables, specialist packaging and regulated equipment waste. As a major Nordic distributor, we have both the scale and the responsibility to move this industry towards better practices — by expanding our range of sustainable

product alternatives, by building return and recycling infrastructure, by coordinating deliveries more efficiently, and by holding our suppliers to environmental and social standards that match our own. In our web shop we already carry over 200 environmentally labelled products, and we continue to grow this range. Our packaging is recyclable and kept as small as possible. We operate return systems for electronics, batteries and consumables, and every product is accompanied by instructions for correct environmental disposal.

This conviction is also reflected in how we govern ourselves. We have maintained ISO certification for over a decade — across ISO 9001 (quality management), ISO 14001 (environmental management) and ISO 13485 (medical devices) — not as a compliance exercise, but because structured, accountable management systems are how we hold ourselves to our own standards. Our sustainability work is guided by the UN Sustainable Development Goals, and our environmental and quality policy is publicly available.

We also believe that sustainability in the dental sector is inseparable from the mission of dentistry itself: improving oral health for everyone, equitably and accessibly. That is why our social responsibility extends beyond our own four walls — to the communities we operate in, the suppliers we work with, and through our long-standing partnership with Operation Smile, to children around the world who need access to life-changing care.

This report sets out how we are living up to that commitment in 2025.



## ***Planet — Environmental Responsibility***

Our environmental commitments are grounded in a clear policy: streamline transport, minimise emissions, prevent waste, and promote the reuse of equipment. Efficient sourcing and smart warehouse infrastructure are not only operational tools — they are the levers through which we reduce our environmental footprint and build a more sustainable business for the long term.

The most material environmental factors for Unident are transportation of goods and waste from packaging materials. As a distributor operating across four Nordic markets, the movement of goods — from suppliers to our central warehouse and onward to dental clinics — represents our most significant environmental exposure and equally our greatest opportunity to make a difference. Rising regulatory expectations around emissions and packaging, as well as increasing demands from customers and partners, mean that inaction in these areas carries both reputational and commercial risk.

## Transitioning to a lower-emission vehicle fleet

One of the clearest signals of our environmental commitment is the ongoing transformation of our company car fleet. Over the past several years we have deliberately shifted our policy to favour electric and plug-in hybrid vehicles, and that shift is now deeply embedded in how we manage the fleet. Our ambition is for the large majority of our fleet to run on low- or zero-emission technology.

Year	Electric & plug-in hybrid (% of fleet)
2022	52%
2023	67%
2024	81%
<b>2025</b>	<b>88%</b>

## Renewable energy

We are committed to sourcing an increasing share of our electricity from renewable sources across all our Nordic operations. The majority of electricity we consume already comes from renewable sources, and our ambition is to continue pushing that share upwards. Energy procurement is an active focus area, and we review our performance and opportunities on a regular basis.

## Warehouse efficiency and quality

We have made significant investment in modernising our warehouse operations, including the installation of a vertical carousel system that improves how we pick and pack orders. Beyond the operational efficiency gains, this investment reduces the errors and re-handling that generate unnecessary waste and extra transport. We expect the full benefits to compound as the system becomes fully integrated into our daily routines.

## Delivery consolidation

Reducing the number of individual shipments we send to customers is both a cost and an environmental priority. We continue to develop our route and order consolidation capabilities — we reduced delivery volumes by approximately 2,000 parcels per month in 2024, and our ambition is to continue that trend.

## Packaging and waste

We work actively to reduce packaging waste across our operations — both by minimising what we use and by ensuring that what we do use is recyclable. Packaging material from incoming shipments is reused where possible, and we work with co-packing and bundling to reduce the total volume of materials flowing through our warehouse. Improving our measurement of packaging waste is an ongoing priority, and we will continue to develop our tracking capabilities to give us a clearer picture over time.

## Equipment reuse and circularity

Preventing waste and promoting the reuse of equipment is a principle we apply across our own operations, not just in what we distribute. When we invest in infrastructure or furnishings, we actively look for second-hand and refurbished options before buying new — our warehouse carousel system, for instance, was sourced as used equipment. The same mindset applies to office furniture, IT equipment and other assets: we extend the life of what we have and repurpose what we no longer need.

