# 2023 FULL-YEAR RESULTS

# ORPEA S.A.

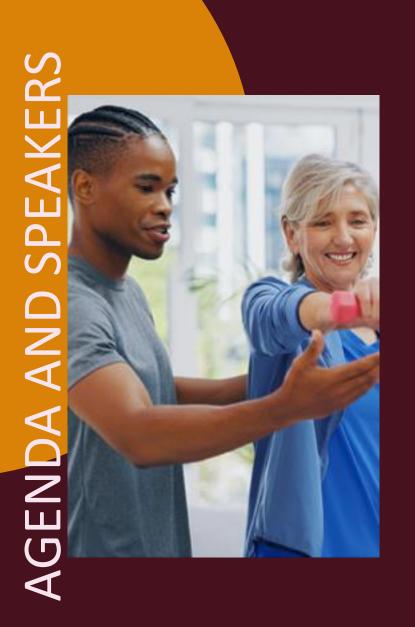
17 APRIL 2024



This document and the information it contains relate exclusively to ORPEA S.A. (SIRET no.: 401 251 566 / ISIN code: FR001400NLM4) (the "Company") and its subsidiaries.

On 20 March 2024, the Company announced a new stage in its history: a new corporate identity (*emeis*) and purpose ("Together, let's stand as a strength for the vulnerable among us") to provide personalised care and support for all vulnerable people.

At the Company's forthcoming Annual General Meeting called to approve the financial statements for the year ended 31 December 2023, the shareholders will be asked to approve the change in the Company's name to *emeis* and to incorporate the corporate purpose in the Company's Articles of Association.



HIGHLIGHTS

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2023 CONSOLIDATED RESULTS ORPEA S.A. Laurent Guillot Chief Executive Officer

Laurent Lemaire Chief Financial Officer

<u>3</u> CONCLUSION AND OUTLOOK

Laurent Guillot Chief Executive Officer



# Highlights

Laurent Guillot Chief Executive Officer





Actions in favour of employees and residents: non-financial indicators already improving



Financial restructuring completed, leading to a new governance ; a reduced level of indebtedness and real estate disposals at end-2023 in line with plan



A new identity, *emeis*, supporting an ambitious strategic project



**CREATE:** a program designed to step up the pace of the Company's transformation



2024 outlook significantly improved on 2023

Actions in favour of employees and residents: non-financial indicators already improving

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# Decisive actions in favour of employees (1/2)

to empower them to carry out their mission while ensuring their health and safety

## 1. HEALTH & SAFETY

-8 pts Work-related accidents frequency rate *vs.* 2021 An innovative prevention approach

# 3. DIVERSIFICATION OF RECRUITMENT

#### 309

Recruitments through co-optation 697 applications, on caregivers and management positions

## 4. TEAM STABILITY

Turnover in France (25.2%)

3 pts

Group level : 29.3% (-5 pts reduction targeted by 2025)

# 2. TRAINING

## €10m

Training budget in 2023 An unprecedented level of investment for the Group 20 hours per employee (excl. awareness-raising campaigns), mainly dedicated to caregivers (58%)

## 968

Work-study students (*"Alternants"*) recruited (France) i.e 28% of work-study students in the company as at 1 January 2023

## 5. INTERNAL PROMOTION

39.4%

Rate of internal promotion On key positions <sup>(1)</sup> +2.2 pts vs. 2022 A key loyalty lever

(1) For the positions of Regional Directors, facility directors and head nurse. 2023 objective was 50%

Note : The data on this page are being reviewed by an independent third party as part of the preparation of the 2023 Non-Financial Statement (NFS)



# Decisive actions in favour of employees (2/2)

to empower them to carry out their mission while ensuring their health and safety



#### In France, renewed representative bodies and normalised labour relations

#### **354** EMPLOYEE REPRESENTATIVES *vs.* 123 IN 2021 More in touch with employee expectations

# **10** LOCAL SOCIAL AND ECONOMIC COMMITTEES *vs.* 2 IN 2021

1 in each of the 9 main geographic areas in France and 1 at headquarters

## **3** REPRESENTATIVE UNIONS at national level

- Unanimous signing of two collective agreements<sup>(1)</sup> providing for unprecedented pay rises : CLINEA (December 2022) and ORPEA (June 2023)
  - Phased implementation of the  $13^{th}$  month bonus between 2023 and 2025
  - General salary increase for non-managerial grade employees
  - Budget set aside for individual increases to managerial grade staff
- New profit-sharing agreement for 2023 2024 2025
- Introduction of a subrogation mechanism for daily allowances

(1) Compulsory annual negotiations.

