

Executive Summary

of the Sustainability Report

2022



“ESG policies help to generate shared, sustainable value and already form part of a Master Plan with a 2025 horizon driven by the Company’s most senior governing body”.

Lucía Comenge.

Chairwoman of the Board of
Directors of Prim, S.A.

“In 2022, we continued to grow, outperforming the market by focusing our strategy and commercial investment squarely on key businesses, allowing us to continue gaining market share”.

Fernando Oliveros.

Chief Executive Officer
at PRIM.





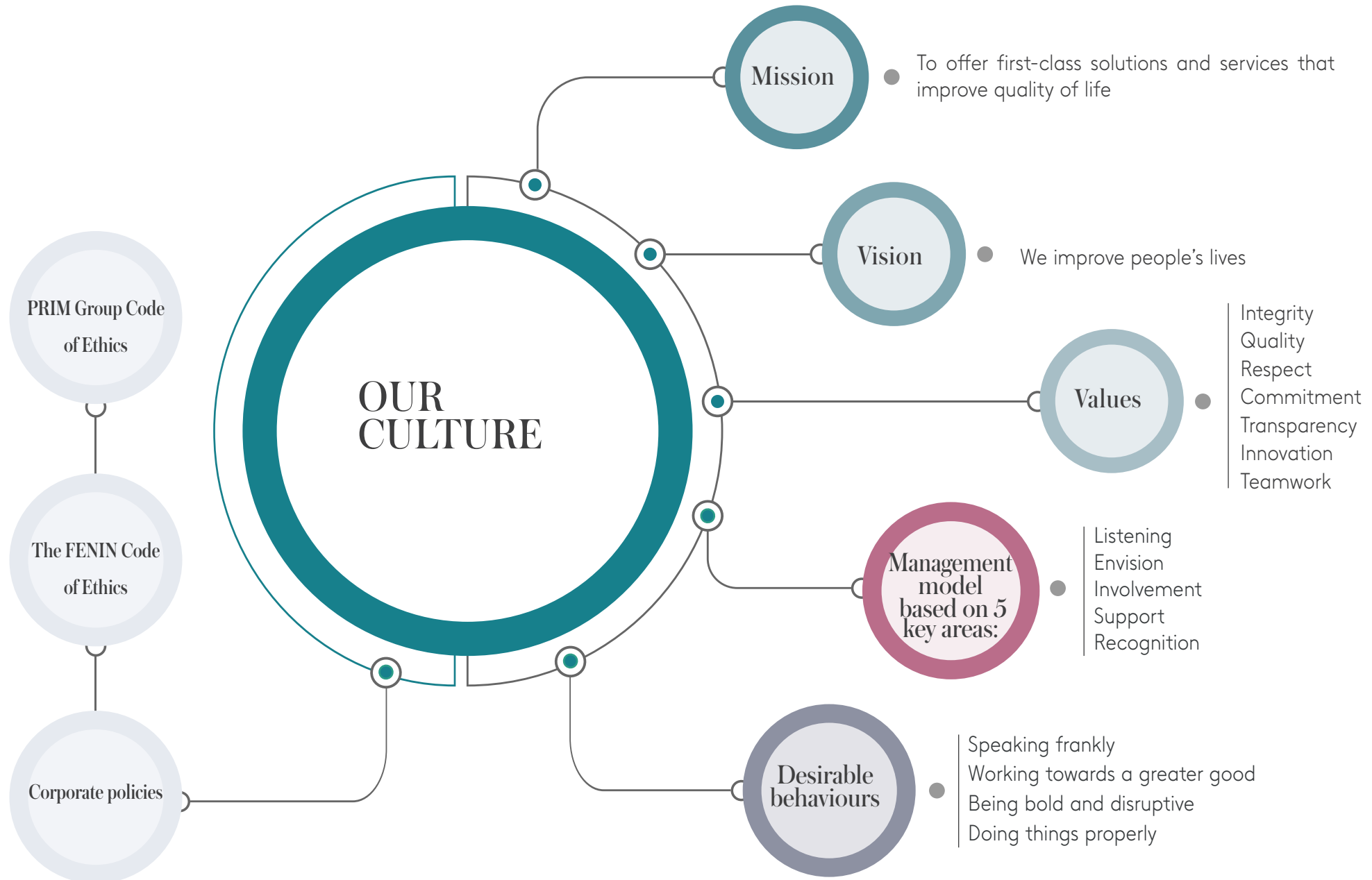
Scan the QR above to
access the full PRIM 2022
Sustainability Report.



