

**Zhermack** 





Making  
an impression,  
all around  
the world.



# A great Group, with a great vision for the future.

**WE GROW AND WE DEVELOP,  
TACKLING NEW CHALLENGES HEAD ON.**

The Zhermack Group is an international provider of cutting-edge materials and solutions for the dental, industrial and wellbeing sectors.

Founded in 1981, today Zhermack is part of the Dentsply Sirona multinational, with branches in Germany, the United States and Poland, plus local representatives all over the world.



OUR GROUP





# CUSTOMER CENTRIC

**We are our own  
most discerning  
customer.**

**Customer Centric means our clients are at the centre of all we do, they are Zhermack's treasured heritage.**

**We put ourselves in our customers' shoes, and always demand the best of ourselves, never settling for anything less than the best.**

An international network of over 1000 commercial partners in 120 countries - long-term business relationships based on a shared vision, and collaboration based on commitment and respect.



# We invest in knowledge, constantly.

## People are our greatest strength.

It is through them that Zhermack is able to take on fresh challenges every day, achieve new objectives and drive our success. A motivated, close-knit, dedicated team of employees.

Employees whose goal is to help the company grow, by promoting its integrity and authority in the market. Continuing to grow, continuing our success story and enjoying a position of excellence as market leader.





# OUR HERITAGE





**It is our goal, our philosophy.**  
And it is a dream that we make  
come true every day, thanks  
to our steadfast commitment.  
Because everything, in our

business, is aimed at conveying  
trust, through the quality of  
our solutions and through the  
behaviour of each and every  
one of us. All this in order to

reach and surpass increasingly  
challenging targets, which  
help improve people's lives all  
around the world.

**Vision.**

Making you feel  
confident in your  
day-to-day life.





**Mission.**

To improve oral health, professional lives and people's wellbeing, all around the world, through quality, science and education, now and for future generations.



Fulfilling

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your

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needs

## OUR PROMISE

**Fulfilling is our commitment:**

guaranteeing the professional fulfilment of all employees, partners, clients and end consumers. To give more value to everyone's work, and more quality to every individual's life.

**Your is a sentiment:**

for us, people are the starting point as well as the point of arrival. We establish direct relationships with them, a communication channel that is kept open at all times, and we share the same passion in reaching goals.

**Needs is an abiding thought:**

our clients demand simple answers and reliable solutions.



A black and white photograph showing several hands carefully stacking wooden blocks into a tall, narrow tower. The hands are positioned around the tower, with some fingers resting on the top and sides of the blocks. The background is dark and out of focus. In the upper right quadrant, there is a red text overlay that reads "From listening, to solutions."

**From listening,  
to solutions.**



Client-idea-  
project-client.

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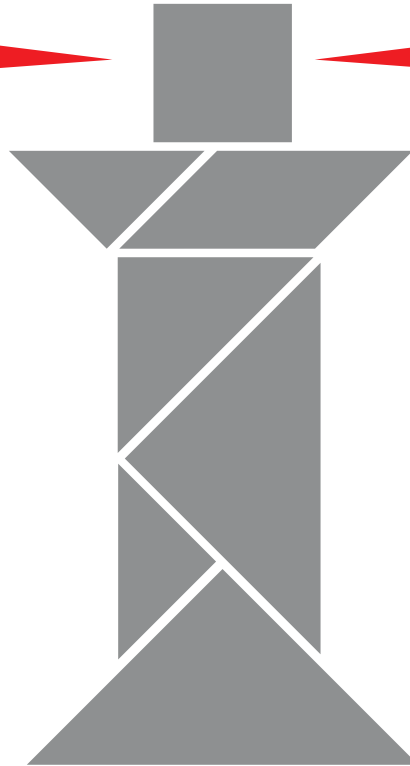
**A VIRTUOUS CYCLE  
LEADING TO OUR GOAL:  
CUSTOMER SATISFACTION.**

**We start by listening to the market, to our clients,  
to professionals.**

Using our experience, knowledge and market  
competitiveness, we design solutions.

