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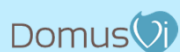
DOMUSVI TODAY

Founded in France in 1983 by Yves Journal, DomusVi is today one of the leading specialists in housing, services, and care for the elderly.

DomusVi is present in France and in 7 countries in Europe and Latin America. The company's mission is to preserve the quality of life of the elderly, by maintaining an active social life, and to help societies adapt to the demographic challenge of ageing.

Today, DomusVi's 50,000 employees support nearly 100,000 elderly people every day, whether they live in its residences or are cared for in their own homes by its homecare and assistance teams.

DomusVi is convinced that shared humanity is the key to better care.



#HumanityShared



01

OUR KEY FIGURES

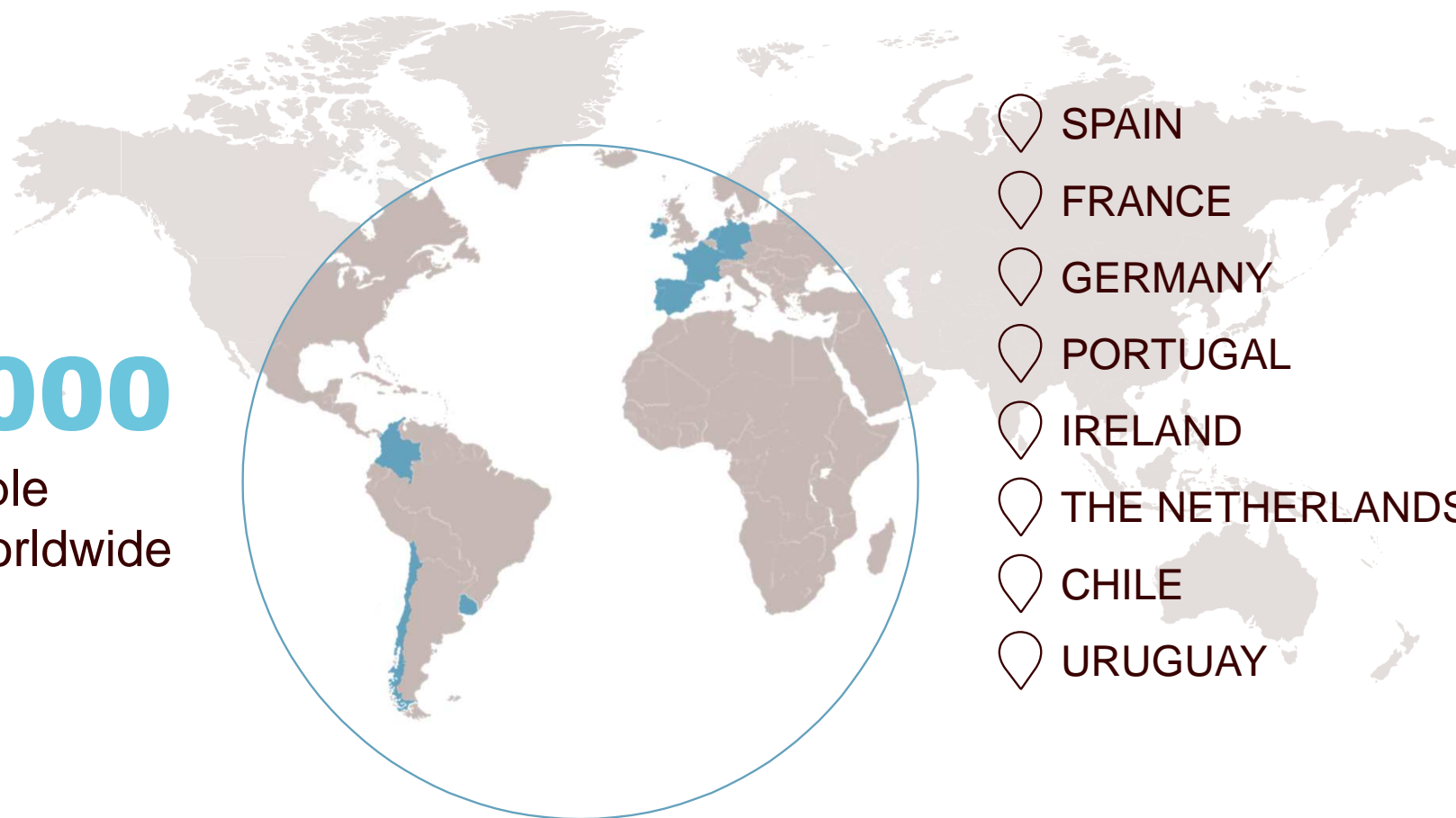


ACTING LOCALLY

OVER

100 000

elderly people
cared for worldwide



02

OUR MANIFESTO





OUR MANIFESTO

Humanity, shared

We are the women and men from DomusVi.

We are specialists, entirely and exclusively dedicated to a key challenge for every society: caring for an aging population, at home and in our residences. And it is because this issue is central in our society that we choose to address it from up close, on a personal, human level.

Because we never forget that every senior person we care for is a unique, whole individual. Because we deeply believe that old age is an integral part of life, and that life must therefore be an integral part of old age.

A stimulating life, open to others and the world, a life full of relationships and connections, a life of personal expression. A life of choice and agency.

A life in which the individual one has always been continues to grow and thrive. To us, nurturing this quality of life for every senior person we care for is a fundamental purpose.

It is the reason we strive to build a different approach. A human approach, designed from the person up. An approach in which every one of our 50 000 care providers has the trust and freedom they need to accomplish the work they chose in the best possible conditions.