01 PRIM Culture

01.1 Our Culture

01.2 Certifications obtained by the PRIM Group



Certifications obtained by the PRIM Group

Prim, S.A.



ISO 13485 approved – Quality Management Systems for Medical Devices



UNE 170001-2 approved – Universal Accessibility



ISO 14001 approved – Environmental Management Systems



Family -Responsible Company certificate (EFR)



ISO 45001 approved – Occupational Health and Safety



Carbon Footprint according to UNE-EN ISO 14064: 2012

Establecimientos Ortopédicos Prim, S.A.



ISO 9001 approved – Quality Management Systems



UNE 170001-2 approved – Universal Accessibility



ISO 14001 approved – Environmental Management Systems



Family Responsible Company certificate (EFR)



Carbon Footprint according to UNE-EN ISO 14064: 2012

Laboratorios Herbitas, S.L.



ISO 9001
LL-C (Certification)

ISO 9001 approved – Quality Management Systems



ISO 13485
LL-C (Certification)

ISO 13485 certification – Quality Management Systems for Medical Devices



ISO 14001
LL-C (Certification)

ISO 14001 approved – Environmental Management Systems

Teyder, S.L.



ISO 9001 approved – Quality Management Systems



ISO 9001 approved – Quality Management Systems

Organización de Servicios Ortopédicos Totales, S.L



02 Get to know our business model

02.1 Main business activity figures

02.2 Portfolio of products and services based on innovation

02.3 At the service of customers

02.4 Responsible supply chain management

SALES



15

business divisions

€197 M

turnover

€17.7 M

EBITDA

€11.5 M

tax contribution

€8.4 M

net operating income

BUSINESS



12

orthopaedic centres

5

company-owned manufacturing plants

2

custom manufacturing workshops

2

+B2B online shops

3

new companies: Herbitas, Teyder, EasyTech

head office and operational headquarters

8

offices in Spain

3

international subsidiaries

98

countries in the international network

20 %

of Spanish start-up Aura Robotics

INNOVATION



9

new in-house development projects

launch of the new hyperextension frame

In partnership:

- robotics
- remote rehabilitation

NEW COMPANIES



Market expansion:

- podiatry
- motorised mobility

Increase in production capacity:

- physiotherapy products
- manufacturing plant orthotics and podiatry products manufacturing plant
- textile orthotics workshop


Permanent geographical expansion:

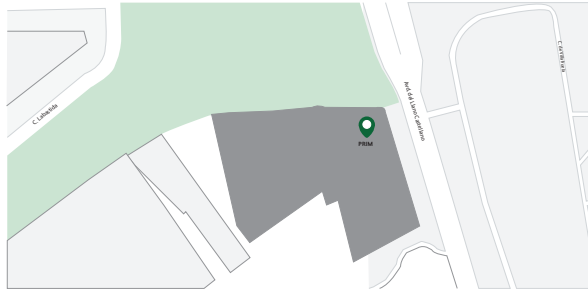
- Italy

WORLDWIDE SCOPE


Headquarters

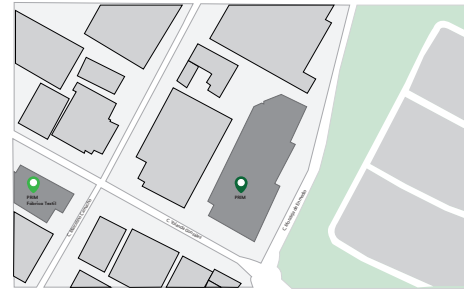
Social Office

 Ave. del Llano Castellano, 43
28034 Madrid, Spain



Operational office

 St.Yolanda González, 15 Pol. Ind. Nº 1
28938 Móstoles - Madrid, Spain



Manufacturing plants and workshops

5 Manufacturing plants



- Toledo
- Madrid
- Barcelona
- Valencia
- Florencia

2 Workshops



2 manufacturing workshops for bespoke products, located in A Coruña and Madrid

Offices and subsidiaries

8 Regional offices



- Galicia
- Balearic Islands
- Catalonia
- Andalusia
- Basque Country
- Community of Valencia
- Canary Islands
- Community of Madrid

