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PRODUCTS & SERVICES

UZIN UTZ is known for its high technical performance and innovative strength. When developing our products, we always take health and environmental aspects into consideration. We meet our customers' needs with services and new business models. To do this, we analyse specific customer needs in our core and growth markets. By 2025, we want to generate 5 % more turnover through new product developments.

We are using and developing digital solutions to better connect us to our customers and to provide them with information and other services. And we are embracing the opportunities digitalisation offers in order to make workflows easier and more efficient for employees.

UZIN: Installation systems for screed, floors and wood flooring.

WOLFF: Machinery and special tools for substrate preparation and installation of floor coverings.

PALLMANN: Complete product range for installation, renovation and maintenance of wood flooring.

Arturo: Functional floor coatings with a wide range of design options.

codex: Installation systems for tiling and natural stone.

Pajarito: High quality painting, plastering and drywalling tools.

Research and development

At UZIN UTZ, research and development is at the heart of our efforts to always be one step ahead and to proactively address future market requirements and customer needs. This leads to the development of products that not only meet the highest quality standards, but also fulfill strict requirements for occupational health and safety and healthy living. Our products are also a key element in the realization of ecological sustainability goals. We attach great importance to product innovation and actively promote the continuous development of our product portfolio for all brands.

In 2023 the UZIN UTZ Group invested around EUR 13.7 million (12.8) in research and development. On average, 133 (130) employees worked in this area, contributing

significantly to a product novelty ratio of 28.5 % (34) across all UZIN UTZ development sites.

At Uzin Utz SE expenditure on research and development in 2023 amounted to EUR 6.0 million (6.1). On average, 57 (59) employees were involved in the development and optimization of new products for the UZIN brand. Our development expertise is also reflected in the Uzin Utz SE novelty ratio of 36.0 % (53.1) in 2023. This rate refers to products with innovative or significantly improved properties that were launched on the market within the last five years and have a demonstrable marketing value. The novelty ratio is calculated based on the ratio of sales of these new products to the total sales of all internally developed products.

INNOVATIONS

Innovations are visionary and pioneering product developments. We also include process innovations, such as processes in production or logistics, in our definition of innovation.

Innovative ideas and advanced technologies are shaping the future. Our corporate culture promotes this development by providing creative freedom to research, evaluate and consistently implement a wide range of innovative approaches. In view of changing market conditions and customer requirements as well as new challenges, the Technology Management segment plays a decisive role. It performs important groundwork for innovations and future trends within the Uzin Utz Group.

Linking sustainability with innovation leads to valuable synergies. Thanks to our strength in innovation, we develop products that not only meet the highest technical standards, but also take into account the health of the user and ecological concerns. Below we present some of our new products that demonstrate precisely this combination.

UZIN Moisture Tolerant System

The new UZIN Moisture Tolerant (MT) range consists of a system of moisture-resistant products. The alkali- and moisture-resistant water-based universal dispersion adhesive UZIN KE 25 and the moisture-resistant, self-levelling cementitious levelling compound UZIN NC 161 were introduced for this purpose. Together with our moisture and alkali-resistant dispersion primer UZIN PE 360 Plus, these two new products form an innovative system that makes the ecologically less

favorable epoxy resin and polyurethane primers currently used as substrate preparation no longer absolutely necessary. The new system also scores points in terms of sustainability, as it has a CO₂ footprint that is around 50 % lower than conventional systems with reaction resin primers.

PALLMANN MAGIC OIL CHANGE

Previous parquet oils consisted mainly of linseed oil, which is usually imported from Asia. The new MAGIC OIL CHANGE is based on cold-pressed hemp oil and natural waxes. This means that the oil contains 90 % renewable and regional raw materials. The hemp seeds come from farmers in the Würzburg region and the hemp oil is also pressed in an oil mill very close by. This shortens the delivery routes to the production site in Würzburg enormously. The cold-pressed oil does not undergo any of the chemical processing that is otherwise common in the industrial sector. As a result, 60-70 % CO₂ can be saved compared to previous parquet oils.

codex X-Terra line

In 2023 the codex brand launched the new codex X-Terra outdoor range, which consists of high-performance products for gardening and landscaping. X-Terra provides tilers and landscapers with a range of products that can be used to reliably design outdoor areas from a single source. The products in the outdoor range have been specially developed for outdoor requirements, such as moisture and climatic fluctuations caused by high temperatures or frost, as well as for use under heavy loads.

WOLFF Asbestos SET

WOLFF's Asbestos Kit ensures safe working with asbestos and also offers the opportunity to facilitate renovation work on old buildings. The renovation and restoration of historic buildings makes a significant contribution to promoting sustainable living by helping to use existing resources and preserve cultural heritage.

