

Full-Year 2020 results

17 March 2021



Agenda



1

COVID-19AND VACCINATION

V

2

HR DEVELOPMENT

/

3

NETWORKDEVELOPMENT

V

4

FULL-YEAR 2020 RESULTS

5

STRATEGY AND OUTLOOK

V

APPENDIX



Comprehensive offering

of mid-term and long-term care for physical and mental conditions

Core business

Complementary businesses

Global dependency care offering

Homecare and home services



Medicalised nursing homes

Alzheimer units – High dependency units – Day care



4

Complementary activities



Assisted living facilities



Post-acute and psychiatric hospitals

Specialisations in post-acute: musculoskeletal, geriatric, addiction treatment, cardiology, nervous system, respiratory, oncology

Ambulatory, post-acute and psy.



Complementary activities to meet the demand of existing and future patients and residents

Covid-19 and vaccination

An unprecedented mobilisation





Management of Covid-19

combining extreme vigilance and social life



KEEPING BARRIER MEASURES IN PLACE

On all of the Group's sites, robust barrier measures are being kept in place: mask wearing (staff and visitors), systematic temperature measurements, physical distancing, reinforced hygiene measures, training in symptom detection, daily monitoring of stocks of PPE, crisis unit still in place etc.



ADAPTING PROTOCOLS

Permanent adaptation of procedures according to the evolution of the virus and variants

Hygiene unit consisting of hospital hygienists providing support on site



SOCIAL LIFE On all sites, social activities were resumed a few months ago (depending on the country): meals at the restaurant, visits by authorised family members, authorised outings, improved events and entertainment programme etc.



RT-PCR TEST

Systematic RT-PCR testing of all residents and employees in the event of any suspicion or any contact with an independent contractor



IN CASE OF A SUSPECTED OR CONFIRMED CASE

If there is a suspected or confirmed case in the facility, temporary measures are put in place (for a few days), the time it takes to screen the entire facility, identify positive cases and define facility zoning measures



Permanent and transparent communication with all stakeholders: patients, residents, families, employees, supervisory & local authorities, etc.

A strong commitment to our teams

PROTECTION

- > Distribution and permanent availability of PPE (right from day one)
- > Regular serological, PCR and antigen testing

SPECIFIC TRAINING for all employees

- > New Health, Safety and Security protocols as of March 2020
- > Online training on Hospital Hygiene and the management of infection risks
- > Recruitment of hospital hygienists for onsite training
- > Training for management in the prevention of psycho-social risks during public health crises

SUPPORT

- > 24/7 medical hotline for impacted sites
- > Communication campaigns on management support via social media and onsite events
- > 24/7 psychological support unit in all languages
- > Financial compensation: payment of bonuses by ORPEA, in addition to government bonuses





Success of the deployment of the anti-Covid vaccine

80% of residents vaccinated

at 15 March 2021

Start of the vaccination campaign:

end of December 2020 with an acceleration since mid-January Consent rate Resident nursing home

> 90%

Vaccination rate* Residents

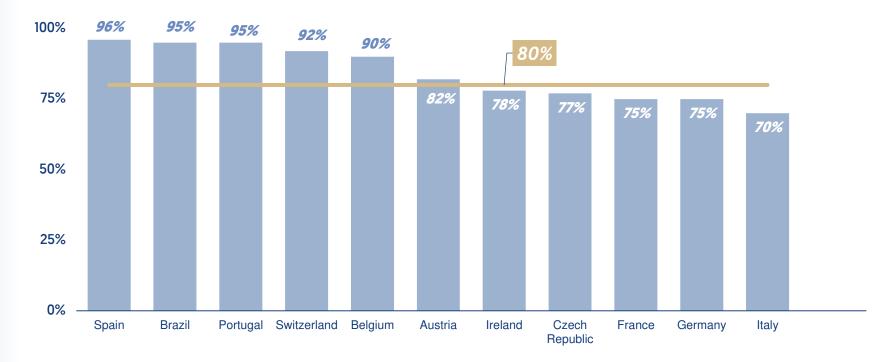
80%

Vaccination rate* Employees

not all employees are yet eligible, depending on the country

44%

VACCINATION RATE* OF RESIDENTS PER COUNTRY AT 15 MARCH 2021

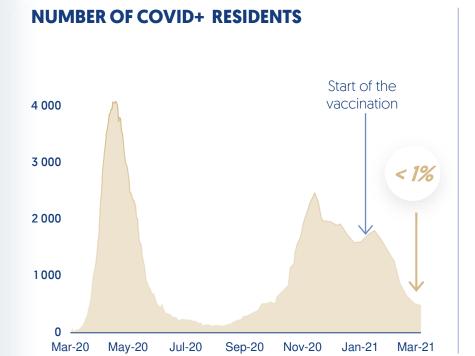




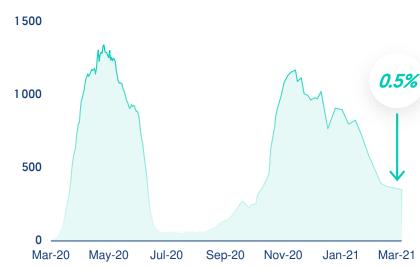
End of the vaccination campaign for all countries in early April expected



