

# RAMSAY SANTÉ

## BANK MEETING

2019, November 21<sup>st</sup>

[ramsaysante.com](https://ramsaysante.com)



**Ramsay**  
Santé

# WELCOME TO ...



**Ramsay**  
Santé

## RAMSAY SANTÉ TODAY'S PRESENTERS



**Pascal ROCHÉ**  
Group CEO



**Arnaud JEUDY**  
Group CFO



**Marcus NORD**  
Nordics CFO

## WE ARE ONE OF THE VERY RARE PLAYER BENEFITING FROM LONG-TERM SHAREHOLDERS

SHAREHOLDERS	%
RAMSAY HEALTH CARE (UK) Limited	52.53
PREDICA	39.62
<b>Subtotal Ramsay Health (UK) Limited / Predica</b>	<b>92.16</b>
Dr. André Attia Group	6.59
Treasury shares	0.02
Other shareholders	1.23
<b>TOTAL</b>	<b>100.0</b>

# WE ARE ...

A European health company with leading market positions



Operating in an institutional environment with better outlook



...with an integration of Capio ahead of schedule



In a growing industry with strong fundamentals



With a unique diversified sources of funding, markets, specialty and patients



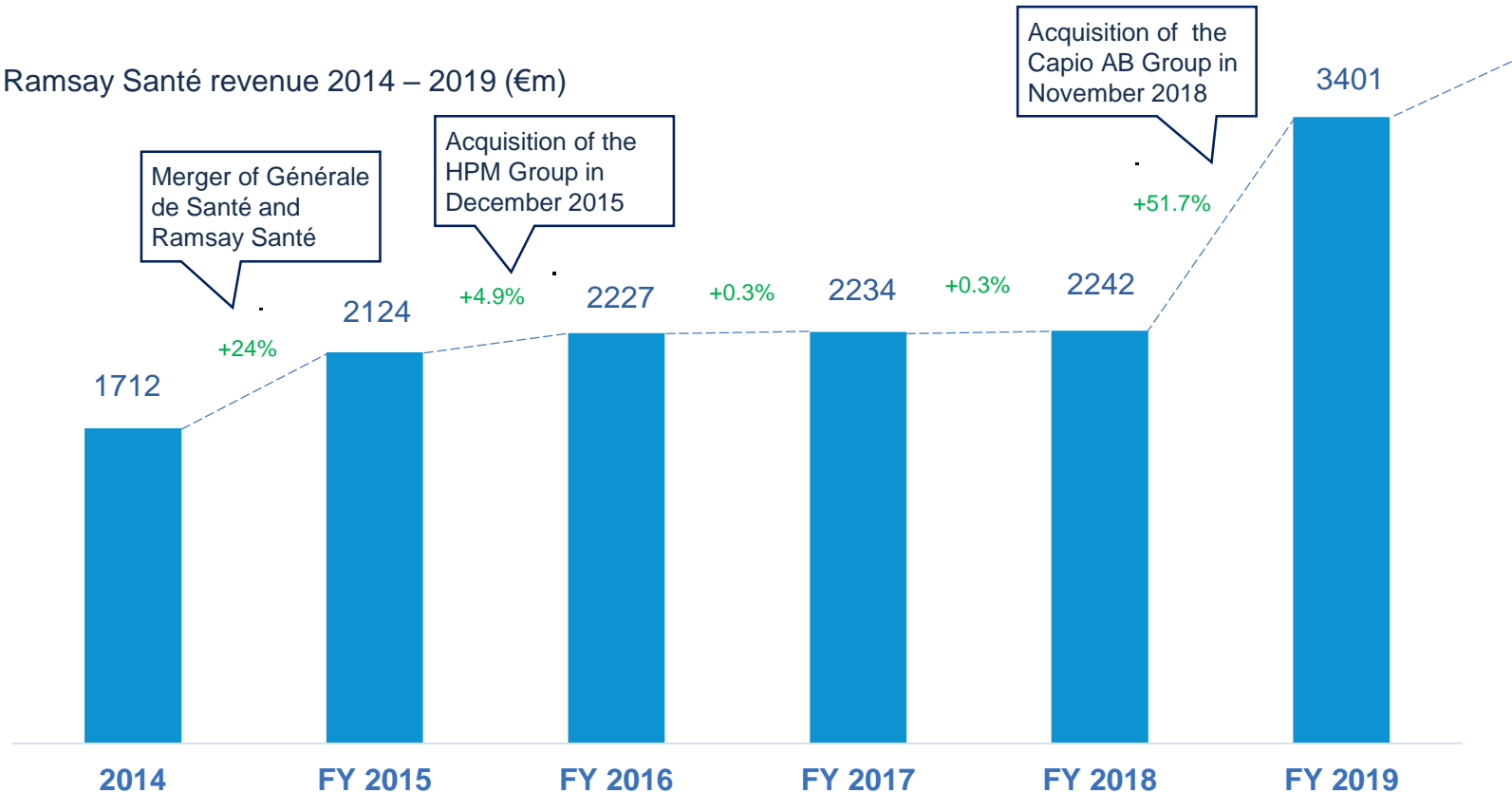
...and with a great potential for profitable growth

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- I. **Ramsay Santé's new positioning as leader in integrated care in Europe**
- II. Recent highlights on the Capiro integration
- III. 2019 Performance
- IV. Healthcare global trends and Ramsay Santé's sustainable growth drivers
- V. Q&A

# A TRANSFORMATIONAL YEAR FOR RAMSAY SANTÉ, WITH THE INTEGRATION OF CAPIO

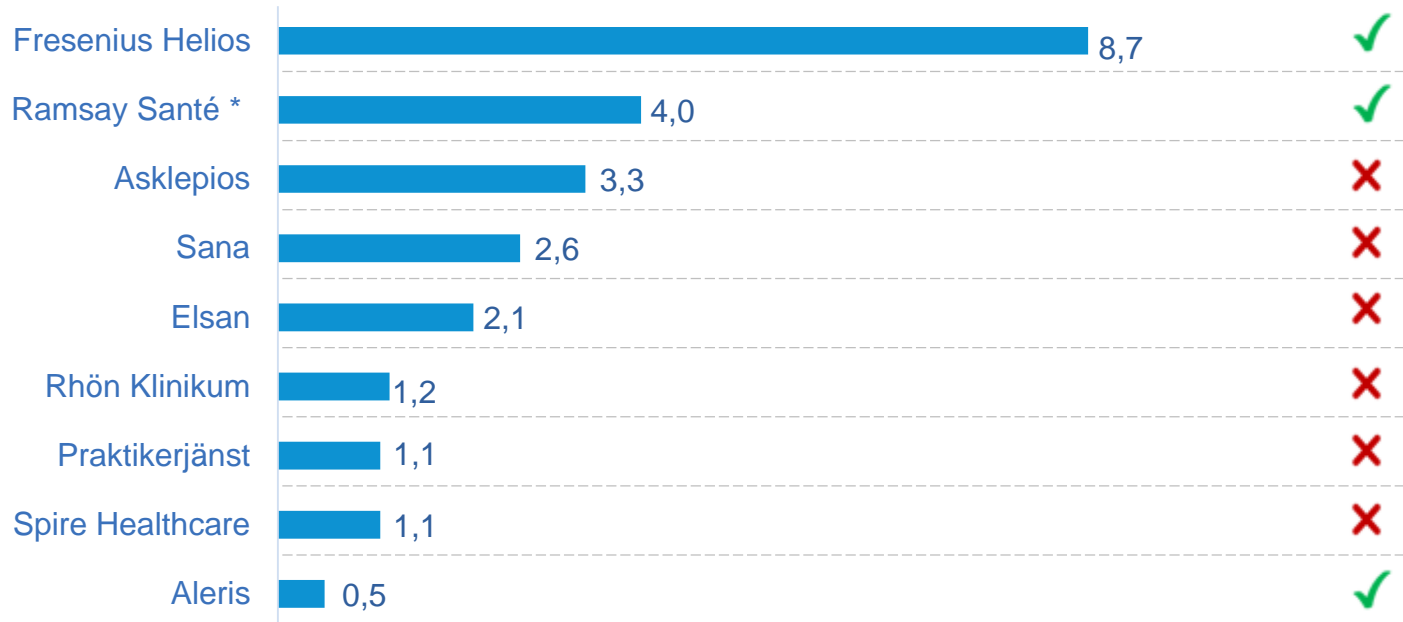
Ramsay Santé revenue 2014 – 2019 (€m)



