



KORIAN

KORIAN QUALITY POLICY

Dear Korian's team,

Korian is committed to delivering a best in class service to all its clients, whether they are residents, patients or relatives. This must be delivered through work everyday by our teams or through partnerships built with third parties for Korian.

Our mission is to make our clients' lives better. We strongly believe that both **Care and Relationships** are crucial to their well being. Quality of service and care are at the heart of *the In Caring Hands* project and guided by Korian's mission and values.

The Quality Management System supports us with a meticulous and systematic approach to quality, based on daily human actions that make all the difference to well being. **The structure aligns, monitors and prevents risks**, driving the whole organisation in a **continuous improvement approach**, totally compliant to local regulations. It ensures that resident/patient needs are properly addressed and that opportunities for improvement are seized to promote **a customer centric approach**.

On our side, we commit to deploying the appropriate technological, organisational and human resources policies on the following three strategic priorities:

- Set up the In Caring Hands corporate project with a wide range of services and centres across Europe.
- Challenge our **Client satisfaction** measure in 2021 to take into account and regularly review all expectations.
- Certify **ISO 9001 100%**⁽¹⁾ of our facilities by 2023.

GROUP MEMBERS BOARD



SOPHIE BOISSARD
Chief Executive Officer



DIDIER ARMAINGAUD
Group Chief Medical, Ethics and Quality-of-Service Officer



RÉMI BOYER
Group Chief Human Resources and CSR Officer



FRÉDÉRIC DUROUSSEAU
Group Chief Real Estate and Development Officer



PHILIPPE GARIN
Group Chief Financial Officer



BART BOTS
Group Chief International Business Development Officer



CHARLES-ANTOINE PINEL
Group Chief New Business & Supply Strategy Officer



ANNE CHARLOTTE DYMNY
Groupe Chief Transformation Officer



Marion CARDON
Group Chief Marketing Officer



NICOLAS MÉRIGOT
France Managing Director



DOMINIEK BEELEN
Benelux Managing Director



FEDERICO GUIDONI
Italy Managing Director



MARC-ALEXANDER BURMEISTER
Germany Managing Director



Nicolas PÉCOURT
Group Chief Marketing Officer

(1) All facilities Korian will be presented to certification on maximum their third year after their acquisition.

(2) Trust - Initiative - Responsibility.