Strong improvement in the sanitary situation



NUMBER OF COVID+ EMPLOYEES



Efficacy of the vaccination campaign with a rapid decrease in positive and symptomatic cases

Less than 1%

of COVID-19 positive patients/residents

0.5% of COVID-19 positive employees

More than 90%

of positive cases are asymptomatic

More than 90%

of facilities are Covid free



Results

of the residents/families satisfaction survey

20th EDITION

of the annual independent satisfaction survey of ORPEA residents and families

2020: an unprecedented context

Geographic reach: 13 countries

More than 50,000 questionnaires sent

High rate of participation

Return rate = 56%

Satisfaction rate = 92.4% +0.2 pt vs. 2019

Recommendation rate = 95.1% +1.2 pts vs. 2019

Strong improvement

in satisfaction criteria relating to:

- > care
- the expertise and availability of teams
- information provided and communication



Highly satisfactory results given the Covid-19 context thanks to the commitment of our 68,000 employees



Covid-19 and demographics in the short, medium and long term



Human Resources Development

Recruitment, training and loyalty





Recruitment:

attractiveness and innovation

01

A strong employer presence on social media

Increased presence

on social media for ORPEA

Continually enhancing the image of our professions, employees and news



An active group business page

More than 50,000 followers



A Group newsfeed

including HR news



Monthly stories (Germany)



Showcasing employees' careers and feedback on the ORPEA Channel





In Austria, a campaign called "Care: an Opportunity": 300 applications in 2 months 02

Open Innovation & marketing to drive recruitment

Digitalisation of HR tools and processes:

5,000 unsolicited job applications in Germany and France

Selective partnerships with start-ups



my**job**glasses

Supporting young people in their career choices through ORPEA Group employee Ambassadors



(a digital solution for managing staff replacements) roll out of the tool across all facilities to meet urgent recruitment needs for replacement assignments (carers/state-registered nurses). There are currently more than 9,000 candidates registered in the database.



Partnerships to diversify recruitment sources



Local partnerships in all countries including training organisations and schools

French Red Cross, approved training centres such as Fnapps/Adaforss, Nice Côte d'Azur University, Inseec etc.

In Germany, more than 160 school partnerships.

Partnerships with Charities and Missions:

"Nos quartiers ont du talent" (NQT)

"Rev'elles ton Potentiel"

"Viens Voir Mon Taf"

Participation in the national **"1 jeune 1 solution"** programme to promote our professions among the younger generations













→ More than 13,000 recruitments in 2020



Loyalty:

specialised career support

01

Reliable evaluation tools to support employees

A common framework

for annual digital evaluations in HRIS

Continuous evaluations

that are uniform, fair and transparent

for all employees and managers throughout their careers

Development Centre

to support potential

02

ORPEA ACADEMY: a comprehensive training offered to develop employees' skills

A centralised

training platform to share the Group's values

Training courses adapted

to each country and their local characteristics

A tool to provide more and better training and manage training courses (LMS) 03

Career paths for each profession and a range of mobility opportunities

Internal and external

qualification programmes and the validation of expertise through practical experience

National and international mobility opportunities

An individual development plan to build career paths



50% of directors and regional directors appointed through internal promotion in France



Training:

a cornerstone of our HR policy



Internal schools

In France: 2 internal schools for carers: 250 graduates

per year

In Austria: acquisition of a

school

Partnerships with schools and universities

5 University Degrees dedicated to ORPEA (Degree in Psychiatric Nursing, Degree in Hygiene, Degree in Economics and HR Management, Degree in Troubled Teens etc.)

Strong local partnerships: Nice Côte d'Azur University

Development of VAE

Validation of Acquired Experience

+600 nursing assistants included in the VAE programme to become care givers in 2 years



100% of employees trained



Austria:

acquisition of EMG Akademie and campus construction



EMG Akademie: The largest nursing and care school in Austria

- > 250 graduates per year
- > 75 teachers
- Around ten Care-related programmes and training courses





CONSTRUCTION OF A CAMPUS "SENECURA CAMPUS LAKESIDE", unique in Europe, in Graz, Austria

- More than 500 students
- Comprehensive infrastructure with cutting-edge technology
- Creation of a European University for Health and Care Science





Ideally positioned to meet recruitment needs in Eastern Europe in the years ahead

