



Since 1880



Sustainability Report 2021

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Storyline

Storyline Royal Utermöhlen

1880



FOUNDING UTERMÖHLEN & CO
Utermöhlen & Co is founded by Carl Friedrich Utermöhlen. The company is located in Amsterdam and was controlled by the Utermöhlen family for many years.

PRODUCTS UTERMÖHLEN ON NORTH POLE EXPEDITION
The Dutch physicist and meteorologist Buys Ballot sailed in 1882 with the Norwegian ship the Varna to Dickson Haven in Northern Siberia to set up a weather station here. The ship was equipped with a first aid kit supplied by Utermöhlen.

1882



1901



ROYAL DISTINCTION

Utermöhlen receives from Queen Wilhelmina with the predicate 'Royal' a Royal decoration thanks to the invention of the first aid dressing. Many soldiers' lives were saved thanks to the ability to quickly bandage heavily bleeding (gunshot) wounds.



1907

ACQUISITION OF FACTORY AND PLOT IN EMST
For the supply of coal and raw cotton and for the removal of processed material to the factory in Amsterdam, a special track of the railway line was constructed to the factory in Emst.

1945

WORLD WAR II
After the turbulent war years, Utermöhlen participated in the liberation parade in Amsterdam.



1947

LISTING ON THE AMSTERDAM STOCK EXCHANGE



1972

ACQUISITION BY ACF
The company is acquired by international pharmaceutical company ACF. Utermöhlen is delisted from the stock exchange.

1989

RELOCATION TO WOLVEGA
The company leaves the building at the Molukkenstraat in Amsterdam and settles in Wollega. A few dozen employees from Amsterdam moved with the company.



1990

UTERMÖHLEN ACQUIRED BY OPG
OPG becomes 100% owner of Utermöhlen. The company is split up. Don van der Vat is appointed as Director of Consumer Products and Medical Care.

1998

UTERMÖHLEN BECOMES AN INDEPENDENT COMPANY AGAIN
Royal Utermöhlen becomes an independent company again in 1998 as a result of a management buyout by Don van der Vat.



HeltiQ

2005

INTRODUCTION HELTIQ BRAND
For the consumer market, Utermöhlen introduces a new wound care brand: HeltiQ. In the years that followed, the brand expanded with a diverse range of maternity care and self-care products.

2009

WORLDWIDE DISTRIBUTION
Thanks to intensive cooperation with distributors, cryo technology products are available worldwide.



2018

UTERMÖHLEN GETS NEW OWNERS
After 30 years, the former owner, Don van der Vat, says farewell to Utermöhlen and sells the company to Martin Pereboom and Piet Bandell.



2021

NEW BRAND POSITIONING
Utermöhlen introduces new packaging line with product categories and step-by-step plans.

AMBITION

Utermöhlen is the strategic partner with the most reliable solutions in the field of innovative and high-quality self-care products. Together with market-leading distributors, we ensure worldwide availability.

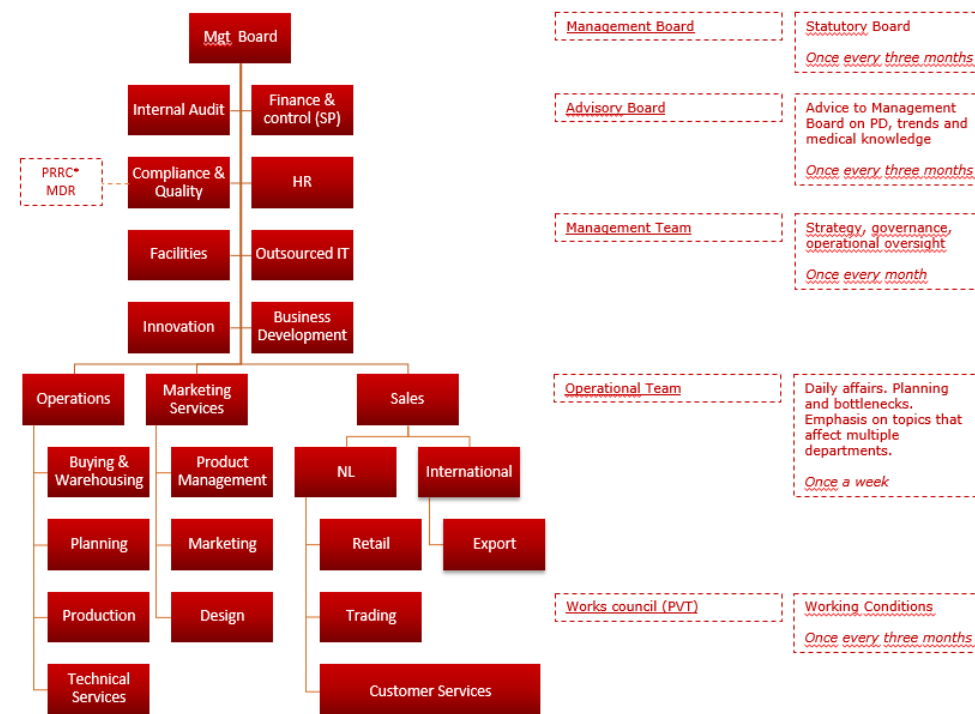
About Royal Utermöhlen

Royal Utermöhlen is founded in 1880 and is well known in the wound care industry. The company became a national and international player with the invention of the first aid dressing in 1901. This innovation allowed rapid bandaging of heavy bleeding (gunshot) wounds. This saved many soldiers their lives during various wars waged at that time. This life-saving invention resulted in receiving a "Royal Distinction" by the Dutch queen Wilhelmina. This distinction is still used today.