An approach in which every family participates in the community of care and attention that we foster around each of the elderly people we care for. An approach in which carers are helped, by offering them tailored, individualized solutions, because everyone needs a break.

Our ambition to stand for an ever-more human approach to senior care is embodied in our stewardship.

A stewardship that places families and their representatives at the center of its priorities. A stewardship that will always favor the autonomy of our teams and local decision-making power, everywhere we operate. Because empathy, quality of life and humanity can only be delivered from up close.

For over 40 years, DomusVi has always believed that the path to better care is humanity, shared.



03

OUR ACTIVITIES



OUR ACTIVITIES



DOMUSVI - RESIDENCY SA RIERA - SPAIN



ADVITA PFLEGE - HAUS SCHÖNE AUSSICHT - GERMANY



TRINITY CARE - CASTLEMANOR - IRELAND



MARTHA FLORA - OEGSTGEEST - THE NETHERLANDS



ACALIS - TEUSAQUILLO - COLOMBIA



ACALIS - HOGAR ESPAÑOL- URUGUAY



ACALIS - MONTAHUE - CHILE



DOMUSVI - VILLA CAROLINA - PORTUGAL



DOMUSVI - RESIDENCY MELLE-JARDINS-BERONNE - FRANCE

Operating in
8 countries

Over **500** nursing
homes and senior
residential homes

Over **100**
home care
agencies

Over **50 000**
employees
worldwide

Over **95%**
customer
satisfaction



04

OUR VALUES



OUR VALUES

Every day, thousands of elderly people and their families place their trust in us. Whether it's in terms of care, respect for their person, listening to their needs or caring for them, they expect a great deal from each and every one of the Group's employees.

CARE-GIVING
EXPERTISE



A PIONEERING
SPIRIT



CONSIDERATION
OF
OTHERS



SHARED
CONFIDENCE



SINCERE
EMOTIONS



CARE-GIVING EXPERTISE



Going beyond skill, our profession takes on a wider dimension when our teams combine know-how, expertise and humanity with the sole purpose of ensuring the wellbeing of our residents and families.