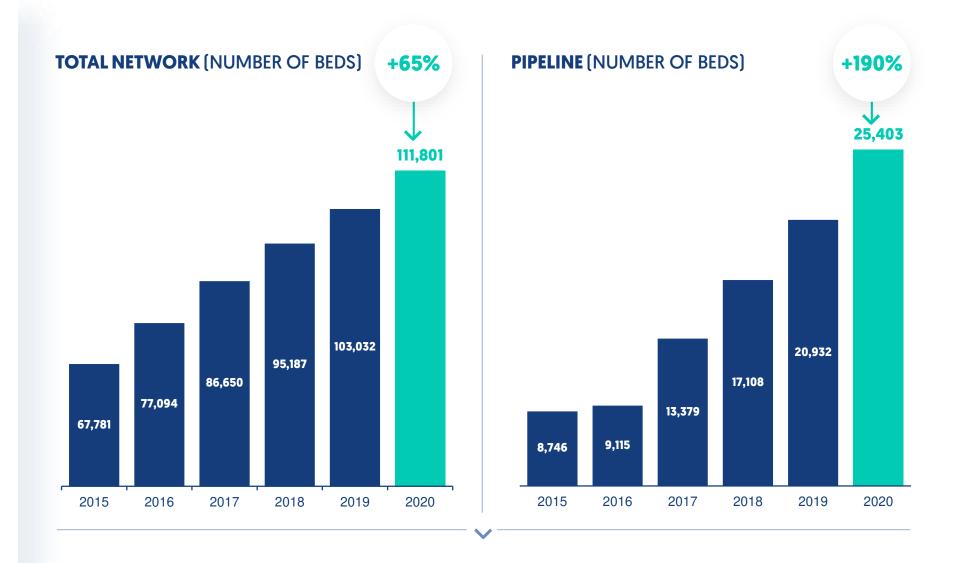
Network and development

Ongoing sustained international development





2015 - 2020strong acceleration of development

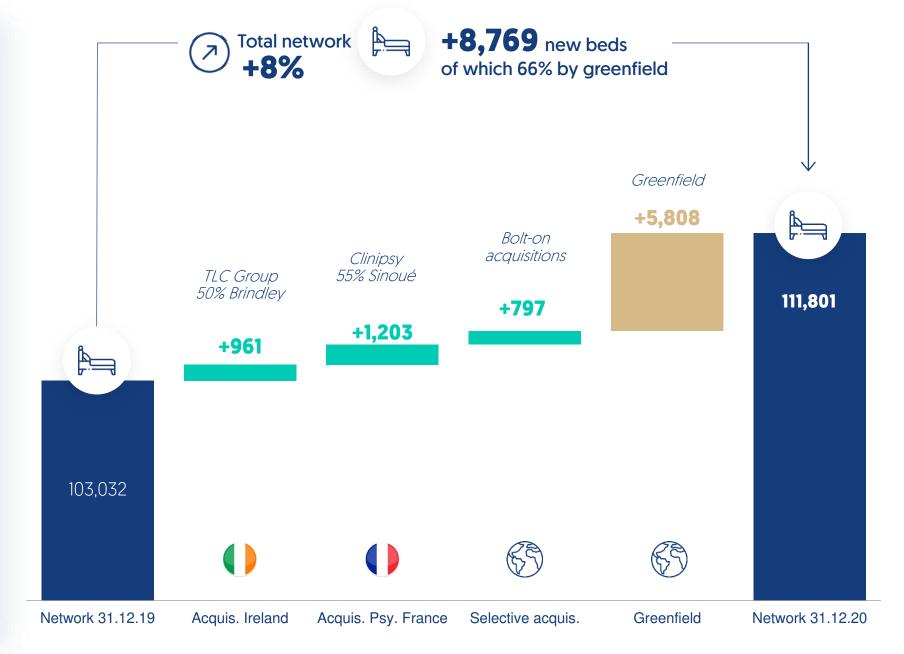




Almost 44,000 additional beds in 5 years



2020 sustained network growth of +8,769 beds

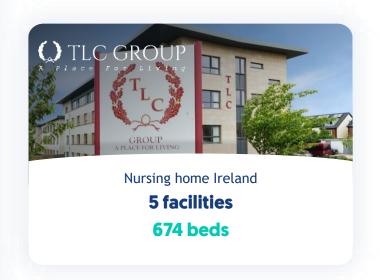




Main 2020 acquisitions





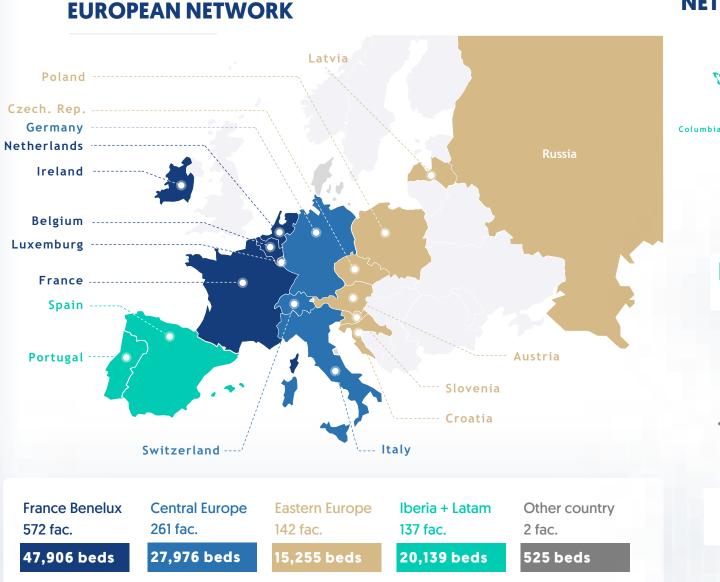








A global Group 23 countries, 1,114 facilities, 111,801 beds





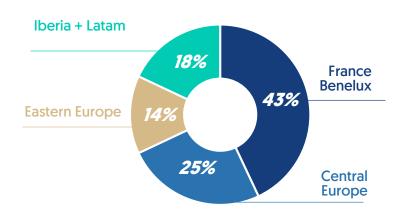


Breakdown of beds and pipeline per geographical area

	Nb. countries	Nb facities	Opened beds	Pipeline	Total beds	12-month change
France Benelux	5	572	42,540	5,366	47,906	+3,838
Central Europe	3	261	22,148	5,828	27,976	+1,485
Eastern Europe	7	142	11,154	4,1 01	15,255	+836
lberia + Latam	7	137	10,416	9,723	20,139	+2,225
Other country	1	2	140	385	525	+385
Total	23	1,114	86,398	25,403	111,801	+8,769