# A unique training programme for managers in France

First sector-specific management school

### « IMPACT » PROGRAM DEDICATED TO MANAGERS IN FRANCE

- Transformation-driven managerial and leadership programme for healthcare professionals
- In partnership with EDHEC Business School
- 4 classes graduating through September 2025





# Decisive actions in favour of patients and residents

Quality indicators already showing significant progress



## 1. QUALITY OF CARE

**2,177** SAE<sup>(\*)</sup> declared (France) *vs.* ~1,400 in 2022 Improved reporting culture (+~58%)

### 2. CERTIFICATION

71%

Facilities <sup>(\*\*)</sup> with certification (Groupwide) 98% in France ISO 9001 or equivalent

(\*) serious adverse events ("Evénements Indésirables Graves", EIG)

(\*\*) Facilities comprised in Group's perimeter for more than one year

(\*\*\*) nb. of countries within the consolidation scope (« a solution to strengthen dialogue » includes regular meetings, agreements with associations, mediation etc ...)

Note : The data on this page are being reviewed by an independent third party as part of the preparation of the 2023 Non-Financial Statement (NFS)

2023 FULL-YEAR RESULTS

## 3. SATISFACTION INDICATORS

92.4%

Satisfaction rate (Group-wide) vs. 90.1% in 2022

Surveys outsourced to ensure neutrality and transparency: Qualtrics and Ipsos

33

**Net Promoter Score (Group-wide)** *vs.* 21 in 2022

4. ETHICS AND POSITIVE TREATMENT

72% of facilities (Group-wide) vs. 45% in 2022

with an ethics and positive treatment correspondent (\*\*)

5. RELATIONS WITH FAMILIES

84%

countries having deployed a solution to strengthen dialogue <sup>(\*\*\*)</sup> vs. 76% in 2022

# Ongoing transformation in healthcare and nursing

# emeis

### **QUALITY AND SECURITY**

- Mechanism established to monitor SAE with specific and cross-cutting action plans: 80% completed in 3 months
- Integrated training programmes for caregivers
- Top-to-bottom review of the medication circuit resulting in fewer identity monitoring issues
- Integrated falls and suicide prevention programme

### **ETHICS AND POSITIVE TREATMENT**

- Patient/Resident/Relatives Experience
  - Helpline
  - Mediation system
- Internal and external ethics activity, participation in major social debates (positive treatment, end of life, etc.)

### **EFFICIENCY**

- 126 new medical projects for psychiatric hospitals and post-acute rehabilitation hospitals (France)
- Medical profession mobilised to boost appeal of facilities
- Strengthening the culture of coding, AVLOS (Average Length Of Stay), career paths, planning, KPIs and occupancy rates

### SHAPING THE FUTURE

- Pilot projects: Alzheimer care, psychiatry in nursing homes, new post-acute rehabilitation hospital specialities
- Introduction of remote clinical services in several countries
- A new strategic medical project (home, clinics, nursing homes)

Financial restructuring completed, leading to a new governance ; a reduced level of indebtedness and real estate disposals at end-2023 in line with plan

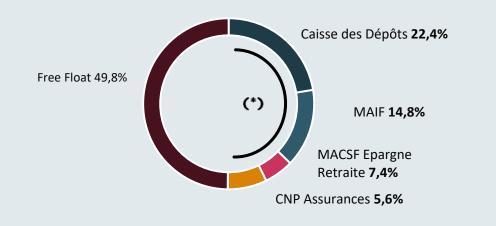
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# A financial restructuring completed

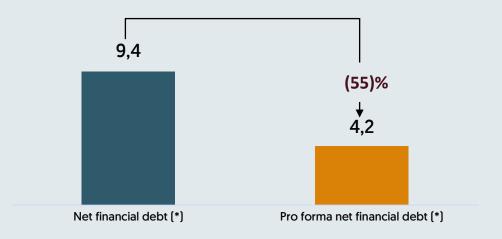




#### LONG TERM, STABLE OWNERSHIP STRUCTURE



#### GROUP FINANCIAL DEBT REDUCED SHARPLY FURTHER TO THE 3 CAPITAL INCREASES



(\*) acting in concert; bound by an investment agreement providing for the non-transferability of shares for an initial period of 3 years

(\*) in €bn, vision established at 10/31/2023 (IFRS, unaudited), including the three capital increases provided for in the accelerated safeguard plan. *Source* : offering memorandum on the capital increases

## Real estate disposals in line with commitments

despite a difficult real estate environment in 2023 and ongoing financial restructuring