For the products we distribute, we run an outlet for decommissioned items and products approaching their expiry date, giving these goods a second life rather than sending them to waste. More broadly, we support the return and redistribution of equipment reaching end-of-life in dental clinics, and we see our position in the value chain as an opportunity to help close the loop rather than simply open it.

## Carbon footprint

We measure and monitor our greenhouse gas emissions on a regular basis. Our current focus is on understanding our direct emissions and those from our energy consumption, and we are building towards a broader view that captures the emissions associated with our supply chain and the products we distribute. Expanding the scope of our carbon footprint analysis is a clear ambition for the coming years.

## People — Social Responsibility

Our people are the foundation of everything we deliver. At year-end 2025, we employed 216 people across the Nordic region (Sweden 135, Norway 48, Finland 30, Denmark 3), up from 207 in 2024. We are committed to creating a workplace where people can grow, contribute and thrive, and we uphold the principles of the UN Declaration of Human Rights and the UN Global Compact.

### Our people and workplace

We measure employee satisfaction, wellbeing and engagement three times per year — giving us a consistent and honest picture of how the organisation feels, and the data to act on what we hear. Below are our key people metrics:

KPI	Target	2024 result	2025 result
Sick leave (Sweden Unident AB)	≤ 3%	2.46%	<b>1,92%</b>
Unwanted churn	< 10%	6.8%	<b>4,6%</b>
Employee turnover	Measure, no target	13.6%	<b>10,3%</b>
Wellbeing score	> 7.1	7.5	<b>7,2</b>
Engagement score	> 7.8	8.1	<b>7.8</b>
Survey response rate	> 85%	85%	<b>90%</b>

Workforce facts	2024	2025
Gender split — all employees (Sweden)	52.7% men / 47.3% women	54,9 % men / 45,1 % women
Gender split — managers (Sweden)	76% men / 24% women	<b>74% men, 26% women</b>
Total headcount (Nordics)	207	<b>216</b>

Our HR management system, introduced in 2024, is now fully embedded in how we manage and develop our people. What were once manual processes are now digital and transparent — giving every employee clearer visibility of their own employment and giving managers better tools to support their teams. Annual appraisals take place for all employees, creating structured space for development conversations and career planning.

## Health and safety

Our safety commitment is simple: everyone goes home safely, every day. We maintain a zero-tolerance approach to serious incidents and actively work to build a culture where near misses and close calls are reported openly.

Safety KPI	2024 result	2025 result
Accidents at work (zero vision)	4	5
Near misses reported	12	3

Beyond our own organisation, we contribute to the communities we operate in — through annual internships with Halmstad University, sponsorship of local sports clubs in Falkenberg and Stockholm, and our ongoing partnership with Operation Smile, to whom we contribute both specialist dental equipment and financial support each year.

## Workers in the value chain

We hold our most important suppliers to the same standards we set for ourselves. Our Supplier Code of Conduct defines our requirements across legal compliance, environmental responsibility, business ethics and human rights. In 2025 we are on track to reach 100% sign-off among our A-suppliers — our strategic supplier partners (2024: 95%). Our supplier base is predominantly EU-based, and we assess all suppliers carefully before entering any collaboration.

**Final A-supplier Code of Conduct sign-off 100 % at year-end**

## Governance — Corporate Governance & Ethics

***Our ESG work is guided by the UN Sustainable Development Goals and grounded in our core belief that responsible business is good business.***

We operate in an industry that touches patients' lives directly. As an importer and distributor of medical products, we comply with the Medical Device Regulation (MDR) and have maintained certification across ISO 9001, ISO 14001 and ISO 13485 for over a decade. These are not just credentials — they reflect a culture of rigorous, accountable working methods that runs through everything we do.