NETWORK BREAKDOWN

PER GEOGRAPHICAL AREA





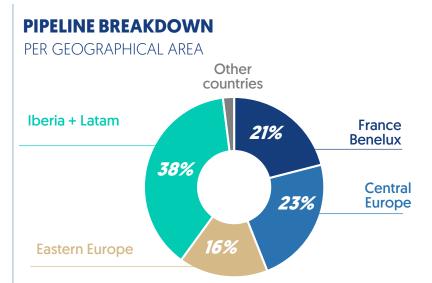
The most important pipeline within the industry

	Nb. of facilities	Opened beds	Pipelir
France Benelux	572	42 540	5 366
France	372	32 673	3 54
Netherlands	116	1 676	1 16
Belgium	71	7 230	26
Luxemburg	2	-	36
Ireland	11	961	2
Central Europe	261	22 148	5 828
Germany	191	17 105	3 45
Switzerland	40	3 066	85
ltaly	30	1 977	1 51
Eastern Europe	142	11 154	4 10
Austria	87	7 041	95
Poland	23	1 190	1 69
Czech Rep.	20	2 044	78
Slovenia	9	551	46
Latvia	1	202	
Croatia	1	126	
Russia	1		20
lberia + Latam	137	10 416	9 72
Spain	66	8 992	2 33
Portugal	37	728	3 33
Brasil	22	471	2 48
Uruguay	3	100	20
Colombia	4	-	64
Mexico	5	125	71
Other countries	2	140	38
China	2	140	38

Growth pipeline doubled in 3 years

Beds under construction **25,403**

% pipeline vs. opened beds 30%





Substantial acceleration in openings in 2021

4,055 beds

Opening of 4,055 beds

(45 facilities + extensions)

Acceleration in the opening pace

+50%

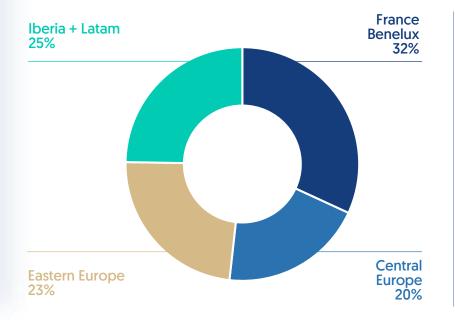
15 countries concerned in all geographical areas

Facilities designed by the Group in major capitals:

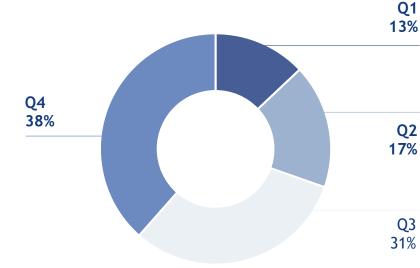
Antwerp, Porto, Bilbao, Rio, Warsaw, Dortmund, Turin

BREAKDOWN OF BED OPENINGS 2021

PER GEOGRAPHICAL AREA



PER QUARTER





Examples of openings in 2021



Turin (Italia)

270 beds



Varsovie (Poland)

168 beds



Villach (Austria)

150 beds



Berne (Switzerland)

94 beds



Cluses (France)

128 beds



Bilbao (Spain)

104 beds



Dortmund (Germany)

220 beds



Rio de Janeiro (Brazil)

182 beds



Humpolec (Czech Rep.)

204 beds

Full-Year 2020 results

Strong business resilience







in an unprecedented 2020 context



INCREASE IN REVENUE

Revenue: €3,922m | +4.9%



SOLID RESILIENCE OF PROFITABILITY

EBITDAR margin: 24.6% [-170 bp]



STRENGTHENED FINANCIAL CAPACITY

Cash: **€889**m

Approx. €500m in new non-bank financing



NEW REAL-ESTATE ARBITRAGE

Real estate: **€6.8bn¹** (+**€**789m)

Disposals: **€232m**



Solid growth in 2020 revenue +5% to €3,922m

In €m	2020	2019	Change
France / Benelux	2,364	2,218	+6.6%
Central Europe	1,011	962	+5.1%
Eastern Europe	366	359	+1.9%
Iberia + Latam	179	198	-9.8%
Other countries	3	3	+3.3%
Total	3,922	3,740	+4.9%

Solid recovery in H2 with organic growth of +1% compared to -1% in H1

Main acquisitions

- Nursing homes in Ireland (TLC)Psychiatric clinics in France
- (Sinoué et Clinipsy)

