

IN FRANCE, ORPEA DRAWS LESSONS FROM ITS GENERAL REVIEW AND TAKES A FIRST SERIES OF CONCRETE MEASURES

- Better caring for residents, employees and caregivers through an ambitious recruitment and continuous training programme.
- Developing genuine dialogue between the nursing home and the residents' families.
- Reinforcing the personalisation of support and care.
- Ensuring that site directors are able to manage their facilities autonomously.

On Monday 26 September, ORPEA Group organised the simultaneous presentation of **its Advanced Age General Review in its nursing homes in France.**

The purpose of this session for exchange and dialogue between all stakeholders was to **enable all concerned to express their expectations and suggestions in order to better support the elderly and guarantee the safety and well-being of residents and employees.**

Last spring, from May 13 to June 11, all of ORPEA's stakeholders were invited to fifty of the Group's facilities in France to participate, express their views, discuss and present solutions to best meet everyone's expectations. This major debate brought together 1,800 people (residents, families, employees, health and home care professionals, partners, elected representatives, associations, etc.). A Web platform open from the first of May to the end of August complemented the initiative; it received more than 10,000 connections.

Today, the directors of ORPEA's facilities presented their residents, families and employees with a report of the lessons learned from these debates and discussed some initial ideas. This report comprises testimonies, challenges and proposals. Essential concrete measures have been identified in order to:

- Take better care of residents, employees and care givers
- Develop a genuine form of dialogue between the nursing home and the residents' families
- Reinforce the personalisation of support and care
- Ensuring that site directors are able to manage their facilities autonomously.

Present in one of the Group's facilities in Eaubonne in France's Val d'Oise department, Laurent Guillot, Chief Executive Officer of ORPEA, stated: *"For our Group, this first step lays the foundations of a new model for accommodating and caring for the elderly. I shall endeavour to ensure that the lessons learned are translated into tangible measures that will effectively underpin ORPEA's transformation.*

We must build this new model at the Group level and in each of our regions. It is all about greater trust, greater transparency and greater autonomy. With our international expertise, our role and responsibility are to anticipate the major challenges of accommodating elderly dependents, and to propose a model that works; one that is sustainable, virtuous and high-quality".

Upon completion of this General Review, ORPEA decided on a number of measures that will be given priority this autumn, including quality of service:

To take better care of residents, we must take better care of our employees and caregivers. To this end, ORPEA announced the launch of an extensive recruitment and internal training programme in order to find stable staff by focusing on the development of talent: 550 new hires per month by year-end, half of whom are care givers, then 800 per month in 2023. The Group also aims to help 300 employees obtain their caregiver diploma each year.

To strengthen the ties between the nursing home and residents' families, we must create the conditions for ensuring better dialogue. A counselling centre with the Group's psychologists will be open from Monday to Friday, 9am - 5pm. In addition, ORPEA will undertake a consultation with residents' families on the implementation of new tools, such as digital communication means, or an information and monitoring system for residents that can be accessed by families or guardians through the creation of a digital connection booklet.

Reinforcing the personalisation of support and care. According to the feedback collected, effectively improving residents' well-being will require more individualised services rather than merely tacking on additional services. By way of example, listening to residents' tastes and co-defining meals with them will serve to reconcile pleasure and well-being. ORPEA is already considering how the facilities can step up their local procurement. In a similar vein, ORPEA aims to step up its innovation projects for the benefit of dependency using certain home automation systems.

The autonomy of the facilities will hinge on reducing administrative tasks so that staff can be more available for families and residents.

After a question-and-answer session with all the facilities, ORPEA CEO Laurent Guillot concluded by saying: "The time has come to work together to build the nursing home and support of tomorrow. Our ambition is not to devise solutions FOR our residents and our colleagues, but WITH our colleagues, our residents and their families".

About ORPEA

ORPEA is a leading global player and expert in caring for all types of vulnerabilities. Present in 22 countries, the Group's activity covers three lines of business: care for the elderly (nursing homes, assisted living, home care and services), follow-up and rehabilitation care, and mental health care (specialized clinics). ORPEA has more than 71,000 employees and serves more than 255,000 patients and residents each year.

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