# RAMSAY SANTÉ IS NOW THE 2ND LARGEST PRIVATE CARE PROVIDER IN EUROPE

## Main health actors in Europe, Turnover EURbn

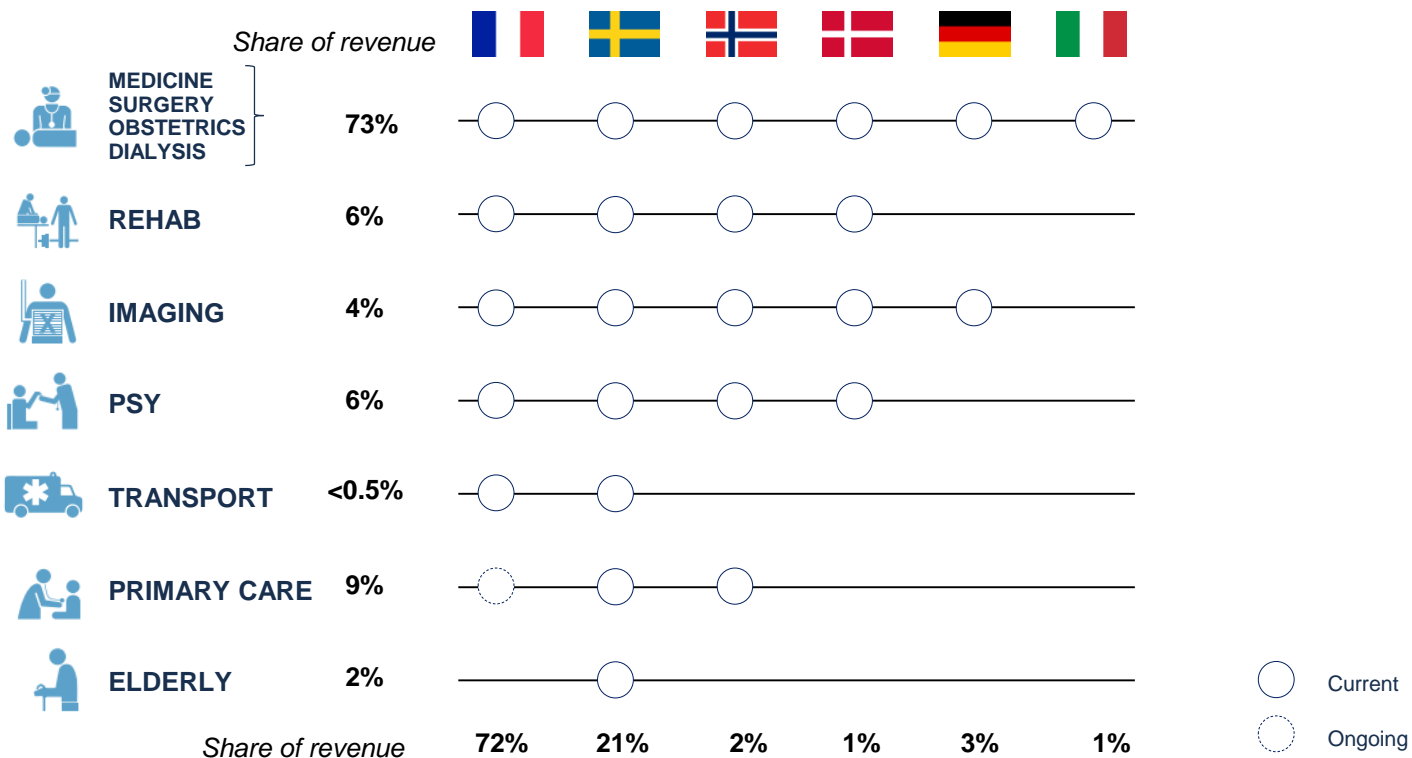
Pan-European



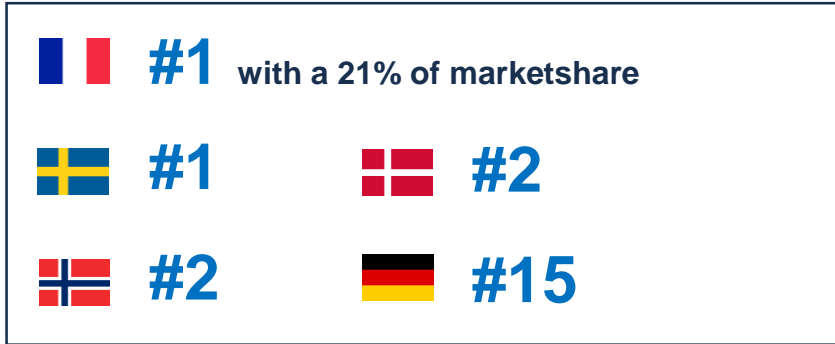


# FROM BEING THE LEADER OF PRIVATE HOSPITALIZATION IN FRANCE TO A LEADER IN INTEGRATED CARE IN EUROPE

RAMSAY SANTÉ'S FOOTPRINT \*



# RAMSAY SANTÉ IS NOW THE UNDISPUTED LEADER IN KEY STRATEGIC MARKETS



**86** general hospitals  
**70** specialized clinics  
**26** rehab facilities



**6** healthcare transport companies  
**45** emergency departments  
**25** dialysis centers



**133** primary care centers  
**49** mental health facilities



**36,000** FTEs  
**7,600** liberal doctors  
**> 200,000** short-term contracts



**7m** patients  
**20m** consultations  
**36,000** deliveries

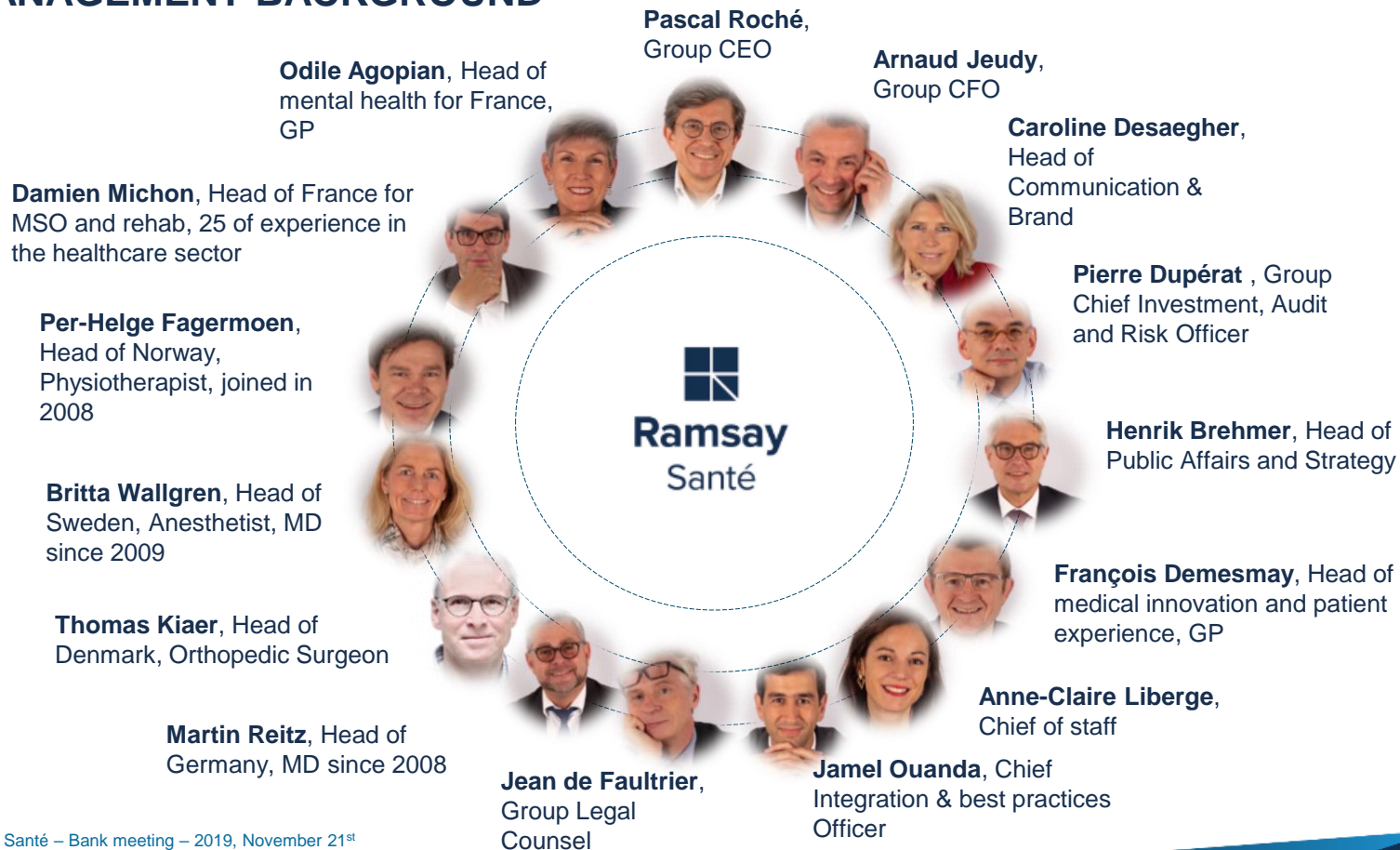


**800** operating rooms  
**87** imaging equipment  
**14** robots



**Acknowledge quality leader**

# OUR EUROPEAN EXECUTIVE TEAM, SEASONED, WITH A STRONG MEDICAL AND MANAGEMENT BACKGROUND

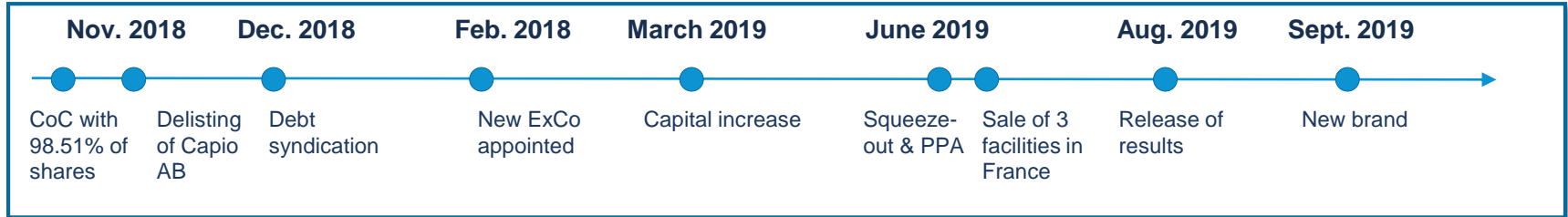


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# THE CAPIO INTEGRATION IS AHEAD OF SCHEDULE

Key integration dates since November 2018

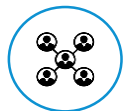


## Project Status and Key Achievements

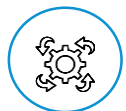
- › Appointment of a dedicated Chief Integration Officer, also in charge of identifying and sharing best practices
- › New ExCo appointed
- › 18 integration workstreams ; over 281 tasks delivered
- › Merger of both French headquarters ongoing
- › Completion of all negotiations with major suppliers
- › New brand
- › PPA effective
- › First common fiscal year
- › Launch of a Group Innovation hub



# THE SYNERGIES WILL BE BEATEN AND, MOREOVER, WITH VERY LONG-TERM PROSPECTS



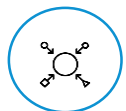
Define a **new group organization and governance** to operate as one company



Compare and **select best-of-both medical processes and tools**, leveraging strengths from the two companies



Explore all possible levers to **maximize revenue and cost synergies** (short/ mid/ long term portfolio of opportunities)



Create a **new set of values** and an **inclusive culture** for all colleagues



- ✓ RGdS ExCo appointed