Arturo PU2060 floor system

Arturo introduces a fully EMICODE EC 1 PLUS certified flooring system. The system with the lowest possible emissions meets the strictest health and environmental requirements and is even better for craftsmen and customers. "Achieving EMICODE EC 1 PLUS certification for a complete PU flooring system is unique," says Kelly Heuker of Hoek from Arturo's product management team. "We are one of the first suppliers in the synthetic resin flooring market to take this step. And with success. We are very proud of this."

Pajarito roller box

Pajarito has redesigned the roller box. It is a storage box for paint rollers to prevent them from drying out and to keep them moist for several months. By reusing the paint rollers, the amount of waste that would be generated by replacing rollers is significantly reduced. In addition the roller box has been converted to 100 % recycled plastic.

PRODUCT STEWARDSHIP AND CUSTOMER HEALTH

We believe customer health and safety in the products' application and utilization phase are crucial, for example through the avoidance of harmful components, solvents, and emissions in indoor spaces.

At UZIN UTZ protecting the health of product users and end consumers is a key focus. This approach is not only reflected in the fulfillment of legal requirements, but is also an expression of our own commitment to developing products that are both, environmentally friendly and safe, in the application and use phase. This commitment is a central component of our development and quality processes and is implemented consistently and with foresight at all our production sites and across all brands. In the manufacture of construction chemical products, the use of certain ingredients that may require labeling is often unavoidable. Thanks to our strict management of hazardous substances and the close cooperation between the product development teams and the regulatory specialists in our product safety department, we are able to identify potentially problematic ingredients at an early stage and substitute them if necessary. For example UZIN UTZ does not use any of the substances with a proven endocrine effect defined in the revised CLP Regulation in 2023, nor does it use any of the substances in the hazard class of persistent, bioaccumulative and toxic substances (PBT substances) that are to be newly labeled. This strategy not only

enables us to continuously improve the safety and health of our customers, but also to demonstrably and credibly fulfill our responsibility towards the environment.

Furthermore, our efforts are not limited to product development, but also include comprehensive training and information programs for our customers and employees. These measures ensure that everyone involved is fully informed about the safe and effective use of our products. UZIN UTZ is therefore not only committed to complying with legal requirements, but goes beyond this by continuously seeking ways to improve our products and processes in order to protect the health and safety of our customers and the environment.

Focus on healthy living and sustainability

Over the course of 2023, UZIN UTZ has further strengthened its initiatives to reduce CO₂ emissions at product level, specifically in relation to Scope 3 emissions. The increasing use of bio-based raw materials plays a key role in these efforts, with the biomass balance method being a particularly important component. In order to increase the transparency and external communication of our efforts, we have introduced our new sustainability label ECO₂ CHOICE. You can find more information on this in the next section.

In parallel to our efforts to reduce CO₂ at product level, the reduction of volatile organic compounds - also known as VOC emissions - remains a key concern in product development. In this context 2023 was also characterized by necessary contract extensions for our Blue Angel-labeled products. This adjustment was necessary due to stricter requirements for the preservative content of dispersion products and involved around 20 different products. Finally, the EMICODE EC 1 Plus rate for the UZIN brand was once again determined in 2023 and amounted to an impressive 97.1 %, which is almost the same high level as the previous year. This rate clearly shows that, in addition to CO₂ reduction, we continue to attach great importance to very low-emission products. This is not only important for processors, but also for end users in particular, who want a safe and health-friendly environment in their living spaces. Further details on these initiatives can be found in the 'PLANET' section of our report.

Healthy products, Uzin Utz SE (in %)	2023	2022	2021
Percentage with EMICODE EC 1 Plus/Blue Angel (of sales revenue)	97.1	98.2	97.7
Percentage with EMICODE EC 1 Plus/Blue Angel (of sales volume)	96.1	97.9	97.7

ECO₂ CHOICE LABEL

New sustainability label ECO₂ CHOICE shows CO₂ reduction.

In the 'Planet Year' 2023 we wanted to prioritize our commitment to particularly sustainable product solutions. To this end UZIN UTZ has introduced its own sustainability label. The new ECO₂ CHOICE sustainability label is clearly visible on product packaging.

The brands UZIN, PALLMANN, Arturo and codex have defined 2023 selected products with explicitly adapted formulations that represent sustainable solutions for floor processing in a specific area. Via the QR code on the packaging or via the overview page on our website (<https://de.uzin-utz.com/eco2choice>), the user and consumer immediately receives all relevant information on the GWP value and thus the CO₂ footprint of the product. In addition, all background information and the CO₂ savings can be read.