## Oversight, governance and transparency

ESG sits on the agenda of our Board of Directors at least twice per year, ensuring accountability at the highest level. Internally, we communicate on sustainability to all employees at minimum once per quarter — through All-Employee meetings, intranet and

direct communications. Keeping colleagues informed and engaged is essential to making sustainability a genuine part of daily working life at Unident, not just a reporting exercise.

Our Code of Conduct was fully reviewed and released in Q1 2025, distributed to all employees in May and published on our website.

### **Risk management and business integrity**

We take a systematic approach to identifying and managing risk, supported by regular risk assessments, SWOT analyses, and a combination of scheduled and unannounced internal compliance reviews. The accelerating pace of EU and UN sustainability regulation is, in our view, a direction of travel that aligns closely with our own values — and staying ahead of requirements is both a matter of trust and a source of competitive advantage.

All forms of corruption, bribery, money laundering and unlawful trade practices are strictly prohibited under our internal Code of Conduct and our Supplier Code of Conduct. During 2025, we continued our company-wide cyber security awareness programme.

In 2025, we received no whistleblowing reports and no reports of human rights violations.

### **Looking ahead**

2025 is a year we can be proud of. Across Planet, People and Governance we are on track — and that gives us a strong foundation from which to raise our ambitions further in 2026.

On the environmental side, our focus will be on deepening our measurement capabilities, including building towards a more complete picture of our carbon footprint across the full value chain. We will continue the work of making our logistics and warehouse operations more efficient, extend our circularity initiatives, and push further on renewable energy across our Nordic markets.

For our people, developing strong leadership and a healthy, engaging workplace remains a priority. We will continue to invest in the tools and processes that give our managers better insight into how their teams are doing — and the capability to act on what they find. Developing our employees and creating real career opportunities within the company is something we take seriously and will keep building on.

On the supply chain side, we will continue to raise expectations of our supplier partners when it comes to sustainability, extending the reach of our Supplier Code of Conduct and beginning to engage more deeply with key suppliers on their own environmental and social performance.

From a governance perspective, we are committed to strengthening our reporting frameworks and ensuring that our ESG work is grounded in robust, transparent data — both for our own decision-making and to meet the expectations of the customers, employees and owners who rely on us to operate responsibly.

Sustainability at Unident is a long-term commitment. We are proud of the progress we have made, honest about what remains to be done, and determined to keep moving forward.

# Revisorns yttrande avseende den lagstadgade hållbarhetsrapporten

Till Bolagsstämman i Unident Aktiebolag, org.nr 556281-8095

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## Uppdrag och ansvarsfördelning

Det är styrelsen som har ansvaret för hållbarhetsrapporten för år 2025 och för att den är upprättad i enlighet med årsredovisningslagen i enlighet med den äldre lydelsen som gällde före den 1 juli 2024.

## Granskningens inriktning och omfattning

Vår granskning har skett enligt FARs rekommendation RevR 12 *Revisorns yttrande om den lagstadgade hållbarhetsrapporten*. Detta innebär att vår granskning av hållbarhetsrapporten har en annan inriktning och en väsentligt mindre omfattning jämfört med den inriktning och omfattning som en revision enligt International Standards on Auditing och god revisions sed i Sverige har. Vi anser att denna granskning ger oss tillräcklig grund för vårt uttalande.

## Uttalande

En hållbarhetsrapport har upprättats.

Halmstad, den dag som framgår av vår elektroniska signatur  
Öhrlings PricewaterhouseCoopers AB

Karolina Akgül Säfqvist  
Auktoriserad revisor

# Deltagare

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ÖHRLINGS PRICEWATERHOUSECOOPERS AB 556029-6740 Sverige

ÖHRLINGS PRICEWATERHOUSECOOPERS AB 556029-6740 Sverige

*Signerat med Svenskt BankID*

*2026-05-29 14:22:07 UTC*

**Undertecknare**

Datum

Namn returnerat från Svenskt BankID: KAROLINA CECILIA AKGÜL  
SÄFQVIST

Karolina Akgül Säfqvist  
Auktoriserad revisor

Leveranskanal: E-post