  - ✓ L2 organization in place + new clusters
  - ✓ 1st European Work Council has taken place on June 25th
  - ✓ Integration comitology implemented
- 
- ✓ More than 70 best practices identified in various fields (eg. medical, talents, ...)
  - ✓ 2 best practices already being detailed (Nordics' shared services center and Project Primordial in France)
  - ✓ 6 other best practices identified as top priority
- 
- ✓ Synergies commitment : totally confident to deliver the €20m commitment !
  - ✓ Leveraging the RGdS solid experience in delivering efficiency programs within Capio
- 
- ✓ Understanding of cultural elements within the new combined Group
  - ✓ Communication tools deployed
  - ✓ Preparation of our new strategic plan

# ACTIVELY MANAGING OUR ASSET PORTFOLIO HAS BEEN AND WILL BE A MAJOR STRATEGIC FOCUS IN ORDER TO SECURE OUR LEADING POSITION, AND THUS ENABLE US TO INVEST TO FURTHER GROW

## IMPLEMENTATION OF OUR CLUSTERIZATION STRATEGY

- › Clusterization of all new French facilities done - current update of medical projects
- › Restructuring of the Swedish business areas :
  - › merger of the proximity care and the digital Capiro Go business areas
  - › launch of a dedicated elderly and mobility business area

## ACTIVE MANAGEMENT PORTFOLIO & DIVESTMENT OF NON STRATEGIC ASSETS

- › Launch of remediation plans to increase efficiency in some Capiro France facilities
- › Ongoing merger & closing of complementaries facilities located in a same healthcare territory
- › 3 facilities outside of existing clusters sold in France
- › Sale of non-core business acquired through M&A activity (dental & home help in Sweden)
- › Sale of loss-making activity in Norway and one facility in Germany

## BOLT-ON ACQUISITIONS

- › Market still fragmented and calling for further consolidation
- › Tactical opportunities to reinforce our key clusters
- › Strategic and financial hurdles respected
- › Proven ability to integrate and deliver synergies

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**III. FY2019 Performance**

IV. Healthcare global trends and Ramsay Santé's sustainable growth drivers

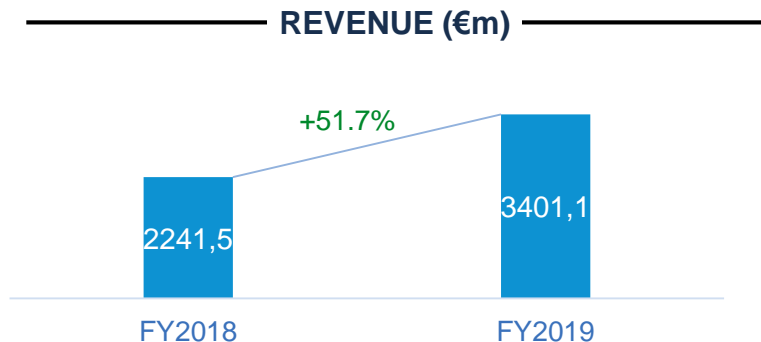
V. Q&A



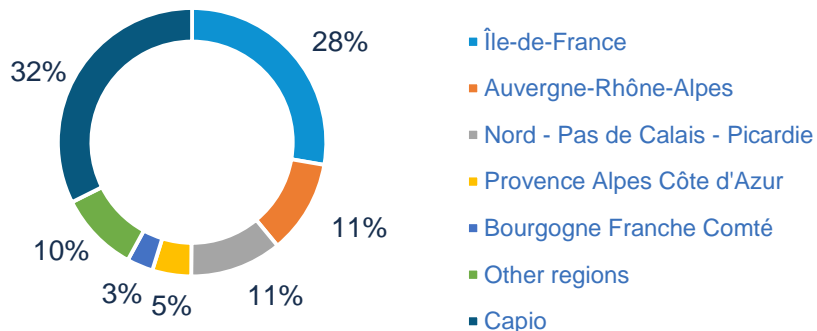
# FY2019 PERFORMANCE

## GOOD RESULTS AND SOLID PERSPECTIVES

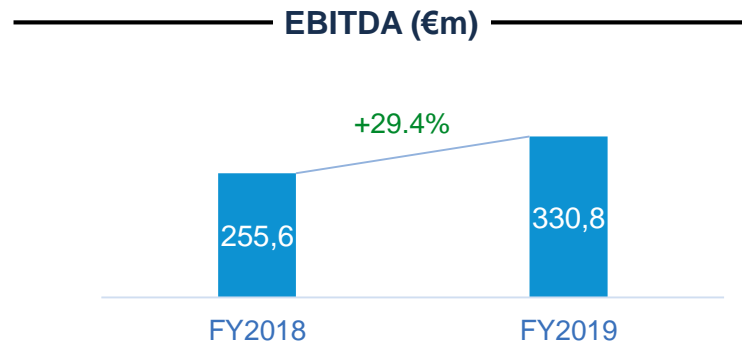
### REVENUE (€m)