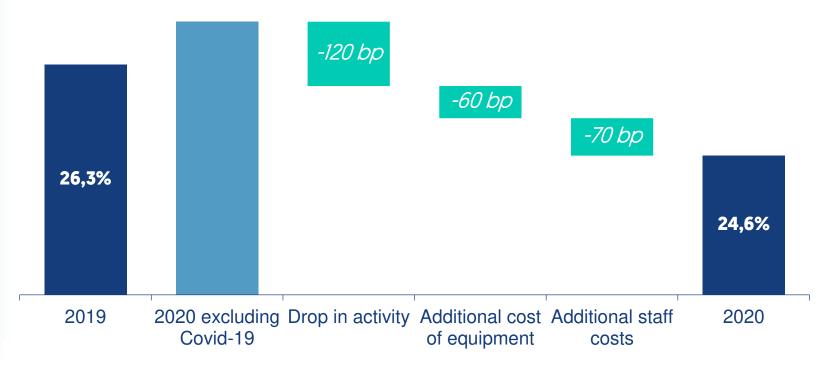
ANNUAL GROWTH IN REVENUE OVER 10 YEARS





Covid-19 impact on the EBITDAR margin*

In€m	Gross impact	Compensation	Net impact
Impact on EBITDAR of the drop in activity	-133	85	-48
Additional cost of protective equipment	-52	28	-24
Additional staff costs and bonuses	-74	45	-29
TOTAL	-259	158	-101



* See definition in the glossary

Audit in progress



EBITDAR margin* per geographical area

		2020		2019		
ln €m	Revenue	EBITDAR*	% Revenue	Revenue E	BITDAR*	% Revenue
France / Benelux	2,364	634	26.8%	2,218	640	28.9%
Central Europe	1,011	268	26.5%	962	232	24.1%
Eastern Europe	366	53	14.4%	359	64	17.8%
Iberia + Latam	179	10	<i>5.3</i> %	198	48	24.1%
Other countries	3	-1	N.S.	3	-1	N.S.
TOTAL	3,922	963	24.6%	3,740	983	26.3%

CHANGE IN EBITDAR MARGIN BETWEEN H1 AND H2 2020



Audit in progress * See definition in the glossary

30



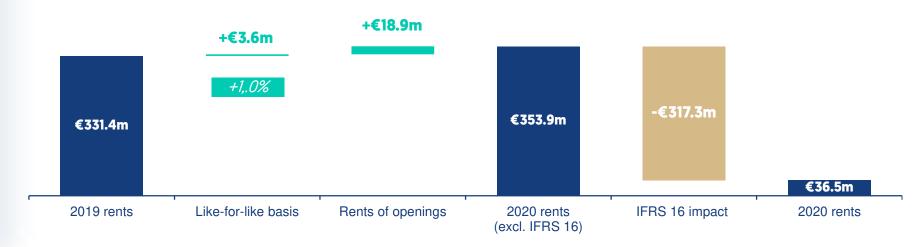
Strong resilience in EBITDAR

-2% vs. 2019

Restated from IFRS 16

ln €m	2020	2019	Change	2020	2019
Revenue	3,922.4	3,740.2	+4.9%	3,922.4	3,740.2
Staff costs	-2210.3	-1,978.1	+11.7%	-2210.3	-1,978.1
Procurement	-712.3	-685.6	+3.9%	-718.4	-685.6
Taxes and duties	-135.5	-129.2	+4.9%	-135.5	-129.2
Otehr income and expenses	98.8	35.1	N.A.	98.8	35.1
Recurring EBITDAR* (before rent)	963.0	982.5	-2.0%	956.9	982.5
% of revenue	24.6%	26.3%		24.4%	26.3%
Rental expenses	-36.5	-33.1	+10.3%	-354.0	-331.4
Recurring EBITDA*	926.5	949.4	-2.4%	602.9	651.0
% of revenue	23.6%	25.4%		15.4%	17.4%

CHANGE IN RENTAL EXPENSES (IN €M)



* See definition in the glossary Audit in progress





Net profit, Group share €160m

ln€m	2020	2019	Change	2020	2019
Reccuring EBITDA*	926.5	949.4	-2.4 %	602.9	651.0
Depreciation, amortisation and provisions	-503.6	-445.7	+13.0%	-233.4	-198.5
Recurring operating profit	422.9	503.7	-16.0%	369.5	452.5
Net financial costs	-256.7	-215.0	+19.4%	-184.0	-147.9
Non-recurring items	44.1	37.0	+19.2%	43.5	36.2
Pre-tax profit	210.3	325.7	-35.4%	228.9	340.8
Income tax expenses	-52.6	-98.6	-46.7%	-56.9	-101.6
Share in profit / (loss) of associates	2.3	6.7	N.A.	2.3	6.7
Net consolidated result, Group share	160.0	233.8	-31.6%	174.3	245.9

* See definition in the glossary

Audit in progress



Cash flow statement

Excluding IFRS 16

In€m	2020	2019
Net cash from operating activities	440	487
Investments in construction projects	-427	-375
Acquisition of real estate	-324	-343
Disposals of real estate	232	16
Net real-estate investments	-519	-702
Net investments in operating assets and equity investments	-488	-276
Net cash from financing activities	617	562
Change in cash over the period	50	71
	31.12.20	31.12.19
Cash at the end of the period	889	839