## 2022+23 disposals: ~€300m (\*)

#### • Vs. a €250m trajectory

~€350m closed at year-end 2023 (main countries : Netherlands, Austria, Germany)~€100 binding offers signed and not closed at year-end 2023

#### • 2025 commitment : €1.25bn (\*)



- Despite a persistently difficult real estate market, many opportunities under discussion in 2024 (target of ~€450m)
- Objective of a significant additional real estate transaction (equity partnership or sale and lease back > €500m) : in 2024 or 2025 depending on market conditions

(\*) Disposals from June 2022 (G6 banks agreement) / net cash received from sales before repayment of associated debts

2023 FULL-YEAR RESULTS

A new identity, *emeis*, supporting an ambitious strategic project

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# emeis, a key step forward in the refoundation



> A collective, team-based approach with all our stakeholders

Positioned as both a precursor and catalyst of transformation

**CREATE:** a program designed to step up the pace of the Company's transformation

4

# The Refoundation Plan has entered the operational phase as a transformation program: CREATE



## **4 STRATEGIC PRIORITIES ...**

#### **OUR EMPLOYEES**

to foster the conditions allowing them to carry out their mission, while ensuring their health and safety

# OUR PATIENTS, RESIDENTS AND THEIR CLOSE ONES

pour to provide even better care and support for their projects

#### SOCIETY

to make a positive economic and social impact

#### **OUR STAKEHOLDERS**

to rebuild a transparent, efficient model

## ... OPERATIONALIZED

→ To BECOME A GROUP bound by a sense of belonging, protocols, processes and tools

→ To empower our MANAGERS to TAKE CARE of our teams

→ To lift our activities and processes to the **GOLD STANDARD** 

→ To boost our OPERATIONAL EFFICIENCY and FINANCIAL SUSTAINABILITY

→ To INNOVATE and become PIONEERS in the care and support sector

**CREATE**, a program structured around core principles



# C R E A T E



# **CREATE** program underpinned by a strong and balanced governance model



**Central governance** 

Monthly review by Corporate Executive Management Quarterly review by the Group Executive Committee Quarterly review of the local roadmaps together with each country Transformation Department to coordinate our actions



Local monitoring Each country has drawn up a local transformation roadmap and established a monitoring system

Each country roadmap has its own KPIs and a 2024-2025 budget

# The **CREATE** programme includes a commitment to strengthen operational performance



Implementation of a methodology to identify sites with performance challenges (11 facilities closed in 2023) 2 Depl

Deployment of practices to support and optimize the ramp-up of opening facilities <u>3</u>

Systematic pricing segmentation in all our facilities - *e.g.* France

EXEMPLES OF INITIATIVES : 4 Rationalization of information system application map + Digitization of processes

5 Overhaul of purchasing processes

→ GLOBAL IMPACT ~€35/40m starting 2024

# 2024 outlook significantly improved on 2023

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## 2023 key financial indicators



# €5,198m

#### Revenue

up 11.0%, of which 9.5% organic growth

## €696m EBITDAR

13.4% EBITDAR margin

## €1,355m Attributable net profit

incl. +€2,850m financial income linked to the Equitisation Capital Increase (no cash/tax impacts)

Broadly higher activity levels	<ul> <li>Solid growth in international sales and in French clinics</li> <li>Occupancy rate at French nursing homes not yet entered into recovery phase, despite numerous structural actions</li> <li>EBITDAR margin up in H2 2023 (<i>vs.</i> H1 2023)</li> </ul>
Operating performance impacted by:	<ul> <li>Persistently high wage pressure in 2023</li> <li>Lingering inflationary context on other costs (excl. energy)</li> <li>Late price increases and not sufficient to compensate inflation rate</li> </ul>

## 2024 outlook



#### ANTICIPATED EBITDAR GROWTH IN 2024: +15%-20% VS. 2023 (€800M-€835M)

- International business broadly in line with expected trajectory (average Group occupancy rate in Q1 2024: 85.1%, i.e +2.0 pts vs. 2023).
- Structural measures to kick-start recovery in French nursing homes (average occupancy rate in Q1 2024: 83.1%)
- To be compared with the initial forecast of €891m (\*)

### **MESURES TO PRESERVE GROUP LIQUIDITY**

- Precautionary measures already taken to optimise investments
- The Company also remains fully committed to its real estate disposal plan, and is looking at every opportunity to accelerate the process

(\*) As set out in the offering memorandum of the capital increases completed as part of the financial restructuring



# ORPEA 2023 consolidated results

Laurent Lemaire Chief Financial Officer







# FROM EBITDAR TO NET PROFIT

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## REAL ESTATE, DEBT AND BALANCE SHEET