- +2.1% on a **like-for-like basis**, with 1 additional business day

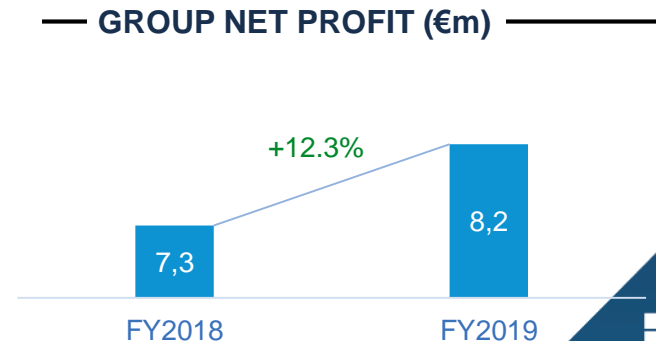


### EBITDA (€m)



- Improvement in **EBITDA margin** on a like-for-like basis

### GROUP NET PROFIT (€m)



# ACTIVITY IS IN POSITIVE TERRITORY DESPITE THE CHALLENGING ENVIRONMENT

Former Ramsay Générale de Santé perimeter

## SURGERY

**+1.6%**

- › Ophthalmology up by 3.9%
- › Orthopedics up by 1.4%
- › ENT surgery up by 2.8%

## MEDICINE

**+0.3%**

- › Endoscopy down by (0.3)%
- › Interventional medicine up by 6%

## GYN-OBST.

**(4.2)%**

- › Deliveries down by (5.3)%
- › Gynecology surgery down by (1.5)%

## EDs

**+1.9%**

- › Positive outcomes of our ED model

## REHAB

**+4.9%**

- › Very positive trend showing the dynamic of rehab

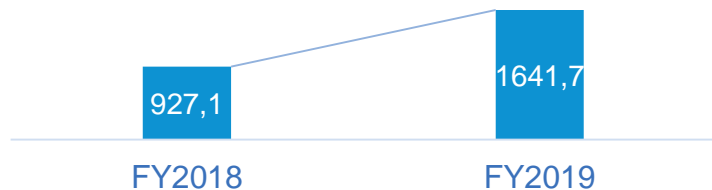
## MENTAL HEALTH

**+0.7%**

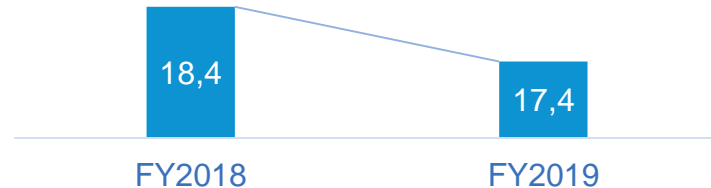
- › Some isolated activity falls ; overall dynamic activity

# KEY FINANCIAL INDICATORS

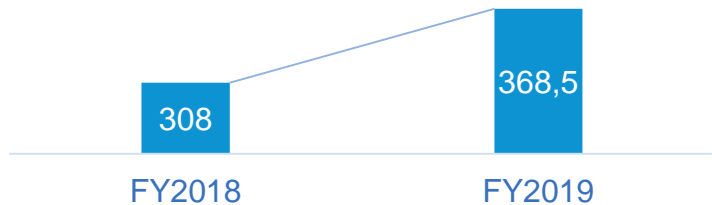
## NET DEBT (€m)