Nowadays, Royal Utermöhlen has widened its business scope. In addition to supplying wound care products as part of the Utermöhlen professional brand, we also supply wound care and over-the-counter products for minor skin ailments via the HeltiQ brand. Examples of the products manufactured and supplied are innovative over-the-counter products for the treatment of warts, chickenpox, skin complaints, scars and insect products on natural base which prevent, as well as cure, stings and bites.

Improving our existing products and innovating new ones is one of our company's core values. An in-house R&D department, quality assurance and innovation team work together to develop and annually launch new and innovative products. With 25 years of experience we are also specialized in the field of cryotherapy products (treatment by means of freezing). Currently we develop and launch innovative products which are marketed in over 57 countries.

Governance structure



* The responsibilities of the PRRC are described in the Article 15 of EU MDR 2017/745 and EU IVDR 2017/746 and they can be summarised below

- checking the conformity of the devices, in accordance with the quality management system
- the technical documentation and the EU declaration of conformity are drawn up and updated
- monitoring compliance with post-market surveillance obligations
- overseeing incident reporting obligations

Sustainability statement

Koninklijke Utermöhlen NV ('UTM') has a long history in the field of skin & wound care and first aid products. UTM's sustainability approach is aimed at taking responsible steps that positively influence the social and environmental impact. To this end, management is consciously working to ensure that environmental impact and social aspects are included in the discussions with suppliers and customers and to gear the internal organization accordingly.

In the internal discussion, the drivers of UTM commitment, quality, effectiveness are continuously used as guiding principles for a long-term healthy organisation.

For the management of social sustainability aspects in the supply chain, UTM joined amfori in 2018 (see also www.amfori.org).

The first steps in 2018 and 2019 have led to a number of initiatives to reduce our footprint. In 2020, this has resulted in the production and delivery of the first cardboard first-aid boxes to Action throughout Europe and the development of the HeltiQ cardboard first-aid box for on the road.

In the meantime, work is being done step by step on further improvements to the range by using FSC-certified paper in packaging and reducing harmful materials as much as possible.

Our market presence

Our business is organised in three business units: Retail, Trade and Export. The retail and trade business is mainly focussing on The Netherlands whereas the export activities are taking shape through

distributors with a relevant position in their respective geographical areas. In some jurisdictions the wartfreezer device is the market leading OTC product in the treatment of hand and feet warts.

UTM aims to maintain long-term relationships with suppliers, distributors and other stakeholders.

Our global reach

On the world map below show the countries where UTM's products are being distributed.



Vision, values and strategy

UTM's long term vision is to create and maintain a sustainable healthy company by way of enhancing three pillars: quality, effectiveness and commitment.

What happened in 2021

After a turbulent first year of the corona pandemic with lock downs, stores closures and pressure on the health systems, also 2021 showed several surprises. Despite the business uncertainty and tragedy of Covid victims, UTM managed to maintain product supply and production on the required level. The uncertainty and limited resources has led to price increases that is resulting in higher inflation levels than usual over the last years.

On May 26, the Medical Device Regulation ('MDR') became effective in Europe. The MDR and its impact on certification and quality management system has led to material efforts in our compliance activities.

In October UTM's management board has organised its first Advisory Board Meeting. With this Advisory Board UTM aims to get better insight in relevant trends and to gain knowledge on certain medical topics. The current composition of the Advisory Board is: a vascular surgeon, a general practitioner and a wound biologist. In 2022 this group will be completed with a dermatologist. The objective is to meet four times a year.

Compliance is crucial to our business

As importer and manufacturer of medical devices, Utermöhlen is well aware of the importance of compliance with laws, regulations and

standards. Evidenced by our ISO 13485:2016 certification we manage and maintain a quality management system with procedures that cover all relevant processes in our business. We regard compliance as our life line and aim to constantly bring it at the heart of our activities and to make it relevant for all our employees.

Sustainability at Royal Utermöhlen

Utermöhlen has based its sustainability approach on the Sustainable Development Goals that were initiated by the United Nations. The Sustainable Development Goals (SDGs), also known as the Global Goals, were adopted by the United Nations in 2015 as a universal call to action to end poverty, protect the planet, and ensure that by 2030 all people enjoy peace and prosperity.

In 2019 we launched five-year sustainability targets. The status and progress on implementing these are described in the following paragraphs.