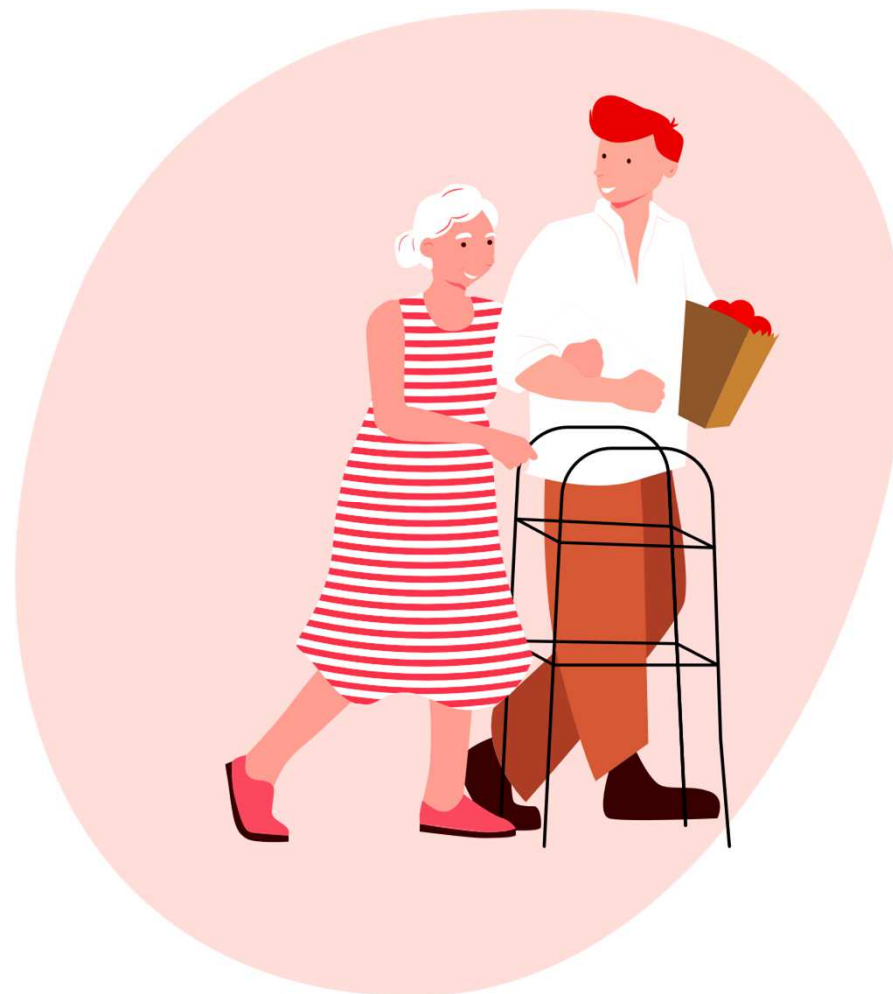
Residents and their families are changing, and expect something more than a minimum service.

We have to be capable of innovating, of surprising and giving something more than a standard service.



CONSIDERATION OF OTHERS

Putting others before ourselves, always being available, attentive, and full of empathy, naturally, like a 6th sense for total and genuine humanity.





When life is changing, it's crucial to welcome every emotion with simplicity and a constantly positive spirit.

Because nothing matters more than genuineness.





Nothing is possible – when it comes to human beings – without shared confidence.

It must be full and complete, non-negotiable, unfaltering and reciprocal; the result of an unwavering commitment.