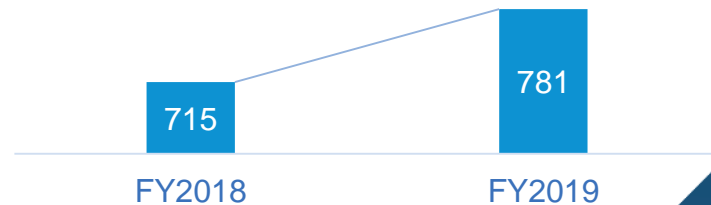
## AV. BILLING DAY \*



## CASH (€m)



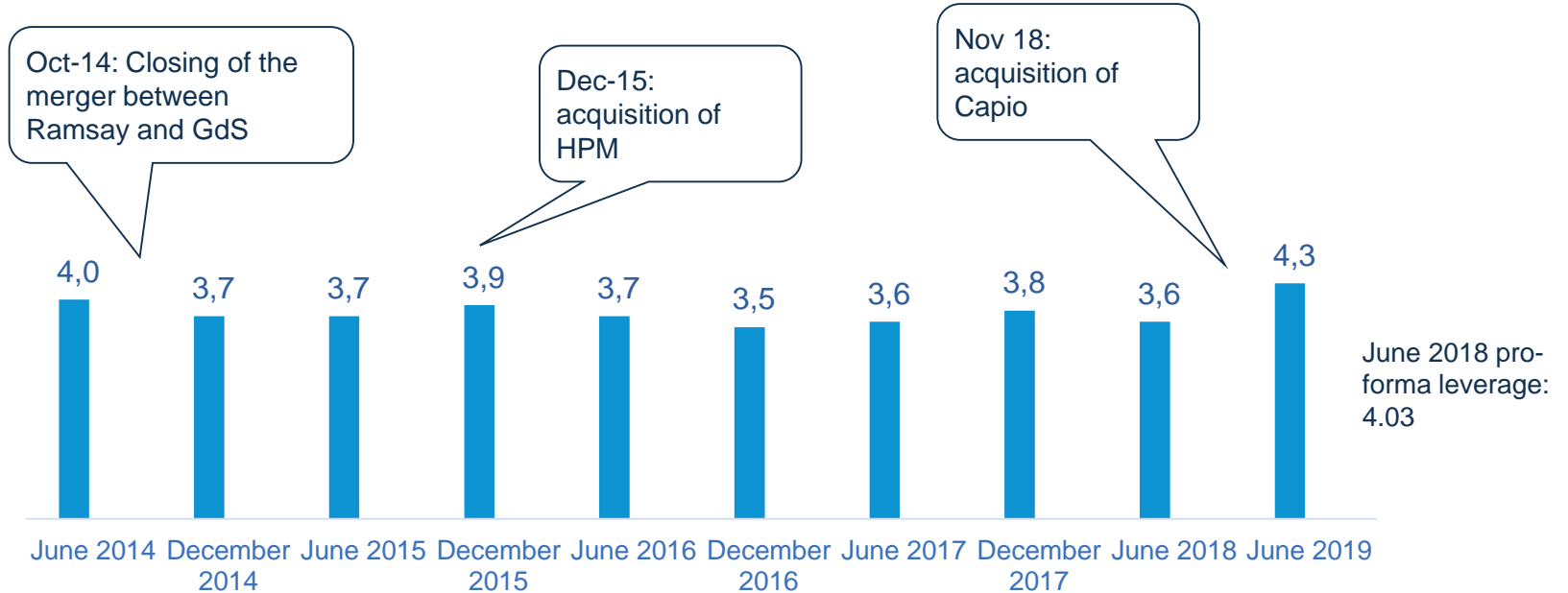
## REAL ESTATE VALUE PORTFOLIO (€m)\*



\* Only former Ramsay Générale de Santé scope

# WE BENEFIT FROM A HEALTHY AND SCALABLE FINANCIAL STRUCTURE

## Ramsay Santé leveraging profile



## WHERE DO WE STAND AS TO THE DEAL BUSINESS PLAN ?

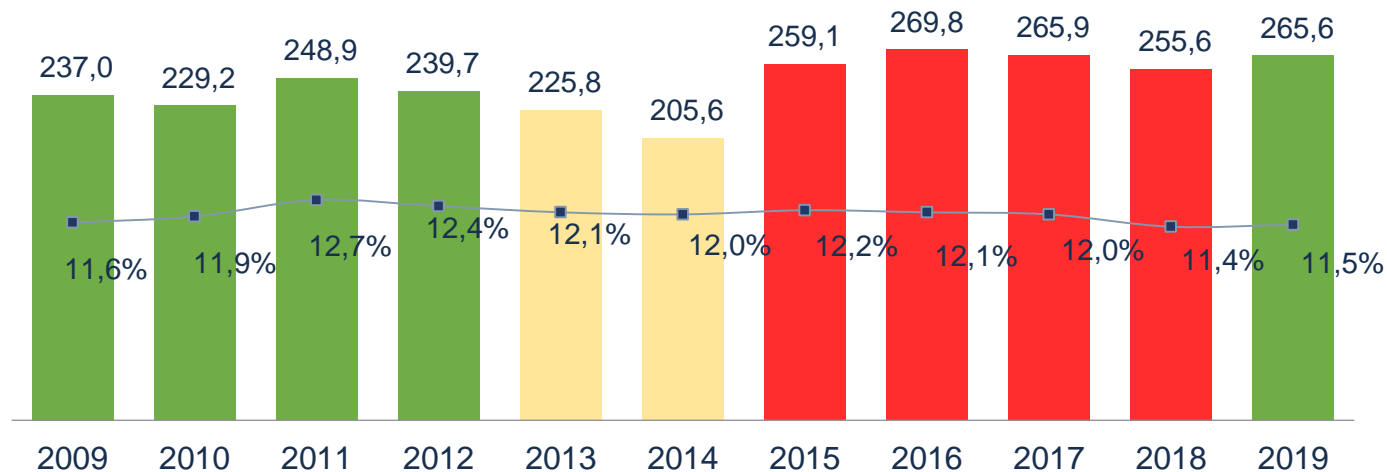
	2018 PF	2019 PF	2019 <i>Published figures</i>	2019 <i>Pro-forma</i>
<b>Sales</b> <i>Growth %</i>	3,842 -	3,938 +2.5%	3,401.1 (11.5)%	3,953.9 +2.9%
<b>EBITDA</b> <i>% sales</i>	367 9.6%	374 9.5%	330.8 9.7%	364.2 9.2%
<b>Current operating profit</b>	<i>n/a</i>	<i>n/a</i>	156.9	168.3
<b>Operating result</b>	<i>n/a</i>	<i>n/a</i>	118.8	126.3
<b>Net result</b>	<i>n/a</i>	<i>n/a</i>	15.3	13.8

**Solid EBITDA margin ; Capio is besides a much more CAPEX light business**

# RESILIENT PROFITABILITY IN FRANCE DESPITE THE TARIFFS' DECREASE ; c. 20% EBITDAR and c. 12% EBITDA

2009 – 2019 EBITDA evolution (€m) & margin (%) – Ramsay Générale de Santé

Published figures, without Capio



■ Positive tariffs' evolution  
 ■ Neutral tariffs' evolution  
 ■ Negative tariffs' evolution

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# KEY MACRO DYNAMICS ON THE HEALTHCARE MARKET

## SUMMARY OF TRENDS



People are more health conscious



The ongoing digitization of healthcare



Improvements of technology



Out-of hospital shift



Using analytics to provide personalised services that cater individual needs



People want on-demand high care quality



Democratization of information



Shift in the healthcare industry



Increase in consumer consciousness in using technology



Change in purchasing power



Cost of healthcare for consumers is increasing



Cost of healthcare provision is increasing





# IN FRANCE, A REALLY POSITIVE REGULATORY OUTLOOK FOR PRIVATE PROVIDERS

## MULTI-YEARS VISIBILITY ON TARIFFS

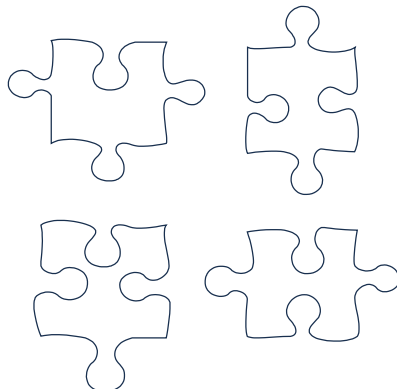
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- New regulation for the healthcare industry
  - Enables mid-term planning
- Minimum tariffs at +0.2% + IFAQ per year for 2020, 2021, 2022

## POSITIVE TARIFFS FOR 2020

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- Positive news after 6 years of consecutive tariffs' decrease and LY positive tariffs
- Increase of hospitals' ONDAM from 2.1% to 2.4%



## QUALITY BASED FUNDING

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- Rebalance of activity – based funding by rewarding best in class quality : good for us !
- Innovation driver

## COEFFICIENT PRUDENTIAL

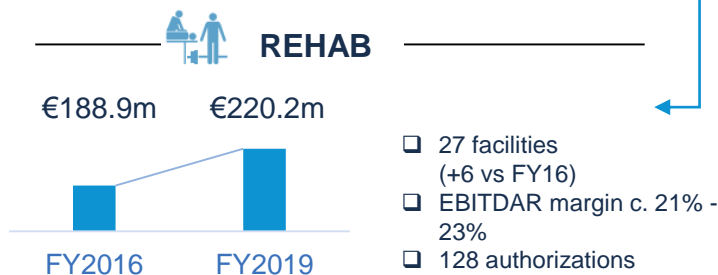
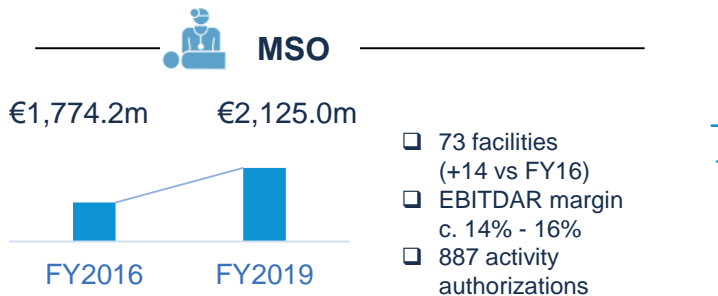
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- 100% back in 2019

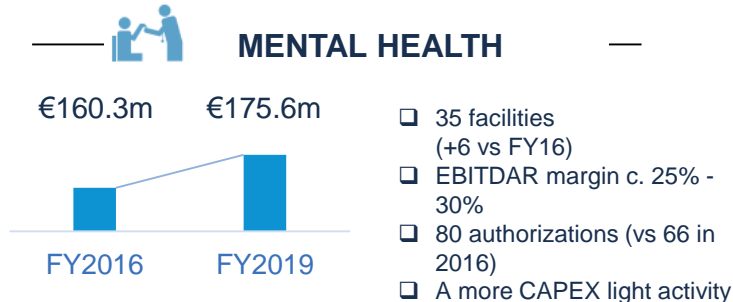
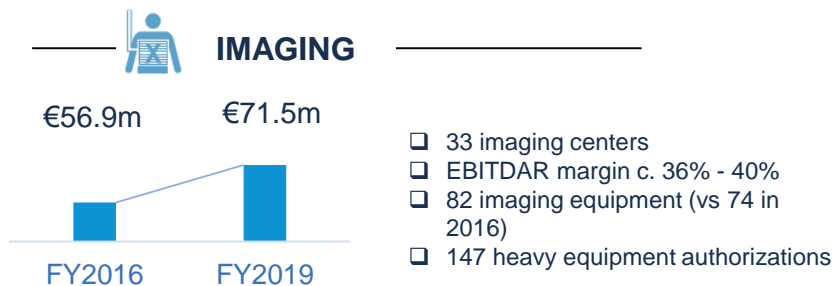
... AND BESIDES, WE CONSIDER MA SANTÉ 2022 AS AN OPPORTUNITY FOR US

# AND WE BENEFIT FROM 4 MAIN BUSINESSES WITH STRONG VALUE CREATING PATHWAYS, AND LEADING POSITIONS TOO FOR SESSION SPECIALTIES

FROM STAND ALONE VALUE CREATING BUSINESSES ...



... TO ADDING VALUE THROUGH A JOINED-UP APPROACH TO PROVIDE INTEGRATED PATHWAYS



~ 80%  
~ 25%

~ 30%

→ % of patients referred to

# WE HAVE LAUNCHED IN 2015 OUR STRATEGIC PLAN, LET'S DO IT 2020, TO ADAPT AND BUILD ON OUR STRENGTHS



## DIGITALIZATION

1. Digitize doctor's agenda for patient access
2. Develop new relationships with our patients and doctors, with digital program of health management, social networks, newsletters, mailing...
3. Digitize the hospital admission process
4. Digitize patient feedback to better manage patient expectations
5. Digitize sale services (choice of single rooms, transportation, wifi...)