3 International subsidiaries



- Italy
- México
- Portugal

Sales presence

12 Orthopaedic establishments



- 4 A Coruña
- 1 Ourense
- 1 Vigo
- 4 Madrid
- 1 Toledo
- 1 Granada

98 Countries



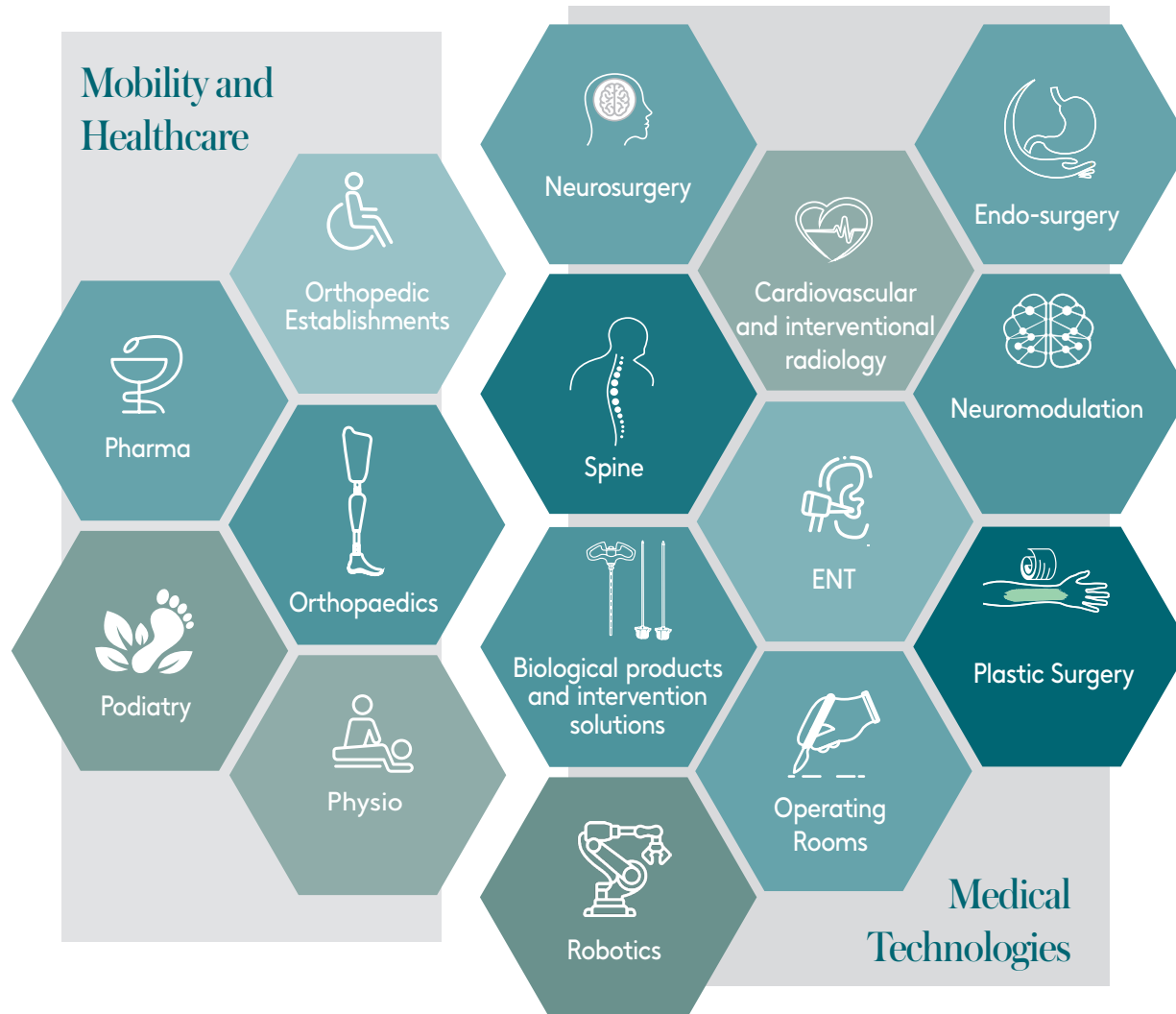
Sales in 98 countries

Online shops



- Physio Online shop
- Pharma Online shop

Portfolio of products and services based on innovation



The company manages the quality of its products and services through a continuous improvement model endorsed by the ISO 13485 quality management standard for medical devices and, in the orthopaedic centres, by ISO 9001, both before and after product delivery.

