



# KORIAN

## The leading European care services group for elderly or fragile people



To provide care and support to elderly and fragile people and their loved ones, while upholding their dignity and contributing to their quality of life. This mission covers the different types of care we provide in our long-term care nursing homes, in our clinics, and through our assisted living solutions and home care services.

**Sophie Boissard**  
Chief Executive Officer

**K**orian's diverse and complementary business activities have a single purpose: to offer solutions, and support, to the various forms of fragility we may encounter, whether these are temporary, recurring, or permanent.

To address differing situations, with offer personalised care pathways, and to ensure continuous, consistent support and care, Korian is organised in three major areas of activity: **long-term care, healthcare, and community care and home care services.**

With more than 700 specialised nursing homes, long-term care accounts for 65% of revenue (2021 figures).

Healthcare (24% of revenue) includes mental health, medical and rehabilitation care (MRC) and hospital home care as well as home nursing services.

Community care (11% of revenue) covers residential solutions: assisted living facilities, shared housing (e.g. Ages & Vie in France), and home care services (e.g. Petits-fils in France).

Every day, **60,000** Korian employees care for 650,000 people across 700 local communities in the 7 European countries where the Group operates: France, Germany, Belgium, Italy, the Netherlands, Spain and the United Kingdom.

Born 20 years ago, the Korian Group is a major European healthcare and long-term care player carrying out **a mission of public interest and an essential service where people come first.** It provides various services relevant to the major demographic, epidemiological and sociological challenges of our time, whether in healthcare facilities, retirement homes or through home care.

In 2023, the Group will adopt **the status of a purpose driven company.**

**€4,311 million**  
Group turnover (2021)

**+11,3%**  
annual growth (2021)

**€95M**  
net profit – Group share (2021)

**7**  
European countries

**1,100+**  
facilities

**700**  
local communities served

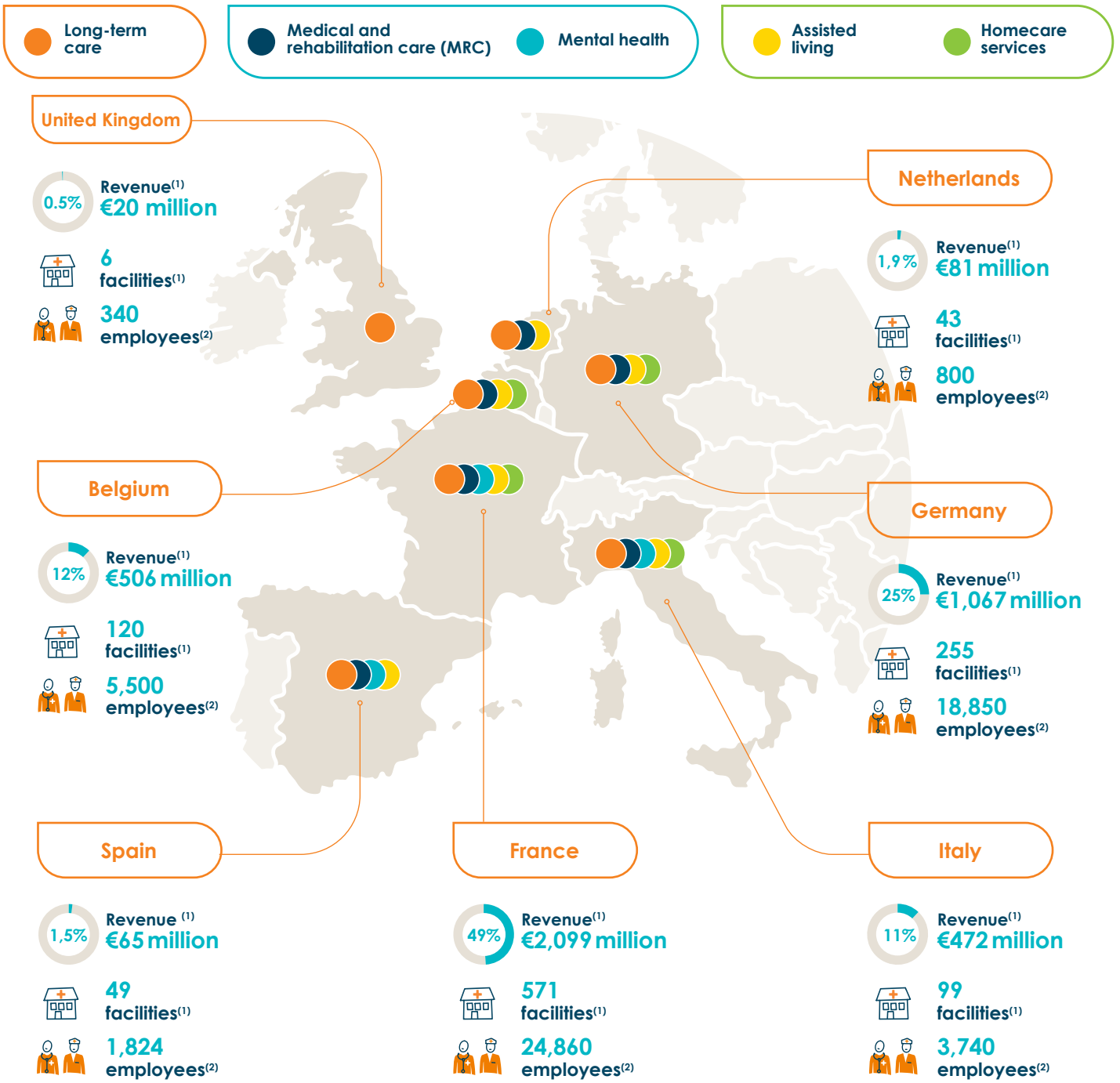
**60,000**  
employees

**47%**  
women in top management

**90,000+**  
monthly outpatient sessions

**78%**  
local purchases

# Korian in Europe



(1) Figures as of 31 December 2021. (2) Employees over the year 2021 in full-time equivalent (FTE). Source: Universal registration document.