## Change in revenue by geographic area



€m	FY 2022 Revenue	FY 2023 Revenue	Growth (%)	Organic Growth (%)*
France Benelux UK Ireland	2,802	3,037	+8,4%	+6,2%
Central Europe	1,197	1,352	+12,9%	+12,2%
Eastern Europe	435	515	+18,4%	+18,8%
Iberian Peninsula and Latam	242	286	+18,2%	+18,3%
Other Countries	4	7	n.s.	n.m.
TOTAL	4,681	5,198	+11,0%	+9,5%

Contribution from new facilities: 31 new facilities representing around 2,300 beds, mainly in the Netherlands and Eastern Europe

\* Organic growth in Group revenue reflects the following factors: 1. The year-on-year change in revenue of existing facilities as a result of changes in their occupancy and per diem rates; 2. The year-on-year change in revenue of refurbished facilities or facilities where capacity was increased in the current or previous year; 3. Revenue generated in the current period by facilities created during the current or previous period, and the change in revenue of recently acquired facilities in comparison with the previous equivalent period.

## Change in operated facilities and beds



End of period data (*)	No. of facilities FY 2022	No. of beds FY 2022	No. of facilities FY 2023	No. of beds FY 2023
France Benelux UK Ireland	551	44,170	574	45,431
Central Europe	237	23,765	247	24,316
Eastern Europe	124	12,764	124	12,754
Iberian Peninsula and Latam	79	10,007	83	10,394
Other Countries	1	154	3	575
TOTAL	992	90,860	1,031	93,470
			3,9%	2,9%
			+39	+2,610

(\*) Number of facilities, beds and flats in operation, at the end of the period for the fully consolidated entities, excluding ambulatory locations

## Change in occupancy rate in 2023



Average occupancy rate	FY 2022	FY 2023	Var.	H1 2023	H2 2023	Var.
France Benelux UK Ireland	83,6 %	83,4 %	(0,2) bps	83,1 %	84,0 %	+0,9 bps
Central Europe	79,1 %	81,9 %	+2,7 bps	81,8 %	82,4 %	+0,6 bps
Eastern Europe	81,9 %	85,6 %	+3,8 bps	84,6 %	86,9 %	+2,3 bps
Iberian Peninsula and Latam	78,0 %	83,6 %	+5,6 bps	82,5 %	85,1 %	+2,7 bps
Other Countries	ns	ns	n.a.	ns	ns	n.a.
Total	81,6 %	83,1 %	+1,5 bps	82,7 %	83,8 %	+1,1 bps

Group average occupancy rate higher in 2023:

➢ 83.1% (+148 bps vs. 2022)

Average occupancy rate of nursing homes in France in 2023:

▶ 83.6% (-200 bps vs. 2022). Growth of 1.2% in H2 vs. H1 2023

## Change in EBITDAR margin by geographic area

emeis

- Broad recovery in occupancy rates in 2023 (excluding nursing homes in France)
- Inflationary environment (excluding energy) continued to weigh on operating margins
- Delayed price increases not sufficient to offset cost inflation

€m	FY 2022 EBITDAR	FY 2023 EBITDAR	Var. % vs FY 2022	FY 2022 EBITDAR %	FY 2023 EBITDAR %	Var. vs FY 2022
France Benelux UK Ireland	447	358	(20,1)%	16,0 %	11,8 %	(419) bps
Central Europe	243	239	(1,8)%	20,3 %	17,6 %	(265) bps
Eastern Europe	63	65	4,2 %	14,4 %	12,7 %	(172) bps
Iberian Peninsula and Latam	24	39	58,1 %	10,1 %	13,5 %	+342 bps
Other Countries	2	(4)	ns	ns	ns	ns
TOTAL	780	696	(10,7)%	16,7 %	13,4 %	(326) bps

#### FRANCE BENELUX UK IRELAND

- FRANCE : impact of lower average occupancy rate vs. 2022 (nursing homes) despite increase in H2 vs. H1 2023; higher occupancy rate in clinics
- BELGIUM : improved occupancy rate following reorganization projects + consolidation of less profitable entities

#### **CENTRAL EUROPE**

- **GERMANY:** continued rise in occupancy rates; price increases in H2 2023 did not offset significant wage adjustments at the start of the year
- SWITZERLAND: positive business momentum; solid performance by hospitals