Strong cash flow thanks to good operating performance and real-estate disposals

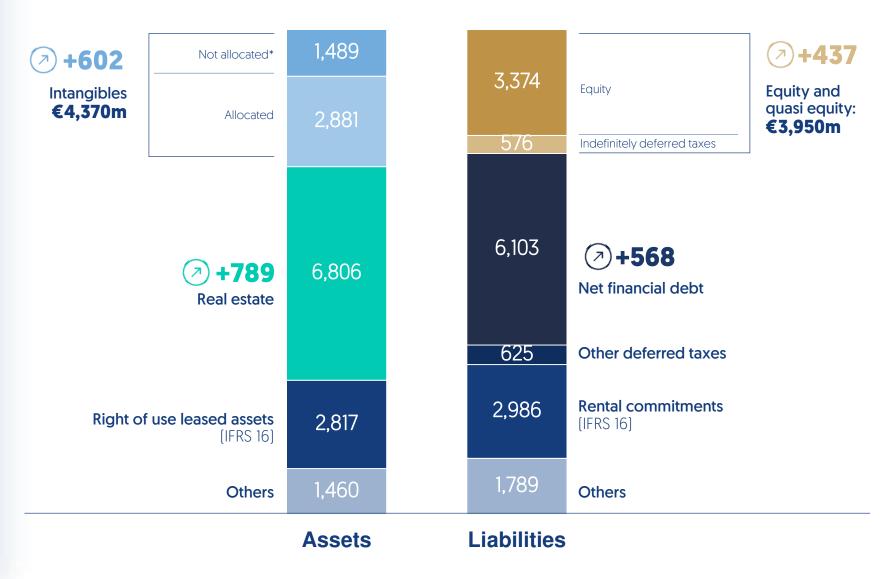


Sound financial structure

Net financial debt +€568m

Intangibles + real estate +€1,391m

SIMPLIFIED BALANCE SHEET¹ AT 31 DEC. 20 (IN €M) AND CHANGE 2020 VS 2019



¹ Excluding €550m of assets and debt associated with assets held for sale * Not allocated: goodwill and intangibles allocation in progress



Long term financial net debt at attractive rate

REAL-ESTATE DEBT AT 87%

		31.12.20 restated IFRS	31.12.19 restated
Indicators	31.12.20	16	IFRS 16
Net financial debt* (€m)	6,103	6,103	5,535
% real-etate debt	87%	87%	85%
Restated financial leverage ¹	1.5	3.4	2.3
Restated gearing ²	1.7	1.6	1.6

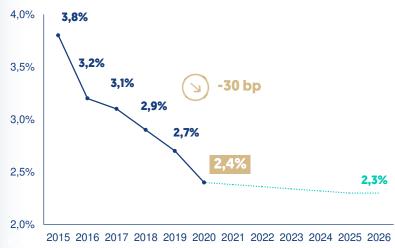
1 Net financial debt-Real estate debt 2 Net financial debt-Ebitda – [6% real-estate debt] 2 Equity + quasi equity

COVENANTS LARGELY MET

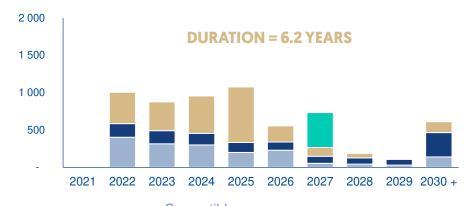
Restated financial leverage¹



DECREASE IN THE COST OF FINANCIAL DEBT (INCLUDING THE COST OF HEDGING)



MATURITY PROFILE OF NET DEBT*



- Convertible
- Bonds and schuldschein
- Financial leases and mortgages
- Bank loans



period

Continued diversification and optimisation of debt, despite a difficult

€272 million 7 to 12 years Euro PP issue

- Very attractive conditions
- > €75 million with extra financial impact criteria

€224 million Schuldschein issue

- > 15 year €40 million NSV issue
- → €184 million classic Schuldschein issue in July 2020 (refinancing and new money)

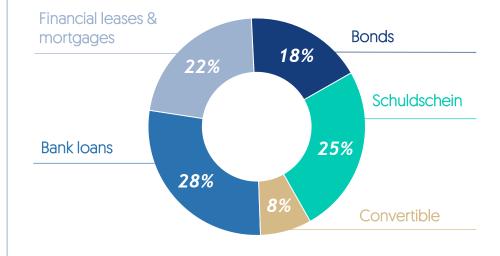
Further classic bilateral and mortgage bank financing

Diversity of the banking partners

Debt fully hedged against the risk of rising interest rates

100% of fixed rate debt native or hedged

DIVERSIFIED NET FINANCIAL DEBT



In 3 years, the debt has become over 50% non bank debt, its maturity has been extended by 25% and its cost reduced by 70 bp



Real estate portfolio¹

in strong growth

+€789m in 2020

2020 REAL-ESTATE TRANSACTIONS

VALUATION OF EXISTING REAL ESTATE

Valorisation of the entire portfolio by Cushman & Wakefield and JLL

Decrease in yields: 5.3% vs 5.7% in 2019

NEW DEVELOPMENTS

Acquisitions of buildings in the framework of M&A

Constructions

RECENT PROPERTY DISPOSALS

Sales and lease back of portfolios to real-estate investors (Icade, Cofinimmo, etc.)