PRIM's products are backed up by individualised technical advice and, in particularly complex areas, ongoing assistance to healthcare professionals to ensure the safety of patients, doctors and other medical professionals during the intervention and subsequent treatment with our products. This provision of technical advice continues after the products have been sold, through PRIM's commercial network and technical after-sales service.

Medical Technologies

Main products and services



Neurosurgery

- Duraplasties.
- Ultrasonic aspirators.
- Neuromonitoring systems.
- Hydrocephalus shunt valves and external drainage systems.
- Bipolar generators and clamps.
- Cranial stabilisation systems.
- High-speed neurosurgical motors.
- Instruments for brain and spinal microsurgery.



Spine

- Occipito-cervical and transpedicular vertebral fixation systems.
- Intersomatic cervical, thoracolumbar and disc prosthesis devices.
- Devices for the replacement of vertebral bodies.
- Interspinous devices.
- Robotic navigation systems.



Biological products and intervention solutions

- Minimally invasive vertebral fracture VCF.
- Ultra minimally invasive spinalendoscopy.
- Human origin osteoinductors and allografts.
- Synthetic biological osteoconductors.
- Anti-adhesive and anti-fibrotic barriers.
- Vertebral filler materials.
- Treatment of acute ischaemic cerebrovascular events (Stroke).
- Treatment of cerebral arteriovenous malformations.



Robotics

- Personalised Robotic Precision Medicine.



Endosurgery

- Smart continuous-flow insufflator.
- 6K laparoscopy equipment.
- Ultrasonic aspirators.
- Disposable trocars.
- Disposable and reusable laparoscopic dissectors and forceps.
- Laparoscopic irrigation/aspiration and mechanical suturing.



Neuromodulation

- Chemical neuromodulation.
- Radiofrequency equipment.
- Subcutaneous electrical stimulation.
- Epidurolysis and RF catheter.
- Basic epidurolysis catheter.
- Disposable shortwave stimulator.



ENT

- Otology and endoscopic surgery motors.
- Auditory and AOS diagnostic equipment.
- AOS treatment implant.
- Tubal dilation system.
- Middle ear implants.



Plastic Surgery

- Dermal substitutes.
- Dermatomes and meshers.
- MEEK skin mesher (latest generation for extensive burns).
- Nerve regenerators.
- Biological matrices.
- Negative pressure therapy, including instillation.
- Nerve stimulators



Operating Rooms

- Surgical smoke evacuators.
- Drains and reservoirs.
- Electrosurgery.
- Surgical separators.
- Macerators.



Cardiovascular and interventional radiology

- Angioplasty balloons
- Coronary stents.
- Drug-eluting balloons for coronary arteries.
- Cutting balloon.
- Peripheral stents.
- Peripheral balloons with and without drugs.
- Vascular prostheses

Mobility and Healthcare

Main products and services



Pharma

- Orthotics.
- Podiatry.
- Technical aids.
- OTC.
- Medical devices.
- Cosmetics.
- Dietary supplements.
- Accessories.



Physiotherapy and Rehabilitation

- Ultrasound.
- Invasive Physiotherapy.
- Diathermy.
- Hyperthermia.
- High-Intensity Magnetotherapy.
- Shock Waves.
- High-Intensity Laser.
- Thermography.
- Remote rehabilitation.



Podiatry

- Diagnostic and treatment apparatus.
- 3D printers.
- Customised insoles.
- Pressure platforms.
- Podiatric silicones.
- Podiatric instruments.

Manufacturing facilities and workshops for bespoke orthopaedic products

Manufacturing facilities

- Orthotics.
- Podiatry.
- OTC.
- Range of anti-COVID products.

Custom orthopaedic workshop

- Standard and bespoke prostheses and orthoses.
- Special prostheses: myoelectric, smart, etc.
- Personalised adaptation of technical aids.



Powered Orthopaedics and Mobility

- Orthotics (upper and lower limbs, trunk, neck, etc.).
- Prosthetics for upper and lower limbs.
- Mastectomy.
- Technical aids and mobility solutions.
- Bespoke manufacturing service.
- Electrical technical aids.
- Manual technical aids.
- Range of specialist orthoses for sports/work.
- Comprehensive range of orthoses for children.