#### **IBER. PENINSULA AND LATAM**

• SPAIN: clear improvement in occupancy rates and effective cost discipline

#### EASTERN EUROPE

AUSTRIA: occupancy rates improving; very tight recruitment environment

# Change in EBITDAR margin



€m	FY 2022	FY 2023	Var. vs FY 2022	H1 2023	H2 2023
Revenue	4,681	5,198	+11,0%	2,539	2,658
Staff costs	(3,028)	(3,469)	+14,6%	(1,697)	(1,772)
As a % of revenue	(64,7)%	(66,7)%	(206) bps	(66,8)%	(66,6)%
Other expenses	(873)	(1,032)	+18,2%	(506)	(526)
As a % of revenue	(18,7)%	(19,9)%	(120) bps	(19,9)%	(19,8)%
EBITDAR	780	696	-10,7%	336	361
EBITDAR %	16,7 %	13,4 %	(326) pb	13,2 %	13,6 %

#### **Operating performance in 2023:**

- impacted by the persistently high inflation environment (wages and other costs excluding energy)
- benefited from the business recovery, both internationally and in hospitals in France
- impacted by occupancy rates at nursing homes in France
- benefited from price increases in certain countries in the second half of the year, although not sufficient to offset 2022 and 2023 inflationary effects

#### EBITDAR margin in H2 2023: up 40 bps vs. H1 2023

## 2023 financial results

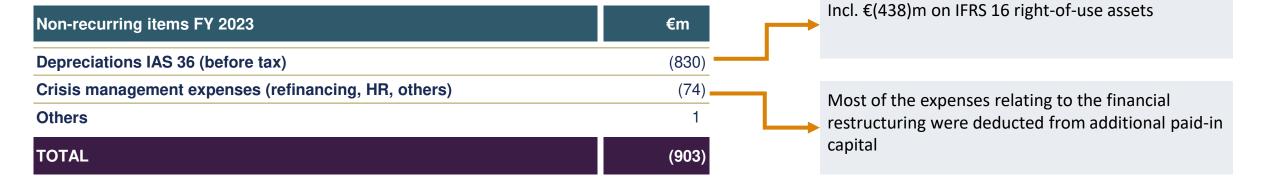


# Impairment tests on tangible, intangible assets and right-of-use assets (IAS 36)

- For impairment tests under IAS 36, the Group uses pre-IFRS 16 cash flow projections, which are then adjusted to adopt a post-IFRS 16 approach.
   Impairment losses recognised in 2023 totalled €830m, of which €438m related to right-of-use assets under IFRS 16
- It should be noted that the €438m impairment of right-of-use assets **does not change the value of real estate assets held by the Company**, but impacts the value of right-of-use assets under IFRS 16, which are presented separately in the balance sheet