+€406m

+€615m

-€232m





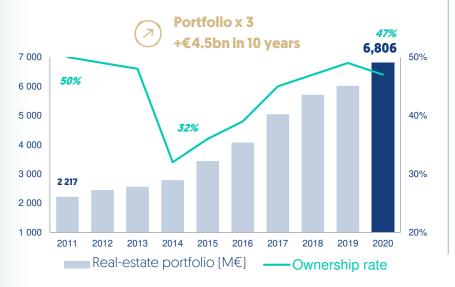
A real-estate portfolio¹ of €6.8bn



Real-estate ownership rate: 47%

	31.12.20	31.12.19	Change
Real-estate ownership rate	47%	49%	-2 pts
Surface (in million sqm)	2.22	2.16	+3.0%
Total value¹ (€m)	6,806	6,017	+13.1%
Average yield (valorisation by Cushman & Wakefield and JLL)	5.3%	5.7%	-40 bp

EVOLUTION OF REAL-ESTATE PORTFOLIO (€M) AND OWNERSHIP RATE



REAL-ESTATE OWNERSHIP RATEBY GEOGRAPHIC AREA

	31.12.20	31.12.19	Change
Total Group	47%	49%	-2 pts
France / Benelux	51%	53%	-2 pts
Central Europe	21%	24%	-3 pts
Eastern Europe	69%	69%	=
Iberia + Latam	73%	70%	+3 pt



ORPEA is also the 1st European real-estate Company,

100% focused healthcare



First phase

of property disposals

REAL-ESTATE DISPOSALS



HEALTHCARE REAL-ESTATE

GROWING INTEREST

in healthcare real-estate due to the resilience of occupancy rates within the Covid-19 context

\ominus

More than €2bn in

commitments already received on 2021-2025 disposals



STRATEGIC OBJECTIVE

Mid- and long-term strategic objective: 50% of real estate owned and 50% rented



€400-500 million divested

at attractive yield, indexation and lease duration

Selection of new or recent assets in all countries

Some 100% divestments

and some share deal divestments
depending on the asset category
 (Core +, Core or Smart asset)



2020 DISPOSALS

€145m to Icade

9 recent buildings8 of them in Germany

Approx. €100m to other investors





Inflation effect on ORPEA

Increase in inflation

IMPACT ON RESULTS



Revenue: organic growth

Per diem rates indexed to inflation

Rent: capped



More than 50% of leases in France with indexing capped at 1%

Stability of current borrowing costs

100% of debt is hedged



INCREASE IN RESULTS

IMPACT ON REAL-ESTATE VALUATION

Conservative rate of return used

at 5.3%

Healthcare real estate very sought after

Real estate that provides visibility and resilience

Supply deficit

IMPACT ON DEVELOPMENT

Higher interest rates

Decrease in the price of acquisitions

Less competition



NO IMPACT
ON RETURNS ON INVESTMENT



Dividend

Proposed dividend to the 2020 General Shareholder meeting:

€0.90 / share

Payment resumes after an exceptional shareholder contribution in 2020

Yield*:

Pay out ratio of the net profit:

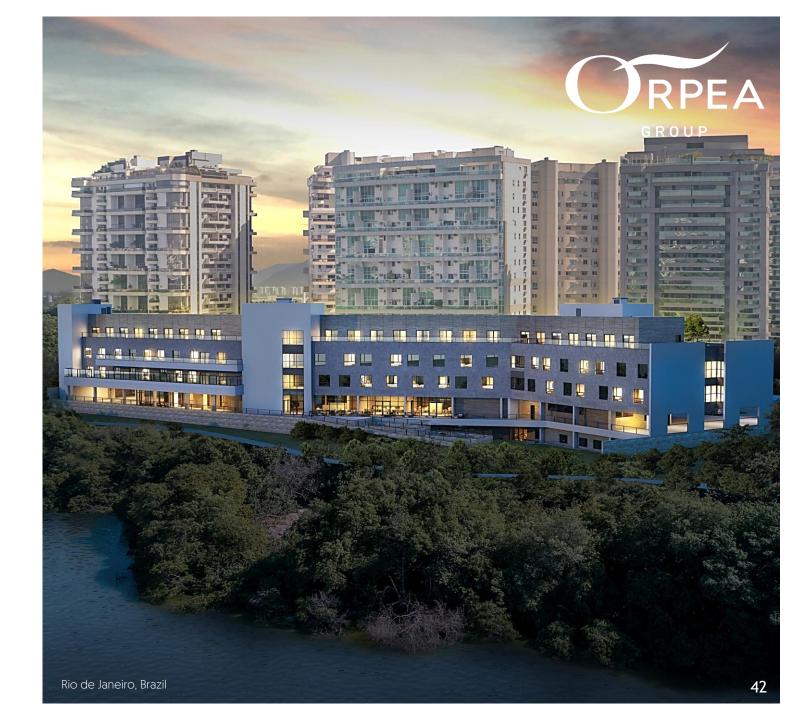
36%



Audit in progress

Strategy and outlook

Growth and Corporate & Social Responsibility





Continuation of the strategy focused on quality,

value creation and social and environmental commitment





PREMIUMISATION
OF THE OFFER AND
NETWORK

- Creation of new facilities in high purchasing power locations
- Selective acquisitions and arbitrage
- Upgrading of the existing network



INTERNATIONAL DEVELOPMENT

- Targeted acquisitions and creation of new facilities in the 5 geographic zones
- Development of all the Group's activities and areas of expertise in its 5 geographic zones



REAL-ESTATE DISPOSALS

- > Own real estate in the best locations
- Sale-and-lease back of 50% of new facilities