Orthopaedic Establishments

- Standard and bespoke prostheses and orthoses.
- Special prostheses: myoelectric, smart, etc.
- Pressotherapy, post-mastectomy and burns products.
- Personalised adaptation of technical aids.
- Anti-decubitus and positioning products.
- In-house technical service.



Technical after-sales service

Main services



Technical after-sales service

- Customer service, advice and technical support.
- Service contracts designed to meet the needs of the sector and the life cycle of the products.
- Assembly and commissioning of equipment.
- Supply of spare parts.
- Technical assistance for the maintenance and repair of medical devices.
- Technical assistance for maintenance and repairs at spas and wellness centres.

In-house logistics and distribution

Main products and services



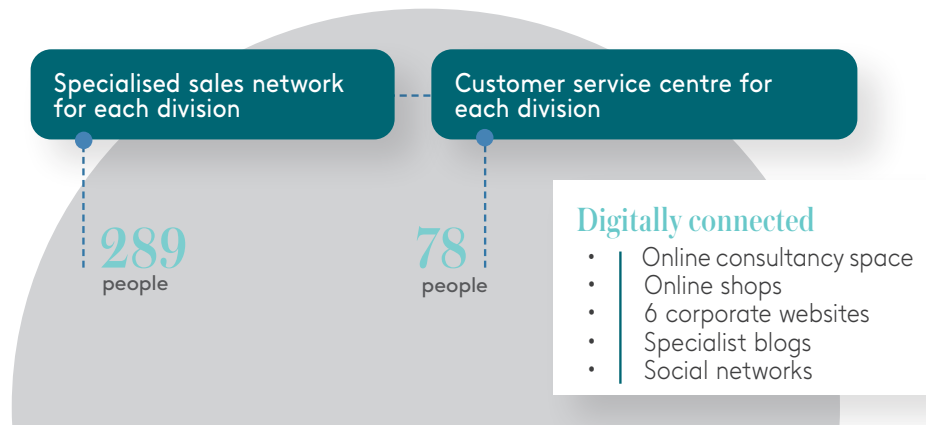
Warehousing, logistics and distribution network

PRIM's warehousing, logistics and distribution network operates according to the same service criteria as the commercial network: in-depth customer knowledge and personalised products and services delivered by the highly specialised teams in its logistics network.

The company's invoicing system and capacity to supply products immediately allow it to respond to each customer's individual needs while offering an integrated management model. Our efficient delivery times have allowed us to position ourselves as a leading and strategic supplier in all of our areas of medical specialisation.

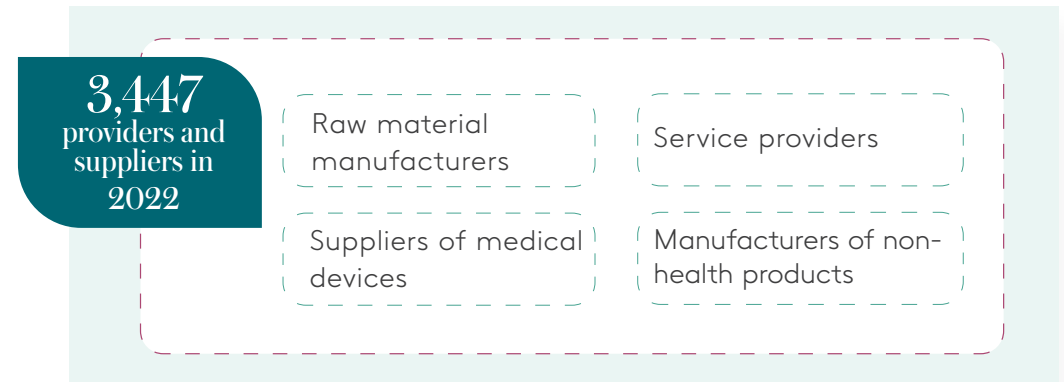
At the service of customers

The customer service philosophy that the company has built into its business model entails having systems in place to ensure the availability of diverse communication channels and a specialised team of people ready to provide an immediate response.



PRIM is responsible for protecting the confidentiality of information and ensuring its security in response to the trust that its customers and employees place in the organisation. Given the sensitive nature of the information involved, the company operates computer systems that guarantee a secure flow of information, both within the organisation and in virtual interactions with third parties.