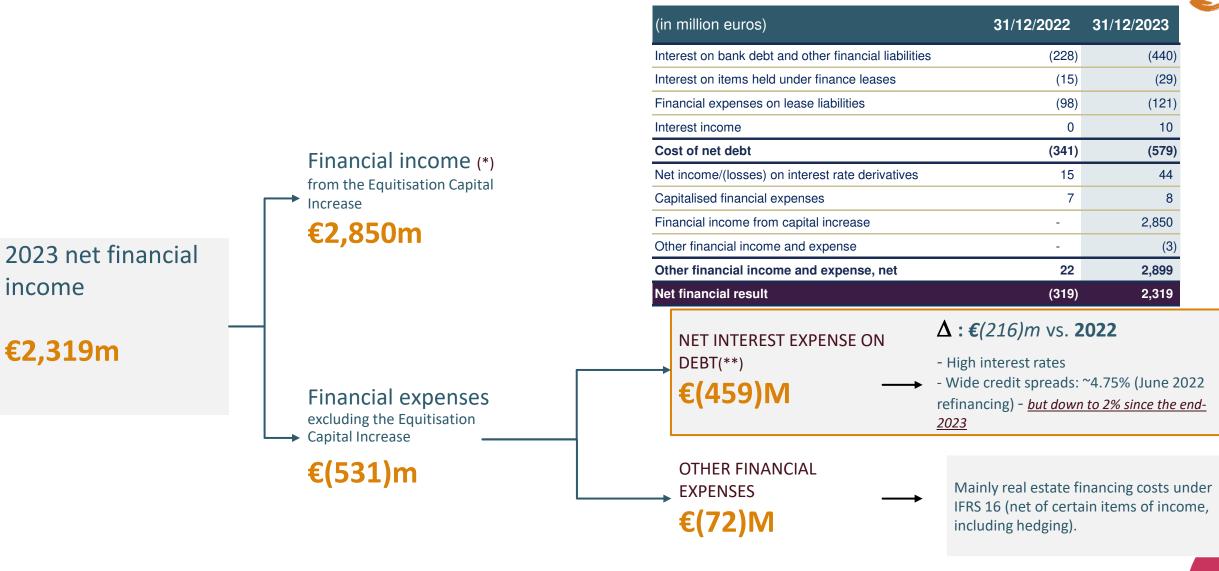


## Non-recurring items





# 2023 net financial income



(\*) without cash/tax impacts

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Net	Profit

€m	FY 2022	FY 2023	Var. vs Retraité
EBITDAR	780	696	(10,7)%
EBITDAR %	16,7 %	13,4 %	(326) bps
EBITDA	756	652	(13,8)%
EBITDA %	16,2 %	12,5 %	(362) bps
D&A and provisions	(805)	(667)	-17,1%
Recurring operating profit/(loss)	(49)	(16)	(67,5)%
Financial result	(319)	2,319	n.m.
Non current	(4,223)	(903)	-78,6%
Net income before tax	(4,591)	1,400	n.m.
Income tax	596	(45)	n.m.
Share in profit/(loss) of associates and JVs	(33)	5	n.m.
Minority interests	1	(6)	n.m.
Net result (Group share)	(4,027)	1,355	n.m.

Note : pre-IFRS 16 EBITDA 2022 : €342m / margin: 7.3% ; 2023 : €204m / margin: 3.9%

 Net profit for 2023 includes extraordinary financial
 income of €2,850 million linked to the Equitisation Capital Increase.



### 2023 financial results



#### Real Estate (1/2)

- 1
- As a reminder, the Company changed its accounting method after the publication of the 2022 financial statements
- The historical approach of remeasuring real estate assets at their annual appraised value has been discontinued
- Instead, each year the Company publishes the value of its real estate portfolio, factoring in the valuations carried out by independent appraisers
- Accordingly, the portfolio value is different from the value of the real estate assets shown on the balance sheet

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#### ESTIMATED VALUE OF THE REAL ESTATE PORTFOLIO

€bn	<u>2022</u>	Additions to scope	CapEx + Capit.	Disposals	Depr. & imp.	<u>2023</u>
Appraised assets (*)	4.9	+0.2	+0.7	-0.1	-0.4	5.3
Other assets	1.6	-	-0.3	-0.1	-0.1	1.0
TOTAL	6.5	+0.2	+0.4	-0.2	-0.5	6.3

#### Appraised assets

- 414 facilities in 2023(\*)
- €5.3bn in fair value (up €0.4bn)
- 2023 yield: 5.6% (up 50 bps vs. 2022)
- Yield impact: €(0.4)bn

#### Change in real estate value (2/2)





## 2023 financing table



n million euros	31/12/2022	31/12/2023	Of which:
EBITDA pre IFRS 16	342	204	- maintenance : €(105)m - IT : €(36)m
Maintenance & IT Capex	(136)	(141)	
Other operating cash flows (incl.change in working capital)	(85)	(149)	
Net Operating Cash Flow	122	(87)	
Real Estate Development capex	(638)	(315)	of which ~€(60)m corresponding to
Non recurring items	(151)	(145)	normalisation of salary settlement periods
Asset portfolio management	39	138	
Net financial expenses	(215)	(338)	
Net Operating Cash Flow before financing	(844)	(746)	of which real estate dispession £146m (main)
Change in equity - cash		1,160	of which real estate disposals: €146m (mainl Netherlands, Austria and Germany)
Change in equity - debt equitisation		3,823	Nethenanus, Austria and Germany
Change in perimeter	(72)	(53)	
Chg. in IFRS adjustments	68	(67)	
Chg. in net financial debt	(848)	4,116	
TOTAL NET FINANCIAL DEBT	8,758	4,642	Capital increases #1 and #2 – financial restructuring

## Structure of net debt at 31 Dec. 2023 (excl. IFRS 16)

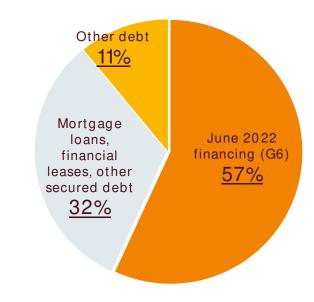


#### NET FINANCIAL DEBT AT 31 DEC. 2023 (€M)

June 2022 financing (G6)	3,027
Mortgage loans, financial leases, other secured debt	1,707
Other debt	587
Gross financial debt (excl. IFRS)	5,321
Cash and cash equivalents at 31.12.2023	(645)
Net financial debt at 31.12.2023 (excl.IFRS)	4,676
IFRS adjustments	(34)
Net financial debt (IFRS view, excl. IFRS 16)	4,642