Only products with sustainable raw materials - for example, renewable raw materials, biomass-based raw materials etc - are eligible. "With the new sustainability label, we want to make the decision for CO₂-reduced building products, easier" explains Board Member Julian Utz. "Users can choose for themselves whether to give preference to a more sustainable product variant in the range." In this way, UZIN UTZ is supporting the European Green Deal, with which the EU member states aim to become climate-neutral by 2050 and reduce their greenhouse gas emissions by at least 55 % by 2030 compared to 1990 levels.

Sustainable construction and building certification systems

In 2023 the focus was on sustainable building more than ever before, with social and economic benefits in addition to protecting the environment and resources. Both national and international building certification systems such as BNB or LEED, are exemplary for the implementation of these principles. A significant further development, especially in the area of flooring installation materials, took place in 2023 with the tightening of the product evaluation criteria in accordance with the DGNB standard. To achieve the best possible DGNB quality level 4, only installation materials that are labeled with EMICODE EC 1 Plus or the Blue Angel according to DE-UZ 113 may now be used. This tightening reflects the trend towards ever stricter environmental and health standards in the construction industry. Almost all UZIN brand products, as well as other products in the brand ranges, meet the new, more demanding DGNB standards and therefore continue to achieve the highest quality level 4. We are also receiving more and more inquiries about the German government's Quality Seal for Sustainable Buildings (QNG). This seal is awarded to products that set an example in terms of environmentally friendly production and use and thus contribute to improving sustainability in the construction sector. The labeling of the product with EMICODE EC 1 Plus and/or the Blue Angel is also a reliable fulfillment criterion for this seal.

Product information and safety data sheets

UZIN UTZ provides comprehensive product information such as technical data sheets and safety data sheets to ensure that our products are used correctly. UZIN UTZ manages around 7,000 safety data sheets for all Group brands in up to 20 different languages and keeps them up to date on our websites and in various product databases. At the same time safety data sheets are also made available to our customers electronically via an automatic e-mail service. In addition a range of other documents for our products are made available on our brand websites. In addition to the evidence required by regulations, these include emission certificates (e.g. EMICODE EC 1 Plus, Blue Angel, M1, building authority approvals), as well as increasingly important environmental product information such as environmental product declarations (EPDs) and sustainability data sheets. These documents can be downloaded from our brand homepages for the respective product by all interested parties without prior registration.

Other regulatory issues

We also closely and proactively monitor the development of other regulatory issues in the area of chemicals legislation, both nationally and internationally. For example, the 2023 reporting year was characterized in particular by the measures to implement the newly introduced regulatory training requirement for processing products containing isocyanates, which had to be implemented throughout the EU. This new restriction stipulates that all commercial users of products containing isocyanates must receive training on the safe handling of isocyanates from August 2023 at the latest. This obligation affects not only our customers, but also all employees of our Group companies who come into contact with these products. At the same time we are of course also supporting our customers affected by this obligation by providing corresponding information on our brand websites and offering various contact options - by telephone or email - including training courses (Arturo brand).

In September 2023 after years of preparation the EU's microplastics restriction was adopted, which provides for a ban on synthetic polymer microparticles (SPM) and mixtures containing SPM from 0.01 % in order to reduce their negative effects on humans and the environment. Due to the broad definition of SPM, products such as dispersion adhesives, primers, levelling compounds and tile adhesives with dispersion powders are also partially affected by the restriction regulation. However, as the use of these products does not result in the release of microplastics into the environment, as the plastic particles they contain are firmly bound into the resulting product matrix, these products are not subject to a ban, but rather an exception. Only certain labeling and reporting obligations must be fulfilled when placing them on the market. The products may continue to be sold and processed in the usual way. Due to the nature of the polymer particles, some of these products could even fall completely outside the scope of the restriction, which would also mean that the labeling and notification requirements would no longer apply.

Finally UZIN UTZ will continue to keep a close eye on all new developments in the field of construction products relating to chemicals legislation and the environment in the coming years, particularly those that emerge in connection with the EU's Green Deal. One example of this is the revised Construction Products Regulation. UZIN UTZ is directly affected in all Group companies by the announced font size requirement on labels as part of a further revision of the CLP Regulation, which is expected to be adopted in 2024. This will massively increase the space required for label texts, particularly on multilingual product labels and will result in the complete revision and redesign of product labels.

DIGITALISATION

Our superordinate goal is to turn the digital transformation to our advantage. Our processes are digitalised, so they are very structured. Automation makes work much easier in many areas, and our employees and customers can focus more heavily on their core tasks.

