

Puteaux, France, 23 March 2023

ORPEA IMPLEMENTS A NEW MEDIATION SYSTEM IN COLLABORATION WITH PART'ÂGE, THE MEDIATION NON-PROFIT, TO BE LED BY MEDIATION CORRESPONDENT, CLAUDE ÉVIN

In line with the Refoundation Plan launched last November, ORPEA is implementing a new mediation system in an effort to promote the best conditions for dialogue and relationships between residents, patients, families and the teams who support them on a daily basis. At the Group level in France, this mediation system will be led by mediation correspondent, the Honourable Claude Évin, who is an accredited mediator with France's National Centre for Lawyers' Mediation (Centre National de Médiation des Avocats – CNMA), registered with the Courts of Appeal of Paris, Rennes and Angers. Mr. Évin will be tasked with ensuring/overseeing an effective process and compliance with the principles of mediation as well as its independence and impartiality. He will draw on the special expertise of Part'Âge, the mediation non-profit organisation comprising fully trained mediators who support intergenerational exchanges and vulnerabilities.

Mediation enables people experiencing misunderstandings, strained relationships, and more generally, conflict, to re-establish calm dialogue with support from an independent and impartial third party. It will be wholly funded by ORPEA and will not incur any costs or fees for residents, patients and their families. This system reflects the new Executive Management team's commitment to pursue an open and transparent dialogue with all of its stakeholders, from the care preparation to end-of-stay phases including the entire accommodation period.

The system will be reviewed annually in an endeavour to improve and perfect care for the most vulnerable.

Laurent Guillot, Group CEO, commented: *“Reflecting the core mission of our Refoundation Plan, Changing ORPEA! With You and For You, dialogue with residents, patients and families is key to developing a personalised life and care plan that addresses the therapeutic aims, life history and needs of each and every person who is looked after by our teams.”*



About ORPEA

ORPEA is a leading global player, expert in the care of all types of vulnerabilities. The Group operates in 22 countries and covers three core businesses: care for the elderly (nursing homes, assisted living, home care), post-acute and rehabilitation care and mental health care (specialised clinics). It has more than 72,000 employees and welcomes more than 255,000 patients and residents each year.

<https://www.orpea-group.com/>

ORPEA is listed on Euronext Paris (ISIN: FR0000184798) and is a member of the SBF 120, STOXX 600 Europe, MSCI Small Cap Europe and CAC Mid 60 indices.

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