## OPTIMIZATION

6. Optimize by cluster
7. Launch a cost-efficiency program (DEFFI)
8. "Keep" the patient within facility
9. Significantly optimize our phone contact performance
10. Optimize our visibility (physical, social networks...)
11. Optimize our over-capacity

## INNOVATION

12. Integrate doctors consultation to our operations with a digital service pack
13. Set up a patient CRM
14. Enter connected businesses
15. Build geomarketing patient's recruitment actions
16. Create a CRM for GPs and develop a set of services
17. Test GPL
18. Test other referral partners (pharmacists, para-medical professions...)

## TALENTS

19. Develop our 'Talent Pool' approach
20. Develop a DIGITAL OLYMPE
21. Develop international careers
22. Involve all our staff in the RGDS Foundation with its new positioning

# AS OF TODAY, WE HAVE REACHED A HIGH LEVEL OF IMPLEMENTATION OF OUR STRATEGIC PLAN



63% of eligible doctors connected  
Available among **54 MSO facilities** ; 30% of penetration rate



Simplifiez-vous la Santé

100% of doctors' adherence  
Supporting our medical teams



24K followers on In and 23K on Fb



10 marketing campaigns



6 HC transport companies acquired, revenue at **€14m**



Medical relationship managers pilot successfully completed

DIGITALIZATION

OPTIMIZATION

INNOVATION

TALENTS



37 MSO & 20 rehab units now on Efflux ; 141 Start'op workstreams



180 FTEs working on our SSC; 4 waves of transfer



19 out of 22 dialysis centers relying on the new protocol



Platform launched, efficiency savings at 8%



14 Ambassadors on jobs experiencing shortages



Large engagement among our staff and the medical community



600 medicine residents since 2012



700 articles published in 2017, including 1,000 doctors & 2,600 patients

# RAMSAY SANTÉ HAS CLUSTERIZED IN FRANCE ITS BUSINESS SINCE 2011...

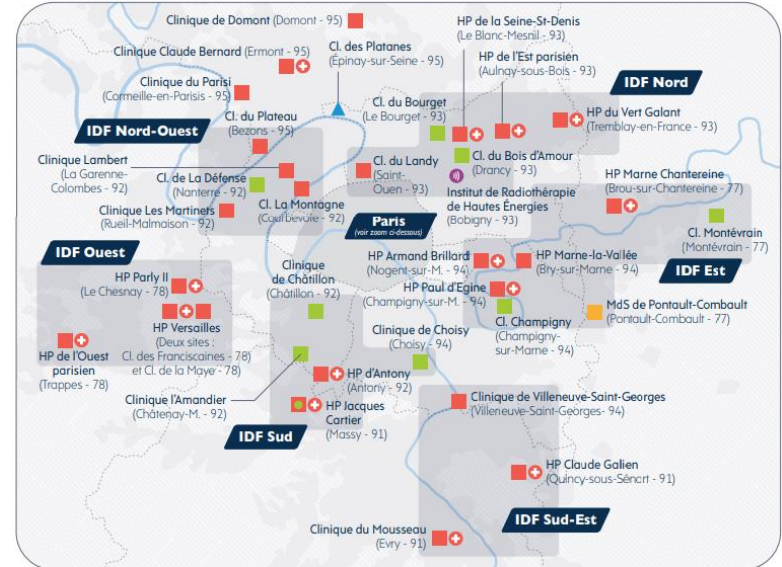
## OUR 134 FACILITIES IN FRANCE

## FOCUS ON OUR ILE DE FRANCE CLUSTERS

**Ramsay Santé**  
**NOS ÉTABLISSEMENTS EN FRANCE**

- Médecine – Chirurgie – Obstétrique (MCO) avec ou sans SSR
- Médecine – Chirurgie – Obstétrique (MCO) avec service d'urgences
- Soins de suite et de réadaptation (SSR)
- Centres de radiothérapie
- Maison de santé
- ▲ Santé mentale
- Transports sanitaires

Affiliations  
 CEBS : Centre Européen de Développement de Santé



... WITH A UNIQUE FOOTPRINT IN KEY TOWNS OF THE FUTURE



# THE CLUSTERIZATION OF OUR ASSETS HAS BEEN A KEY DRIVER TO IMPLEMENT CONSISTENT AND EFFICIENT TERRITORIAL STRATEGY



OPTIMIZE #6

## KEY OUTCOMES OF OUR CLUSTER STRATEGY AS TO DATE

## ILLUSTRATION

80+ PROJECTS OVER 2015 – 2019 ... AND STILL MANY TO COME IN 2020 ONWARDS



### OPERATIONAL EFFICIENCY

- ❖ A common management team
- ❖ Mutualization of support functions
- ❖ New multidisciplinary functions (coordinator nurse)
- ❖ CAPEX optimization



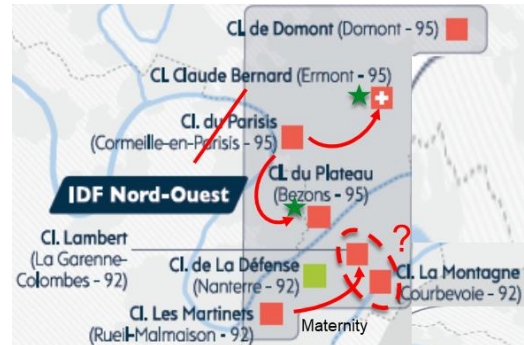
### MEDICAL CONSISTENCY

- ❖ Medical specialization of our facilities
- ❖ Active doctors recruitment



### INNOVATIVE CARE

- ❖ Active development of outpatient care
- ❖ Integrated pathways (obesity / oncology)



- General Hospital
- General Hospital with an ED
- Rehab unit
- ★ Imaging

MSO & REHAB	2015 - 2019
Optimize	8
Sell	10
Close	4
Brownfield	22
Acquire	2 + Capio
Restructure	13

PSY	2015 - 2019
Optimize	8
Sell	-
Close	-
Brownfield	8
Acquire	2
Restructure	1

# OUR SHARED SERVICES CENTER FOR FRANCE, GOOD IMPLEMENTATION PROGRESS WITH A HIGH LEVEL OF QUALITY AND EFFICIENCY ALREADY DELIVERED



OPTIMIZE #7

## PROJECT'S PROGRESS AS AT END-YEAR 2019

- 216 FTEs working on our platform
- Management in place
- New building finalized by March 2020

Share of project implementation



## MAIN QUALITY AND EFFICIENCY INDICATORS

KPI	Target	Baseline	As at now
# of suppliers' invoices by FTE	1,235	330	757
# of patients' invoices by FTE	5,284	3,865	4,683
# of payment recovery by FTE	-	8,147	11,808
# of payrolls by FTE	560	156	438

## OPERATIONAL EFFICIENCY

- Plug and play
- Quality of reporting
- Over €5m of expected efficiency gains will be delivered

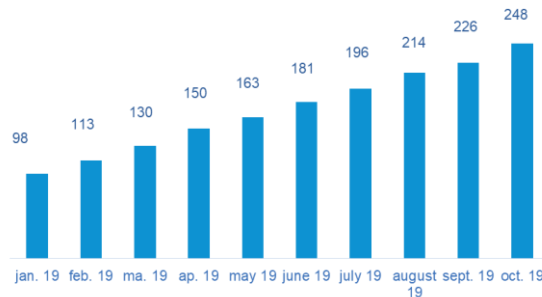
# RAMSAY SERVICES, A FULLY PERSONALIZED AND SIMPLIFIED JOURNEY FOR OUR PATIENTS



DIGITALIZE  
#3, 4 & 5



## #K ONLINE ADMISSIONS VIA OUR RAMSAY SERVICES PORTAL



## PROJECT'S PROGRESS

- 54 out of 56 of our MSO facilities offering the online portal to our patients
- From 0 to 30% penetration rate, with best-in-class facilities reaching 90+%
- Ongoing connection of the former Capio France facilities



## KEY BENEFITS

- Accommodation revenue
- Launch of new services
- Patients' satisfaction (NPS)
- Admission desk efficiency