AT END-2023, THE COMPANY HAD A REVOLVING CREDIT FACILITY (RCF) OF €400M, MATURING IN 2026

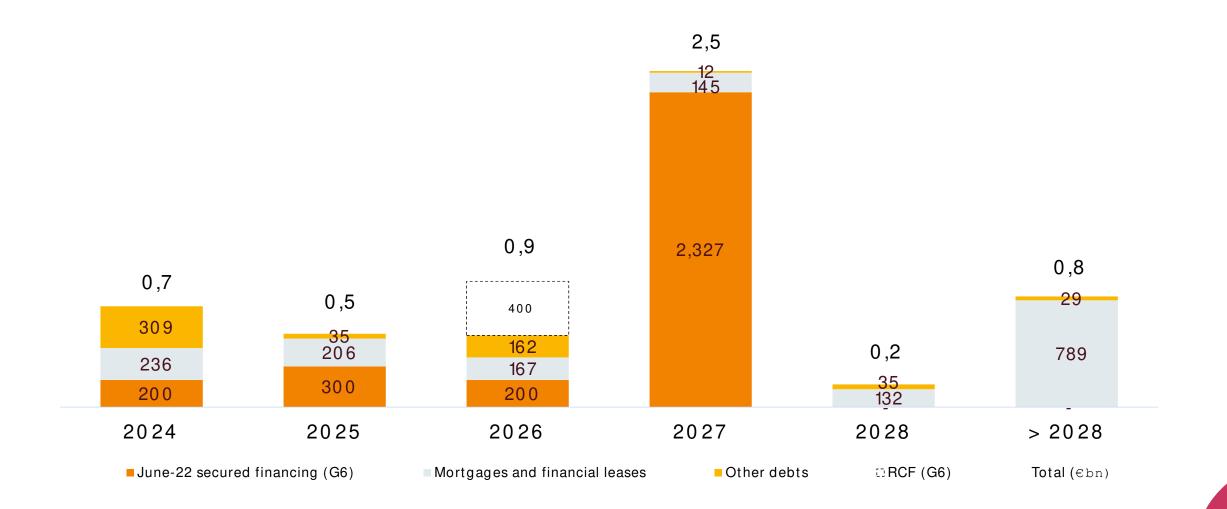
#### **BREAKDOWN OF FINANCIAL DEBT BY CATEGORY (%)**



€400m

### Debt maturity profile (excl. IFRS)





### Consolidated balance sheet (assets)



(in billion euros)	31/12/2022	31/12/2023		
ASSETS			<b>1.</b> Impairment of IFRS 16 right-of-use assets	
Goodwill	1,4	1,4	€(438)m	
ntangible assets, net	1,6	1,5		
Property, plant and equipment, net	4,4	4,4		
ssets in progress	0,6	0,4		
tight-of-use assets	3,5	3,1		
nvestments in associates and joint ventures	0,0	0,0		
on-current financial assets	0,2	0,1		
eferred tax assets	0,6	0,6		
Ion-current assets	12,2	11,5		
ventories	0,0	0,0	2. RCF (maturing in 2026) of €400m,	
rade receivables	0,5	0,5	undrawn at 31 December 2023	
ther receivables, accruals and prepayments	0,6	0,7		
cash and cash equivalents	0,9	0,6		
Current assets	1,9	1,8		
ssets held for sale	0,4	0,5	3. Primarily real estate assets	
TOTAL ASSETS	14,5	13,9		

#### Consolidated balance sheet (liabilities)



(in billion euros)	31/12/2022	31/12/2023	1. Reconstituted shareholders' equity following	
EQUITY AND LIABILITIES			#1 and #2 in December 2023 (3 <sup>rd</sup> capital increase	
otal consolidated equity	(1,5)	1,9	February 15, 2024)	
ong-term financial debt	1,4	4,5		
ong-term lease liabilities	3,4	3,3		
ong-term provisions	0,3	0,3		
rovisions for pensions and other employee benefit obligations	0,1	0,1		
Deferred tax liabilities	0,8	0,7	2. Reduction of gross financial debt: €(4.3)bn	
lon-current liabilities	6,0	8,9		
hort-term financial debt	8,2	0,7		
nort-term lease liabilities	0,3	0,6		
nort term provisions	(0,0)	0,0		
rade payables	0,3	0,5		
ax and payroll liabilities	0,4	0,5		
urrent tax liabilities	0,0	0,1		
ther payables, accruals and prepayments	0,6	0,7		
current liabilities	10,0	3,0		
abilities held for sale	0,1	0,1		
OTAL EQUITY AND LIABILITIES	14,5	13,9		