Responsible supply chain management



	Percentage of local suppliers	Percentage by volume of purchases
PRIM/EOP	86%	56%
PHARMA+	89%	63%
HERBITAS	80%	76%
TEYDER	88%	27%

Supplier selection and contracting processes are objective and rigorous. Through its certified quality management system, the company seeks to ensure that the supply chain meets the strictest quality standards.

Furthermore, at PRIM, we view the protection of human rights, ethics and social responsibility from a perspective of shared responsibility, which extends throughout the value chain. To ensure proper management, the company adopts a cooperative approach in which each supplier implements reasonable and appropriate measures within their area of influence and exchanges information to enable the early detection of any impacts that may need to be mitigated.



03 Our team

Our team

805
people

45% 55%

6%
≤ 30
years old

60%
31 – 50
years old

34%
≥ 51
years old

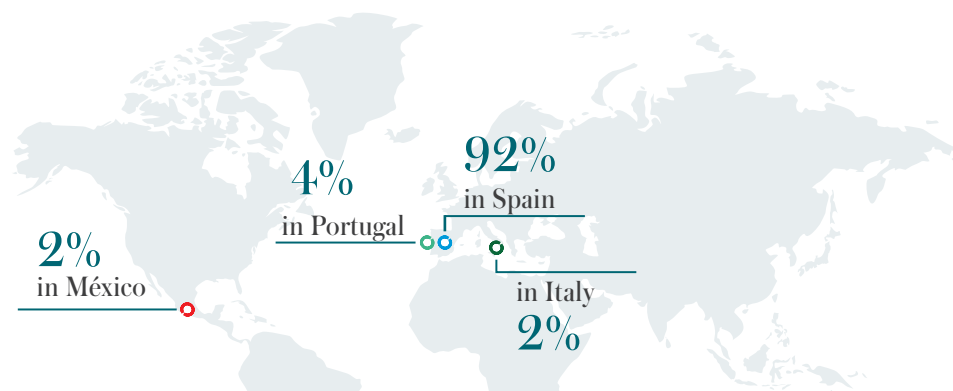
6%
Senior
management

7%
Middle
management

38%
Specialist
collaborators

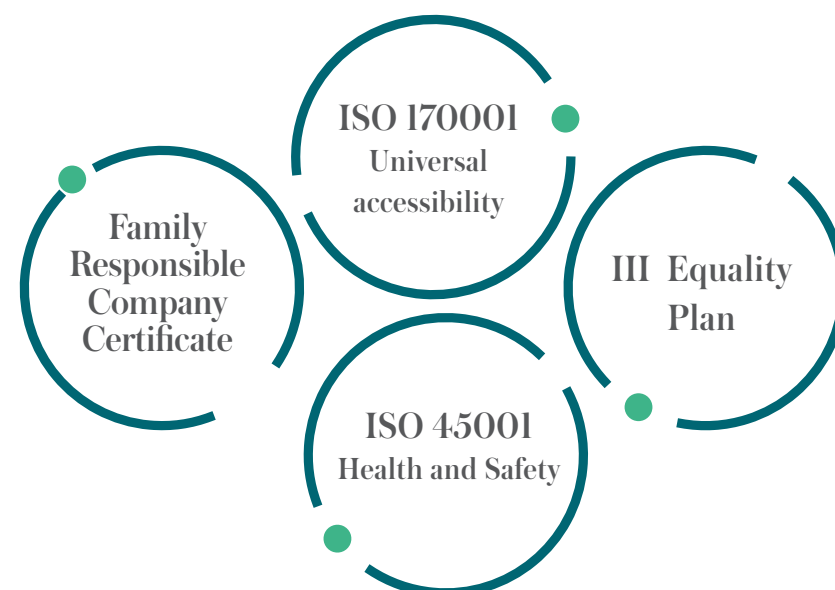
27%
Qualified
collaborators

22%
Production
collaborators
and operators



The construction of PRIM's people management model is closely linked to its mission and vision. The company is intensifying its efforts to ensure that the culture that permeates the organisation also cares for and supports the lives of the people who constitute PRIM. And caring is also about motivating; it is about creating spaces of mutual commitment in which respect and continuous improvement serve as a basis for an honest and creative dialogue that leads to the quality of the service offered to customers and internal collaborators.