This is our modus operandi, which gives us the ability to  
anticipate market demands, both expressed and implicit,  
and respond accordingly with practical proposals.





**Zhermack**   
Dental

**Zhermack**   
Industrial

**Zhermack**   
Wellbeing

*Three divisions,  
one shared  
vision.*



## For the dental sector

**Dental is Zhermack's core business, and we provide a comprehensive range of solutions for sector professionals.**

Systems that simplify processes in dental surgeries and laboratories. Equipment, consumables and solutions for infection control, specifically developed to assist professionals in their day-to-day work.

**Zhermack**   
*Dental*



## For industry

**Our experience and the technologies we have developed in producing addition- and condensation-cured silicones and alginates has been extended to a range of industrial sectors.**

Construction, jewellery, production of items in composite materials, the film industry, ceramics...

Our ability to offer solutions which satisfy our customers in the most varied fields of application knows no bounds.

**Zhermack**   
*Industrial*







## For wellbeing

**From Zhermack's creativity, from our dynamism, through the meticulous study of materials and formulations, come a selection of systems and solutions dedicated to personal wellbeing.**

From cosmetics to nail reconstruction, from face masks to otology and podiatry, satisfying the needs of end-users and professionals alike.

**Zhermack**   
Wellbeing

# Quality.

## TOTAL CONTROL.

Optimum quality across all processes, guaranteed. In compliance with international standards and strict internal methods developed thanks to know-how acquired from over 35 years of experience. This gives us the certainty that the technical characteristics and quality of our products are always at the highest level, an essential prerequisite for protecting our unblemished global reputation for quality.

**A commitment to 100% quality lies in Zhermack's DNA.**

YEAR	CERTIFICATION	DESCRIPTION
<b>1993</b>	BS 5750 part 1:1987 ISO 9001:1987 EN 29001:1987	British Standard: Quality systems. Specification for design/development, production, installation and servicing
<b>1996</b>	ISO 9001:1994 EN 46001:1996	Quality systems. Specification for the certification of quality systems for manufacturers of medical devices
<b>1997</b>	Section 21 CFR Part 807 FDA Establishment Registration	FDA inspection for authorisation to sell medical devices in the USA (registration number 9614794)
<b>2001</b>	ISO 14001:1996	Environmental management systems
<b>2002</b>	ISO 9001:2000 EN 46001:1996	Quality systems. Specification for the certification of quality systems for manufacturers of medical devices
<b>2004</b>	EN ISO 13485:2003	Quality systems for manufacturers of medical devices - Requirements for regulatory purposes
<b>2007</b>	UNI EN ISO 14001:2004	Environmental management systems
<b>2009</b>	UNI EN ISO 9001:2008	Quality management systems for companies
<b>2013</b>	UNI EN ISO 22716:2008 (EN ISO 22716:2007)	Good Manufacturing Practices for cosmetic products
	EN ISO 13485:2012	Quality systems for manufacturers of medical devices - Requirements for regulatory purposes
<b>2017</b>	OHSAS 18001:2007	Occupational health and safety management for employees
	EN ISO 13485:2016	Medical devices - Quality management systems - Requirements for regulatory purposes
<b>2018</b>	MDSAP	Medical Devices Single Audit Program
	UNI EN ISO 14001:2015	Environmental Management System

OUR DNA



# Compliance.

## **Zhermack is a partner you can trust.**

Zhermack is structured to ensure the compliance of its services and products with normative, quality and regulatory requirements around the world, to allow its partners to face every challenge with serenity.

The adoption of a robust and reliable control system allows Zhermack to comply with the most advanced international regulations concerning corporate governance (such as Decree 231/2001 in Italy and the American SOX acts).

OUR DNA



# Continuity and security.

**Zhermack invests in the protection of its employees, clients and suppliers.**

Over the years, the Group has changed its way of managing its business, adopting complex, highly secure management systems, designed to support growth and provide reliability and functionality at every step of company operational management.

Data security and know-how safeguarding are ensured by cutting edge technological infrastructures.

The company has implemented advanced **business continuity** systems that ensure operational continuity in the provision of services and solutions at all times, even in the event of a disaster.