## Conclusion and outlook

Laurent Guillot Chief Executive Officer



# Preliminary stabilisation and foundation phase successfully delivered

Solid foundation to prepare for the future

Decisive progress for employees and quality of care, backed up by new values and a new identity

Financial restructuring completed and real estate disposals in line with commitments

Significant rebound in international occupancy rates

Numerous structural actions underway in France

Improved operating profitability in H2 2023

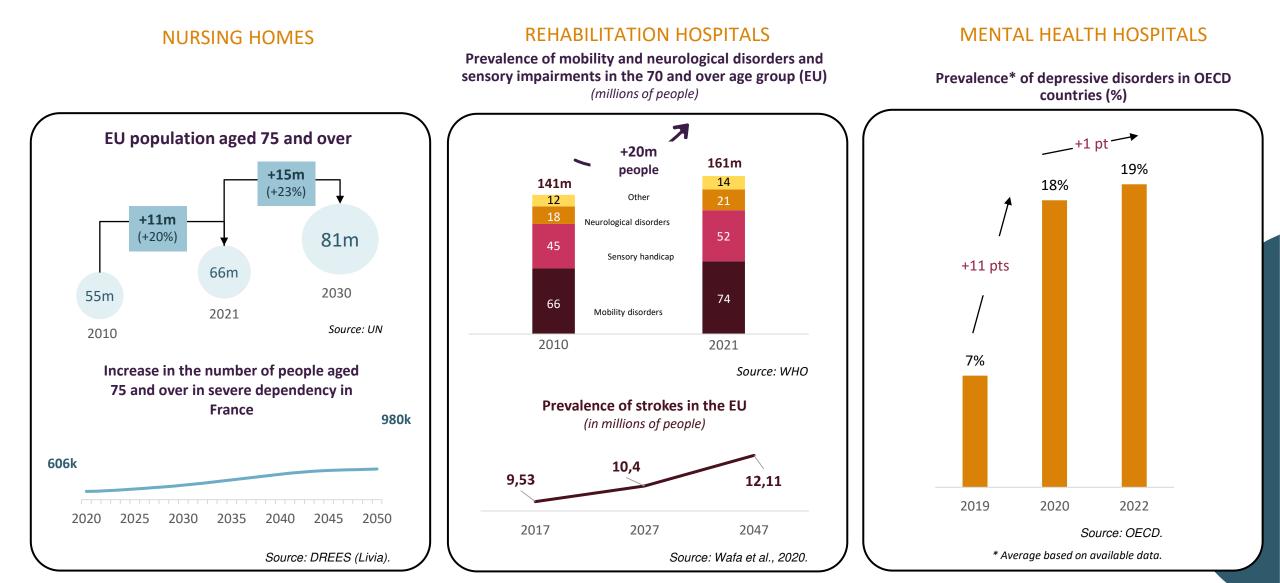


New Group culture taking root



Laying the foundations for a transparent, high-performance model

#### Solid fundamentals to underpin the future of our business



# Staged recovery to a sustainable and high-performance business model



which emeis should benefit fully from:

- solid positions in key geographies in Europe
- value-added expertise (mental health, old age, etc.)
- ability to play a major role in an integrated care approach

Gradual rebalancing of pricing

Favourable mega-

trends

- Price adjustments over the coming years should make it possible to offset 2022 and 2023 inflation effects (activities related to old age)
- These adjustments will be supported by a new commercial strategy (offering segmentation, etc.)

Strong potential for emeis' operating performance to bounce back

- A gradual return to a normative situation for nursing homes in France
- Numerous levers for improving operational efficiency identified and not yet implemented
- Numerous opportunities to adjust the business portfolio (geographies outside Europe + underperforming facilities in Europe)

DISCLAIMER

This document contains forward-looking statements that involve risks and uncertainties, including information incorporated by reference, regarding the Group's expected growth and profitability in the future that may significantly impact the expected performance indicated in the forward-looking statements. These risks and uncertainties relate to factors that the Company cannot control or accurately estimate, such as future market conditions. Any forward-looking statements made in this document express expectations for the future and should be regarded as such. Actual events or results may differ from those described in this document due to a number of risks or uncertainties described in Chapter 2 of the Company's 2022 Universal Registration Document, its amendments and section 2.3 of the Company's Half-Year Financial Report, all of which are available on the Company's website and on the website of the French financial markets authority (*Autorité des marchés financiers*) (www.amf-france.org).

## THANK YOU!



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