PRIM has tools that guarantee responsible health and safety management, improve the processes that ensure equal opportunities and promote the professional and personal development of its internal collaborators.





04 Commitment to society

04.1 ESG Plan 2023 - 2025

04.2 Social contribution areas

Plan ESG 2023 - 2025

The organisation has taken a step forward in its environmental, social and governance (ESG) management by devising its first 2023 - 2025 ESG Plan, whose objectives will be added to the 2021 – 2025 Strategic Plan from 2023.

The primary purpose of the ESG Plan is to incorporate non-financial objectives into the organisation's corporate strategy that contribute to understanding and satisfying the needs of all its stakeholders: to provide tangible and intangible value that is reflected in its economic results, to maximise its positive influence on society and to minimise the environmental footprint that PRIM, as a company, leaves in its wake.



Social contribution areas

Actions aimed at contributing to health progress



Support for research



Expert committees and
dissemination forums



Support for training

Launching of the PrimAcademy

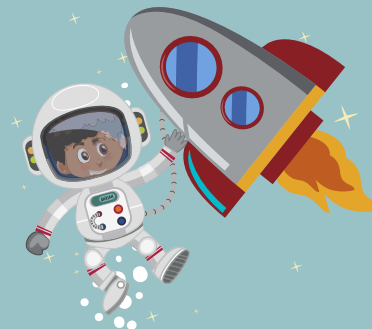
360 knowledge and space

Create a forum where the clinical and technical knowledge of professionals in the sector can be shared and generate a 360 technical training environment.



Humanisation of health

Line of action aimed at promoting initiatives to improve patient accessibility to information and to promote well-being at all stages of treatment.



PRIM Social programme



Support for the work of social organisations that contribute to humanitarian development in the areas of health, equal opportunities for disabled people, and projects aimed at caring for older people.

During the 2022 financial year, PRIM participated in 19 social projects and made donations with a market value of approximately 296,219 euros.



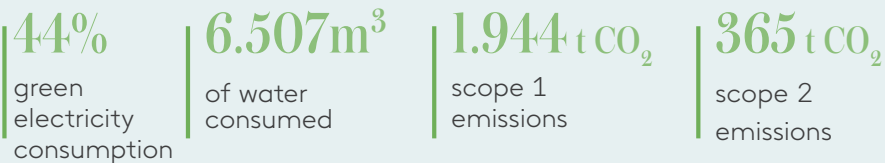
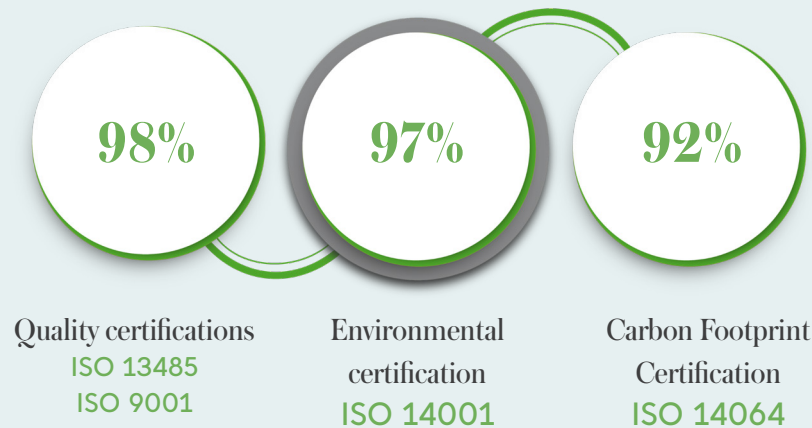
05 Environmental Responsibility

05.1 Key environmental data

Environmental responsibility

Key environmental data

Percentage of certified activities in 2022



We strive to
incorporate
more sustainable
solutions

Eco-label



The textile orthotics product line, MYPRIM Kids, and the seamless podiatry product line, Comforsil, have been awarded the OEKO-TEX® STANDARD 100 certificate for textiles that care for people and the planet. This eco-label guarantees that every fabric, button, thread and all the other accessories of the certified textile products have been tested for more than three hundred substances that are harmful to health and the environment.

Packaging

The new product packaging solutions launched in 2022 are comprised of 65% paper or cardboard and 35% plastic.

Digitalisation of daily processes



- Electronic signature of documents.
- Digital invoicing.
- Digital settlement of expenses.

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