RESPONSIBLE & ENGAGED COMPANY

- Accelerate Responsible Innovation
- Enhance professions and attract new talents
- > Develop the offer and ease the care pathway of patients and residents



ORPEA has become one of the main global groups in Dependency care

2021 targets

ROLL-OUT OF THE CSR ROADMAP

2023 targets for the 5 stakeholders:

Resident, Patients and Families, Employees, Partners, Environment, Society & Community

REVENUE

AT LEAST +6% > €4,155m

REAL-ESTATE SALES AND LEASE-BACK

€400m to €500m real-estate disposal



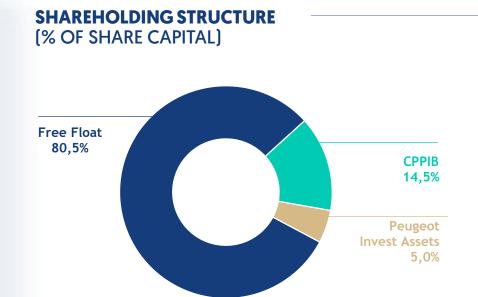


Appendix





Long-term shareholders, dedicated to value creation



BOARD OF DIRECTORS

Board members:

Philippe Charrier – Non-executive chairman

Yves Le Masne – CEO

Jean Patrick Fortlacroix

FFP Invest (Thierry Mabille de Poncheville)

Joy Verlé (appointed on proposal by CPPIB)

Moritz Krautkraemer (appointed on proposal by CPPIB)

Bernadette Chevallier

Laure Baume

Corinne de Bilbao

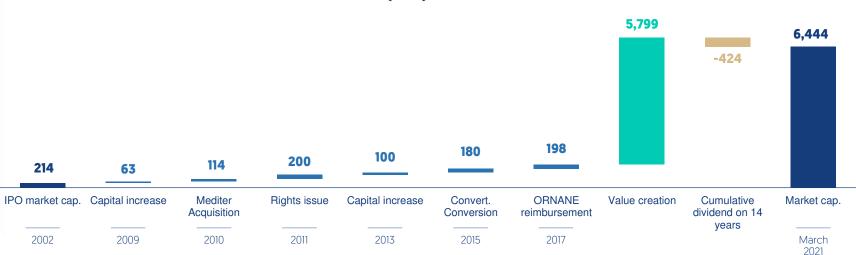
Pascale Richetta

Olivier Lecomte

Sophie Kalaidjian (employees representative)

Laurent Serris (employees representative)

STRONG VALUE CREATION SINCE ORPEA'S IPO (€M)





Consolidated balance sheet

	In €m	31.12.2020	31.12.2019
ASSETS	Non-current assets	14,398	12,440
	Goodwill	1,489	1,299
	Intangible assets	2,881	2,469
	PPE and property under development	6,806	6,017
	Right of use assets	2,817	2,334
	Other non-current assets	405	321
	Current assets	1,944	1,699
	Of which cash, cash equivalents and marketable securities	889	839
	Assets held for sale	550	400
	TOTAL ASSETS	16,892	14,539
LIABILITIES	Charabaldara agriib, and indefinitely deferred to see	2.040	0.510
	Shareholders equity and indefinitely deferred taxes	3,949	3,513
	Equity Group share	3,374	3,014
	Deferred taxes and intangible assets	576	499
	Minority interests	-5	-3
	Non-current liabilities	10,023	8,849
	Other deferred tax liabilities	625	529
	Provisions for liabilities and charges	191	199
	Medium- and long-term financial debt	6,487	5,859
	Lease debt	2,720	2,262
	Current liabilities	2,375	1,780
	of which short-term debt (bridge loans)	506	515
	Debt related to assets held for sale	550	400
	TOTAL LIABILITIES	16,892	14,539



Glossary





Market data

MARKET DATA* (12 MONTHS)

Average volume:

267,000 shares / day (=€28m)

all plateforms combined

Price: **€99.70**

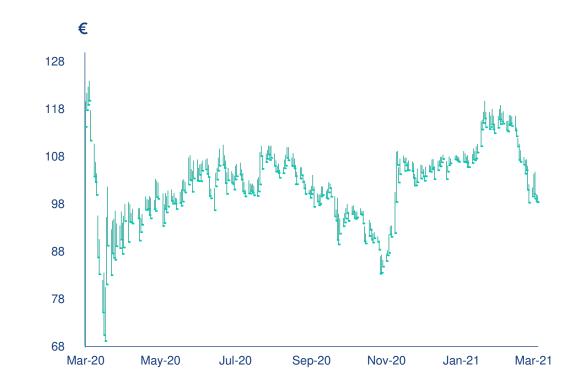
12-month high: **€119.80**

12-month low: **€69.10**

Turnover: 105% in 12 moths

Market cap.: **€6,444m**

Nb. of shares outstanding: 64,615,837



INDEXES

Compartment A of Euronext Paris

Component of the MSCI Small Cap Europe, STOXX Europe 600, CAC Mid 60 et du SBF 120

Member of the SRD (deferred settlement service)

CONTACTS

ORPEA - STEVE GROBET

EVP Communication and Investor Relations

© Tel.: + 33 1 47 75 74 66

ORPEA - BENOIT LESIEUR

Investor Relations

© Tel.: + 33 1 41 45 61 95