**42%**

sites ISO 9001 certified (Oct. 2022). Objective: 100% by end 2023.

**650,000**

patients and residents served in 7 European countries.

**9,7%**

employees undertaking a training course leading to qualifications.

**9,012**

annual hires on permanent contracts (2021).

# Our three areas of activity

## Healthcare

Developing healthcare is a priority for the Group. These activities, which cover treatment for a range of diseases and several therapeutic approaches, include:

- Medical and rehabilitation care (MRC)
- Mental health
- Hospital home care (HHC)
- Home nursing services (HNS)

MRC clinics are equipped with diagnostic and treatment units for rehabilitation protocols tailored to the needs of each patient. The same individualised approach applies in mental health facilities, where, as with MRC, both inpatient and outpatient care is available.



### HEALTHCARE KEY FIGURES

**90,000+**

monthly outpatient sessions

**3rd**

European mental health platform

**10,199**

beds capacity

## Long-term care

Long-term care is performed in specialised care facilities designed to offer permanent, respite stays or day care to elderly people suffering from a permanent loss of autonomy.

Today, more than 700 facilities (in the seven countries where the Korian Group operates) work in close collaboration with the local healthcare and social ecosystem. These homes and residences specialise in supporting dependent people, particularly including those suffering from cognitive impairments such as Alzheimer's disease and related disorders.



### LONG-TERM CARE KEY FIGURES

**65,369**

beds in **714 specialised nursing homes** as of 31 December 2021.

**1 in 4**

By 2030, the over-65 population in the seven countries where we operate will increase by **20%**.

## Community care

Lifestyles are evolving... New generations of seniors wish to maintain both an active social life and their autonomy for as long as possible. Korian strives to fulfil these aspirations through its community care and support solutions, with a range of accommodation solutions and home care services. These include residential solutions, such as assisted living facilities or shared housing (e.g. Ages & Vie co-living), as well as home care services, such as those provided by the 250+ agencies of Petits-fils in France.



### COMMUNITY CARE KEY FIGURES

**265**

residences and care communities catered for more than **16,000 seniors** in 2021. Residential solutions that offer an intermediate solution between staying at home and entering a retirement home.

# Our brands



# Our three values

## Trust, Initiative, Responsibility

These values, which are at the heart of the Korian culture, are inseparable: a long-term relationship with our stakeholders is built on a permanent bond of trust, is renewed continuously through a sense of Initiative, and is sustained by responsible decisions.

They can be seen in the behaviours and attitudes that reflect the Group's DNA and guide everyone's decisions to carry out the Group's mission:

- **Trust** is earned through transparency, benevolence and consideration;
- **Initiative** grows through innovation, commitment and courage;
- **Responsibility** is demonstrated through integrity, the quality of our services and the sustainability of our decisions.

## Strategy

### “In Caring Hands”, a bond of trust with all stakeholders

In September 2019, we rolled out our corporate project, “In Caring Hands”, at the European level. “In Caring Hands” aims to meet the expectations and needs of our various stakeholders, fragile people and carers, employees, and local communities, with a focus on six priorities based around the two principles of **excellence and innovation**.

**Excellence:** the ambition to excel, so as to offer high-quality services to fragile people, their loved ones, and carers. Three priorities:

- being the employer of reference
- quality of service
- operational excellence

**Innovation:** the ambition to innovate, both in raising the level of support and protection inside our facilities and in homes, and in developing new forms of local support. Three priorities:

- agile development
- digital solutions
- innovative buildings

## Human Resources

### Being the employer of reference

For Korian, boosting the appeal and value of jobs related to old age and autonomy is a priority in order to **guarantee excellence and continuity of care** in serving residents and patients. The Group draws on three levers to meet these challenges:

- a qualitative management culture upholding Group values
- anticipating recruitment and training needs
- an organisation empowering everyone to act with residents and patients, but also with local communities and stakeholders

To meet these various challenges, Korian's Human Resources policy follows three strategic priorities:

1. **Committing employees** to an ambitious social foundation
2. **Developing skills** and talents to ensure quality of care
3. **Being a socially responsible** and committed player

## ESG Strategy (2019-2023)

The Group has defined a roadmap consisting of 5 pillars and 15 quantified ESG commitments in line with major extra-financial global reporting standards and/or Sustainable Development Goals (SDGs).

These 5 strategic ESG pillars are:

1. Providing care excellence whilst ensuring dignity and choice
2. Being the employer of choice
3. Contributing to finding innovative solutions for a more inclusive society
4. Being a committed and responsible local partner
5. Reducing our environmental footprint

## Change the perception of old age in our societies thanks to the Foundations supported by the Group

In order to multiply the avenues of exploration that will make it possible to face the ageing revolution, Korian has created two legally independent foundations:

- the Korian Foundation for Ageing Well, a corporate foundation created in France in September 2017;
- the Korian Foundation for Care and Ageing Well, created in Germany in early 2020.

The Korian Foundations' ambition is to advance knowledge and change society's view of the elderly, to support professionals in carrying out their work and to improve the day-to-day life and support of the elderly. In order to fulfil this mission, the Foundations intervene through clinical research programmes, societal studies, and by supporting innovative initiatives from local players.