Our sustainability targets

Having initiated the Sustainable Development Goals working groups within UTM came up with initiatives and targets. Based on the list of the Global Development Goals ideas and plans were set in the areas:

1. Good health and well-being
2. Quality education
3. Responsible consumption and production
4. Partnerships for the goals

The last years have shown good progress on certain initiatives in light of 'the low hanging fruit', but are still light with regards to target setting. This will become an important objective for 2022 in order to be able to create proper impact in certain areas.

Good health and well-being

The basis of UTM's "good health and well-being" approach is set up two fold. Internally this is focusing on healthy employees by way of aiming to contributing to a healthier life style of our employees. Externally we focus on contributing to a responsible self-care which will be described in the next chapter 'Quality Education'.

The aim to contribute and stimulate a healthy life style has resulted in the following initiatives that have taken shape since 2018:

- ❖ In 2018 it as decided to close the designated smoking room. After all, a company active in health care products that facilitates smoking wasn't a good fit. UTM has offered employees support in case they would decide to use the opportunity to quit smoking.
- ❖ The company provides fresh fruit for daily consumption.
- ❖ All employees have been trained in first aid and CPR in 2019. This will be repeated. An AED device is available.
- ❖ During the Covid pandemic it has become clear that acting responsibly is crucial to prevent outbreaks of the Corona virus. Besides creating awareness amongst employees and limit interactions by way of working from home and creating sufficient working space in offices. The ample and convenient workspace facilitated working in the office in a responsible way.

- ❖ UTM aims to facilitate a healthy work–life balance. A positive and transparent working environment is seen as an important element as well. The new garden is attracting employees to have a coffee or lunch in the open air.

Quality education

Besides the internal trainings for employees, UTM initiated the HeltiQ Academy. The HeltiQ Academy is collective name for initiatives that enhance the knowledge of general first aid practices and self-care treatment of inconveniences, (minor) injuries and wounds.



The first target group consists of store employees of drug stores and pharmacies. We have experienced that store personnel is more dedicated and confident if they gain knowledge on how to treat certain injuries or

inconveniences. These trainings are given in-store and at various other occasions.

Secondly, UTM aims to provide clear information to the end users of its products by providing self-care information on its website and on video channels like YouTube. This enhances the proper use of the product by way of a short and clear video explanation on how to use a product.



The group of store personnel as well as the end users benefits from the 3-step treatment roadmap as is provided on the packaging of our first aid wound care products.



Responsible consumption and production

INTERNAL

In 2018 UTM started measuring its carbon footprint. So far no targets have been set. The objective is to gain understanding of the measurement system and movements before setting targets and take certain measures to reduce the carbon footprint.

Energy usage building and production				
<i>(in kilo grams CO2)</i>	2018	2019	2020	2021
Electricity usage	68.509	56.989	51.348	49.713
Gas for heating	48.989	46.849	40.342	41.251
Total CO2 due to Energy Usage	117.498	103.838	91.690	90.964
<i>Compared to prior year</i>		-12%	-12%	-1%
Business travel				
Company cars	54.962	33.678	20.054	21.960
Air travel	28.559	5.334	-	-
Total CO2 due to business travel	83.521	39.013	20.054	21.960
<i>Compared to prior year</i>		-53%	-49%	10%
Total CO2 footprint	201.019	142.851	111.744	112.924
<i>Compared to prior year</i>		-29%	-22%	1%

The total carbon footprint has been reduced drastically in 2019 and 2020. Besides the reduction of electricity usage, the main contributors to the lower footprint has been the lower number of company cars and more home office days and strong reduction in air travel. Especially in 2020 the corona pandemic resulted in the end of air travel and increased the usage of video meetings.

In 2019, an energy scan has been conducted by an external advisory firm. Based on that some measures have been addressed in order to reduce the energy usage. The measures taken over the years include motion detection for lighting in offices, replacing lighting bulbs for LED lighting.

EXTERNAL

Most of the products of UTM are medical devices and thereby packaging needs to be able to protect products for cleanliness and physical protection during transport. As a result the options for changing packaging need careful consideration.

In 2020 and 2021 UTM has been switching to responsibly produced paper and carton with FSC certification. As per the end of 2021 25% of the consumer packaging of UTM's product range is produced with FSC certified paper and/or carton. UTM's ambition is to source 100% of its packaging FSC certified by the end of 2023.

In collaboration with a large retailer UTM developed a carton first aid kit. The project was started after UTM took notice of the retailer's objective to reduce the use of plastic in their products and packaging. UTM developed

the carton first aid kit which effectively reduced the use of plastic by more than 30.000 kilograms every year.

Partnerships for the goals

UTM has a long history in wound care products. As such the company is interacting with the bodies like Orange Cross that create the industry standards and guidelines.

UTM is aiming to intensify dialogue with suppliers, distributors and other stakeholders. In 2022 UTM will continue discussions with all stakeholders and based on that develop an approach and set targets to do further enhance such dialogue and the impact thereof.

Contact

We welcome any observations and ideas that could make our business more sustainable. Please do not hesitate to contact us at:

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