# OUR CSR ACTIONS ARE IMPLEMENTED THROUGH OUR FOUNDATION RAMSAY SANTÉ



TALENTS #22

Illustration of 5 major projects launched since, built on both our business and medical expertise and already yielding tangible results

	 <p><b>Creation of a stress Observatory</b></p>	 <p><b>Launch of #generations prevention</b></p>	 <p><b>Collective actions among our facilities</b></p>	 <p><b>Creation of the “Prevent2Care lab”</b></p>	 <p><b>Call for projects among employees &amp; practitioners</b></p>
OBJECTIVE	Raise awareness about the dangers of stress	Use social media to make the foundation and the RGDS Brand known	Involve and unit employees and practitioners around prevention projects	Select and assist e-health start ups during 9 months, together with INCO	Select and assist in-house projects of “collective interest”
RESULTS	Mapping of medical consequences of stress ; media communication end of 2017	~23 000 followers (> AP-HP FB page) ; commitment rate up to 3% ; thousands of conversation	22000 km walked across partner facilities to raise money to be given to NPO	A first cohort of 13 start up already incubated ; 2d wave of 20 SU in Paris and Marseille ongoing	36 submitted projects ; 2 selected projects and 10 others to be further analyzed

# IN THE NORDIC COUNTRIES, THE NORTHERN LIGHT STRATEGIC PLAN RELIES ON COMMON AMBITION IN TERMS OF QUALITY, INNOVATION AND EFFICIENCY

**Digital:**  
Digital tools and working practices



- **Digital point of access** into all services
- **Digital handling** of one in five visits
- **Digital pathways** to support MM's standardised operating practices
- **"Always on" relation** to our customers in sickness and in health
- **Joint digital ecosystem** for further technology solutions

**Specialized:**  
Scaled specialist services



- Organic growth of our **best-in-class** specialist **pathways**
- **Sub-specialisation via Modern Medicine** principles
- Strong offering to grow with **private health insurance**
- Consolidation through M&A and scale in **our attractive specialties** with strong demand

**Integrated:**  
One joint platform & brand



- **One seamless customer experience** through all our services
- **One Capio brand** with joint offering – one stop shop for health and healthcare needs throughout life
- **Reduced complexity and minimal overhead** and decentralized management
- **Joint shared services** on a digital backbone












**Talent:**  
Excellence with people



- **Modern Management through decentralisation and empowerment**
- **Capio Management Program (CMP)** for leadership development
- **One team** for collaboration and support



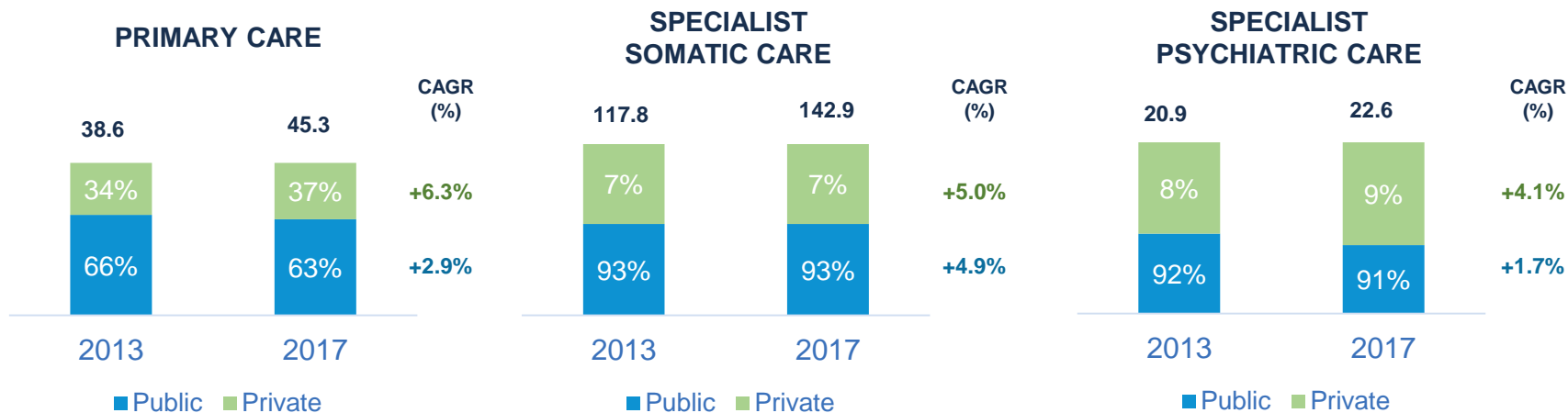
# DIGITALIZATION IS SUPPORTING OUR INTEGRATED CARE PATHWAYS FOR BOTH PATIENTS AND DOCTORS

		PREVENTION	➔	PRIMARY CARE	➔	HOSPITALIZATION	➔	FOLLOW-UP
PATIENTS	 Social Network	✓				✓		✓
	 Online appointment			✓		✓		
	 Online admission & marketing portail	✓				✓		✓
	 Digital consultations	✓		✓				✓
	 Online integrated care	✓				✓		✓
	 Telehealth solutions	✓		✓				✓
DOCTORS	 Diffusion of hospitalization reports			✓		✓		
	 Online research platform	✓		✓		✓		✓
	 Start-up incubators	✓		✓		✓		✓
	 Online assistance					✓		✓
	 Care related IoT					✓		✓

\*\* the list of solutions non exhaustive

# ACROSS SCANDINAVIA, AND ESPECIALLY IN SWEDEN, PRIVATE PROVISION OF CARE HAS STEADILY INCREASED ITS SHARE OF MARKET

Swedish healthcare net cost (SEK bn, share in %)



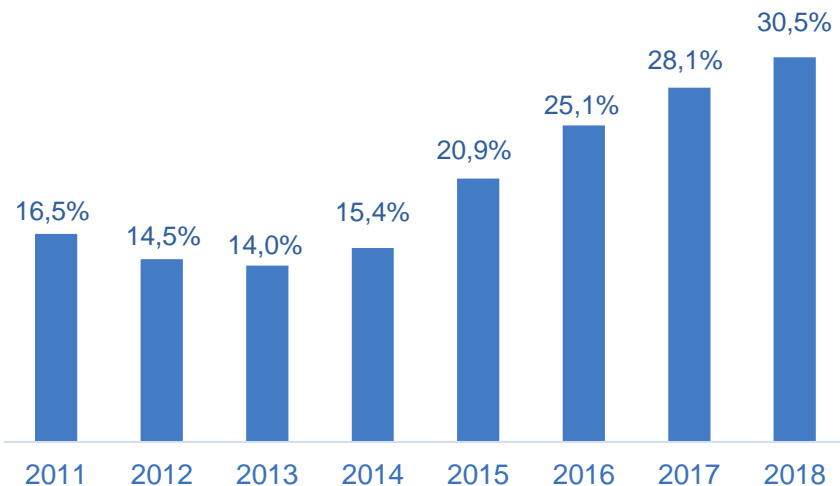
Development going forward

- Free patient choice well-established and private providers display good quality and access. Joint reimbursement system benefits private providers
- Continues to be attractive for some regions to solve supply issues with private provision (as tendering)
- Specialty with challenged access, private has successfully attracted talent
- Little infrastructure required and increasingly standardized operations

# FOR EXAMPLE IN SWEDEN, AN INCREASING DEMAND FOR PRIVATE HEALTHCARE PROVISION AS ACCESSIBILITY AND EFFICIENCY ARE BECOMING MORE AND MORE A HURDLE

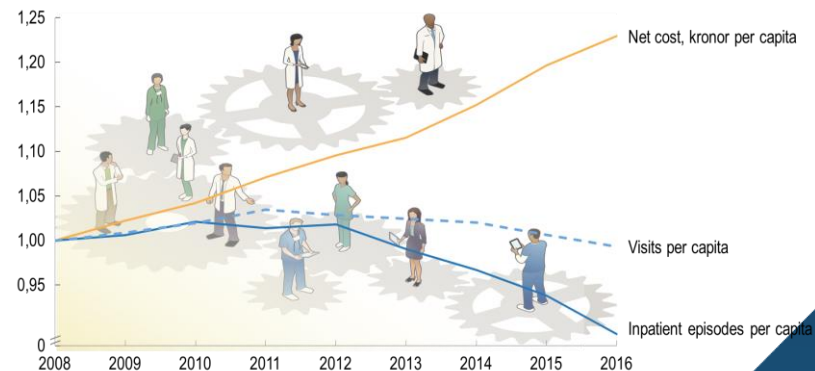
## WAITING TIMES INCREASING IN PUBLIC SECTOR