Digital services for our customers

Digitalisation is playing an increasingly important role in today's business world and UZIN UTZ has impressively demonstrated in recent years that "digitalisation in the trade" can be successfully implemented. Through progressive digitalisation and efficient data management we not only achieve added value for our company, but also for our customers. Our focus is on supporting our customers and partners with questions about our products and providing practical help on construction sites. We develop customer-oriented, digital solutions and services that help distributors and tradespeople in their day-to-day work. Our digital tools under the UZIN brand support customers in their daily work by providing advice, sharing information and making recommendations. The "Apptivator" enables our sales colleagues to use an app that provides access to the latest product-related documents such as data sheets and catalogs, which they can send directly to customers digitally. At UZIN UTZ, we strive to adapt products, services and business models even more closely to local customers' needs and to offer added value through digital solutions.

Floor planning tender specifications for all brands

In the construction industry invitations to tender are of crucial importance for construction planners, architects and engineers. UZIN UTZ supports professionals with a comprehensive range of tender texts covering all segments of the group. These include rapid and lightweight screeds, moisture barrier systems, installation systems for textile, elastic and parquet flooring, bonded waterproofing, solutions for tile and natural stone installation and products for surface restoration. The specifications are available in all standard formats and can be specifically tailored to all requirements at <https://int.uzin-utz.com/branche/architects-planners> to provide optimum support for planning work.

Databases for construction products: Plan.1 and Building Material Scout

UZIN UTZ continues to be active on the online platforms Plan.1 and Building Material Scout in order to reach architects, planners and investors in a targeted manner. These platforms not only make it possible to establish new customer relationships in a service-oriented manner, but also to address special needs and inquiries from the planning industry more effectively. Our aim is to meet the growing demand for ecological information on construction products and the need for digital services for our target groups. We offer comprehensive and detailed information on our products to meet the requirements of modern construction projects.

Digital work environment

In recent years it has become clear how essential digitalisation has become for our work processes. We therefore use our intranet "Quako" for internal communication, which is based on the "Confluence" tool and serves as a central platform for knowledge sharing and collaboration within the group. With Quako, we can create and manage information pages across companies and locations, which makes coordination between different departments and communication across different locations much easier.

We use the Jira system to support task and project management. This tool proves to be particularly beneficial for cross-departmental and international projects in a dynamic working environment. With the integration of Jira into our intranet this project management tool is now available throughout the group, allowing all project members to keep track of who is working on which task at all times. Tasks can be clearly assigned and process steps made transparent so that the planning and implementation of projects can be understood by everyone involved.

Product data management system at UZIN UTZ

The world of UZIN UTZ brands is represented internationally in over 50 countries with variable product portfolios in currently 17 languages. We use a Contentserv PIM/MAM system to centrally manage this complex product data. Due to the high diversity of our product data numerous multinational departments at UZIN UTZ work with the PIM/MAM systems. With the introduction of a translation plugin (DeepL) in our PIM/MAM system, we can now translate our texts in real time to make the relevant product information even more easily accessible to our customers in the form of various print formats, as well as on our websites and in the web stores. Various tools

such as our BIM plugin, the floor navigator, the consumption calculator and our digital stele (USign) are also controlled and supplied with data from PIM.

UZIN UTZ Building Information Modeling

Building Information Modeling (BIM) is revolutionizing the digitalisation of construction projects by enabling detailed digital mapping of planning, execution and infrastructure right from the start. A key aspect of BIM is the sustainable disposal and recycling of building materials after their life cycle, allowing materials to be effectively recycled even after decades. The integration of BIM-compliant data from our PIM/MAM system allows product information to be managed centrally in multiple languages and in a BIM-compliant manner. UZIN UTZ has been cooperating with "BIMsystems" since 2021 to improve the offer for planners and architects through innovative solutions. From 2023 a new solution that replaces the previous plug-in will make it possible to combine our products with those of other manufacturers, such as matching floor coverings to our flooring system. These BIM components can be integrated directly into CAD programs, which optimizes the planning process for the floor structure. You can find out more at: bim.uzin-utz.com

Project management

In view of the increasing complexity and number of our projects we took the initiative in 2022 to implement a standardized project management model at UZIN UTZ. Since then regular project management seminars have been held, which have already prepared over 60 employees for the tasks of a project manager. At the beginning of 2023 more than 50 managers, including our three Management Board members, also took part in a training course lasting several days. In this training course the participants were introduced to the theory and practice of project management and practised basic project management methods, tools and roles using a practical case study. Every employee now has the opportunity to learn more about managing projects through the training courses on offer. Since the start of project management training at UZIN UTZ several projects have already been launched using the newly learned methodology. The first major project was successfully completed in 2023!