OUR DNA



**CREATIVITY**



**ACCESSIBILITY**



**SUBSTANCE**



**DYNAMISM**





Brand values, the values that create success.

**Four key elements behind the success of Zhermack.**

The ability to do, to predict, to resolve and to share: the combination of skills that we apply every day in all aspects of our business model.



**From material  
to innovation.**



**CREATING SPACES OF THE FUTURE  
THROUGH RESEARCH.**

**Developing innovative technologies and intelligent,  
competitive solutions.**

**This is what has brought Zhermack growth  
and success.**



The Group's in-house international R&D teams boast specialist skills, working tirelessly, in synergy and in dialogue, to ensure the excellence and innovation that clients demand.



We start  
from raw materials,  
wherever  
we are going.

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**SPECIFIC KNOW-HOW, ADVANCED MANAGEMENT SYSTEMS, INNOVATIVE PROCESSES.  
GUARANTEEING QUALITY AND EFFICIENCY. DELIVERING EXCELLENCE.**

**We are one of the few companies in the dental sector to possess our own plant for synthesising polymers, catalysts and cross-linking agents, which enables us to act directly on the properties of the raw materials and semi-finished products employed in the manufacturing process.**

This verticality affords us constant control over every step of production and gives us the freedom to customise products to meet client requirements in multiple sectors.

World in  
progress.



## WE ARE ACCESSIBILITY



### A WORLD PRESENCE, AS ALWAYS.

Making progress, constantly. Creating value, to make our solutions accessible to the whole world. With creativity and above all with the ability to transform every challenge into an opportunity for development.

Being accessible means dynamically seizing on market trends and being a present, active and close Group, all over the world, to all our customers. This is what we do at Zhermack. Now as in the past.

# We have a dream. And every day we make it come true.

A close-knit, dynamic team  
with a proactive attitude is essential  
for opening up new horizons.

*"Our dream has become our reality.  
Because we have always  
dreamt together".*

Paolo Ambrosini  
General Manager Zhermack S.p.A.





WE ARE DYNAMISM





# We are ethically responsible.

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We have always believed that a successful company must assume responsibility towards its local community. Respecting the environment, encouraging regional growth, opening up to the needs of those who live there: this is also part of our DNA. And anyone who intertwines their professional sphere with ours becomes a participant in our commitment.

**CHOOSING ZHERMACK MEANS CHOOSING  
AN ETHICALLY RESPONSIBLE FIRM.**



*"Today, the company must no longer be assessed simply in terms of business and it cannot be separated from its other role, that of social actor. So we believe that in pursuing our mission, we are also called upon to create value within our society and, wherever possible, wellbeing."*

Paolo Ambrosini  
General Manager Zhermack S.p.A.



# Sustainability, growing in harmony with all that surrounds us.

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**Zhermack has always supported social solidarity projects closely linked to our values.**

In the belief that promoting the wellbeing of the local area, and of the people with whom we interact, is an ethical commitment to be constantly honoured in order to build a sustainable future.

## OUR RESPONSIBILITY



Awareness,  
for the future  
of the environment.

**Zhermack has always believed in the importance of safeguarding the environment.**

We do so through behaviour and practices that help protect the environment, like energy efficiency, separate waste collection and recycling, and a reduction in air pollution and waste.

In 2001 Zhermack obtained ISO 14001 certification of its environmental management system.

**Investing today for tomorrow, to protect our future and that of generations to come.**

OUR RESPONSIBILITY







# The future? Big and bright.

**Constant growth is possible, if you have the ability to imagine the future.**

And to turn it into reality. With passion and a rational approach that favours substance.

In this way the outlook is brighter, with a broader view of the world. Allowing us, as a group, to discover new horizons, new challenges and new opportunities.

To look to the future with confidence, and with the awareness that comes from knowing how to meet the needs of those seeking new solutions. A path which Zhermack will continue to follow steadfastly and determinedly, every day.

**This is our commitment to our clients, today and tomorrow.**

Fulfilling your needs