Share of patients waiting for more than 90 days for treatment within specialist care in Sweden



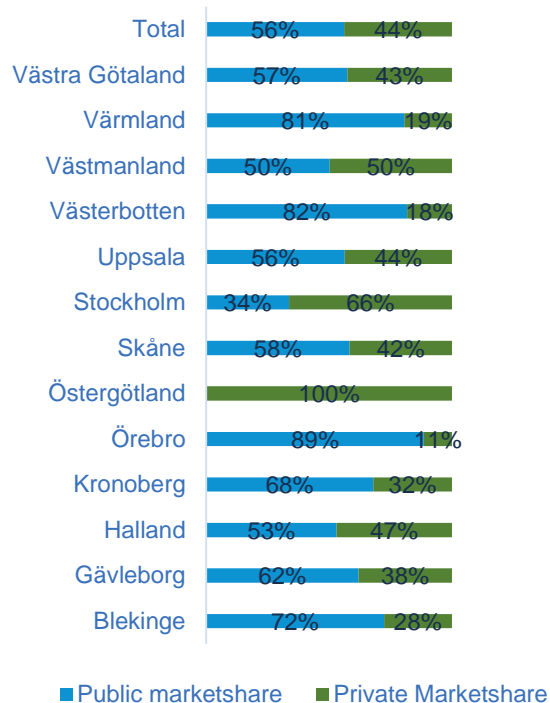
## COST FOR HEALTHCARE IS GROWING WITHOUT CORRESPONDING PRODUCTION

Development of net cost, Number of inpatient episodes and number of visits for Sweden



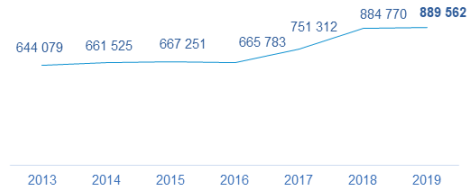
# IN THE PRIMARY CARE MARKET ESPECIALLY, SOLID UNDERLYING GROWTH DRIVERS AND AN ALREADY LEADERSHIP POSITION TO BUILD ON

## MARKETSHARE BY TYPE OF PROVIDER BY COUNTY



## #1 FOR PRIMARY CARE IN SWEDEN

# listed patients within Capio's primary care centers in Sweden



104 units in Sweden ; 8 in Norway

10% of the Swedish population listed within our centers

## A FRAGMENTED MARKET

Primary care landscape in Sweden



Primary market in France

GPs	103,000
Nurses	723,000
Specialist	55,000
Radiology	9,000
Lab	3,864 units

# OUR APPROACH IS BASED ON SOLID AND TRUSTFUL PARTNERSHIPS WITH OUR KEY PARTNERS

## RAMSAY SANTÉ AND PRACTITIONNERS WORK SIDE BY SIDE

- More than 2,750 publication since 2014 in France
- 1,100 doctors and 3,000 patients involved in the medical studies
- Medical students welcomed within our facilities in all our countries
- Projects funded by the healthcare cooperation consortium in France and in Sweden

## PARTNERSHIP WITH THE PUBLIC TO ENHANCE CARE OFFERING & QUALITY



## LISTENING TO OUR EMPLOYEES AND PATIENTS



 <b>-ENGAGEMENT #1</b> Accueillir tous les patients sans aucune distinction	 <b>-ENGAGEMENT #2</b> Innovier pour renforcer la qualité des soins	 <b>-ENGAGEMENT #3</b> Organiser une prise en charge personnalisée pour chaque patient
 <b>-ENGAGEMENT #4</b> Garantir la transparence de nos résultats en matière de sécurité des soins	 <b>-ENGAGEMENT #5</b> Réduire les délais de prise en charge	 <b>-ENGAGEMENT #6</b> Proposer des services pour simplifier l'avant/après/après hospitalisation

# OUR STRATEGY HAS PROVIDED US WITH STRONG SUSTAINABLE ADVANTAGES

## A CONSISTENT AND LEVERAGEABLE ASSET PORTFOLIO

Mid-term strategy to optimize a cluster



## STRONG COMPLEMENTARITIES BETWEEN OUR BUSINESSES

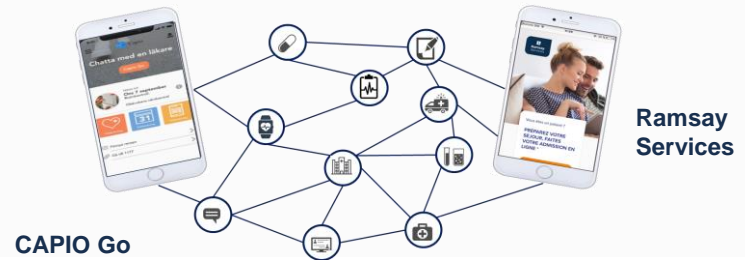


- ⇒ Added volumes by driving cross-referrals
- ⇒ Strong lever to attract doctors
- ⇒ One stop-shop approach

## AN ACKNOWLEDGED MEDICAL AND QUALITY KNOW-HOW



## 2 COMPLEMENTARIES ASSETS WHICH STRENGTHEN THE SPREAD OF A DIGITAL CULTURE AMONG OUR GROUP





# AND A HIGH LEVEL OF INVESTMENT IN ORDER TO PREPARE FOR THE FUTURE

## ILLUSTRATION OF MAJOR CAPEX PROJECTS IN FY2018 – FY2019



**INVESTING IN 4,000 DELIVERIES, NEW ORS AND ICU**



**EXTENSION OF THE CLAIRVAL MSO CLINIC**



**RENEWED MRI IN 4 FACILITIES**



**OPENING OF OUR DIJON BOURGOGNE FACILITY**



**TRANSFER OF FCR ACTIVITY FROM VAL DE SEILLE TO SAINTE MARIE CHALON, REPLACED BY MENTAL HEALTH ACTIVITY**



**STANDARDIZED AND EFFICIENT PATIENT ACCESS AND PATHWAYS**



**REFURBISHMENT OF THE EMERGENCY DEPARTMENT OF HOPITAL PRIVÉ OUEST PARISIEN**



**GERIATRIC CARE IN STOCKHOLM**

# A UNIQUE INTEGRATED HEALTH OPERATOR IN EUROPE WITH GROWTH AND PROFITABILITY AVENUES



## MARKET

- Strong underlying organic growth in the Nordics
- Tenders recently won (eg. Sollentuna, maternity St Görän)
- Differentiating advantages to recruit doctors in France (clinical research / internship)
- Proven track-record of M&A
- Brownfield opportunities



## PATIENT

- New patients segments to enter into (eg. public in Norway, increase of PHI in Sweden)
- Becoming the health partner by leveraging our services approach (eg. Volvat membership in Norway, marketing campaigns)
- Very good brand asset



## QUALITY

- Best-in-class in the Nordics and in France for quality valued by patients, physicians and payers
- Innovation hub launched in Malmö
- Public/Private collaboration



## EFFICIENCY

- Best practices
- Clusterization: next projects
- Shared service center in France ... and in the Nordics
- Worldwide procurement approach and JV with Ascension
- Operational excellence

## KEY TAKE-AWAYS

1. In 2019, we have moved from being the leader in private hospitalization in France to a **leadership position** as an **integrated health** provider in **Europe**.
2. We have a **unique** and **diversified** set of activities in various countries with **leadership footprint**.
3. The Capio integration is **ahead of schedule**.
4. The environment in which we operate in our key countries is **looking better**, and we have built a model that will benefit from **sustainable growth** and **profitability avenues**.
5. We have delivered **good results** in FY 2019, and the rating agencies have **confirmed** their Group rating (S&P:BB- ; Moody's: Ba3).

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- I. Ramsay Santé's new positioning as leader in integrated care in Europe
- II. Recent highlights on the Capiro integration
- III. FY2019 Performance
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- V. Q&A**

**THANK YOU !**