05

OUR COMMITMENTS



OUR HUMAN RESOURCES POLICY

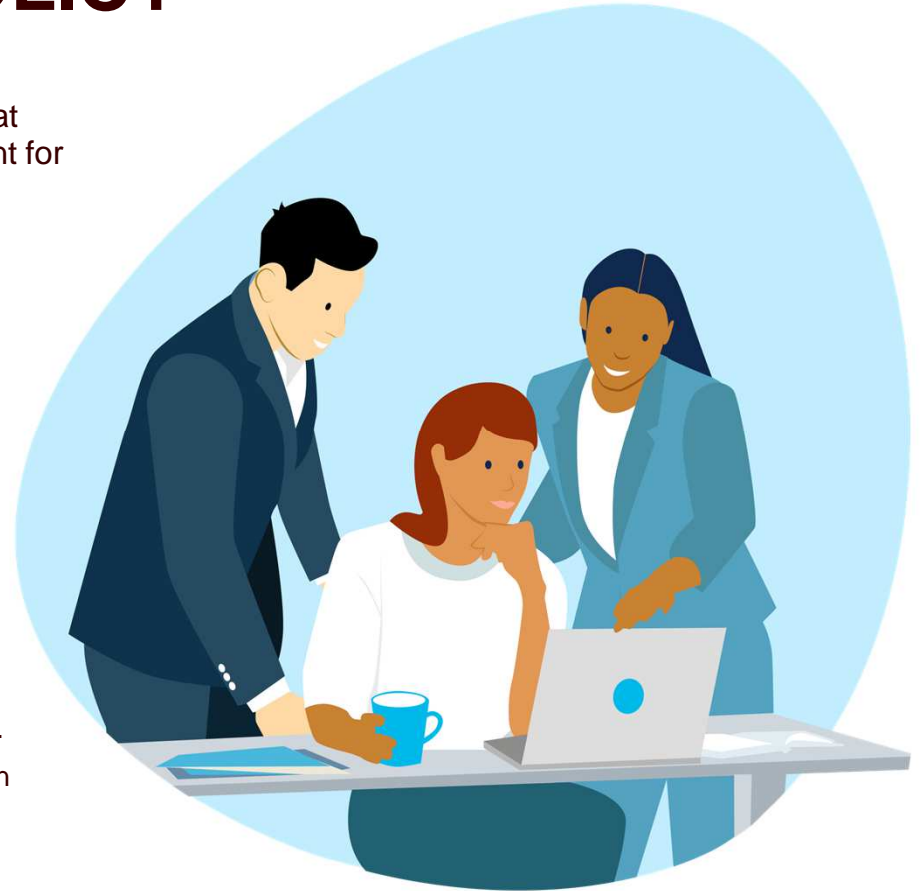
The professions of our business sector are demanding by nature, given that we provide care for very elderly people, who are disoriented and dependent for the vast majority.

To address this challenge, DomusVi is committed to 3 areas that form the basis of its human resources policy:

- ✓ A selective and rigorous recruitment process.
- ✓ Ongoing development of employees' skills to provide residents with the necessary support and adapted to a progressive career path.
- ✓ A human resources policy which promotes professional excellence and service continuity among residents and families.

The Group conducts its activities in strict compliance with legal requirements, but also establishes its own quality standards and allocates resources accordingly.

Finally, each home has sufficient autonomy to implement actions tailored to its own establishment project and which are intrinsically linked to its environment.



QUALITY VISION

95%



customers satisfaction*

Offering a high-quality service in all our business sectors is a key objective that makes DomusVi a reference in caring for elderly and vulnerable individuals.

**Independent organization: Average: Source - SAD MARKETING - 2023 survey with customers, their families and close ones in Europe.*

In France, the Group's Quality Department and Life and Care Department work daily to enhance the quality of our services as part of a continuous progress process. This quality approach is participatory and takes all of our clients' needs and environment into consideration.

Tools to guarantee continued enhancement of our services:

- ✓ Every DomusVi home takes part in an ongoing improvement process regarding the services we provide to residents, assessing our professional practices and controlling risks, thanks to a number of tools.
- ✓ We have developed an internal quality reference: the O.S.R. (Obligations, Standards and Recommendations), which enables us to associate 600 entries taken from medico-social regulations, with the 93 quality standards DomusVi has developed in addition to the existing legal framework, in order to provide the best possible care for residents.
- ✓ We evaluate the application of these standards through internal audits, carried out by the DomusVi Audit & Quality team.

CSR APPROACH



Taking care of the elderly and most vulnerable is our ongoing commitment.

- ✓ Today we have decided to go further, together. Our commitment must be broader: we want to take care of our communities and our homes, just as we care for the elderly.
- ✓ Centred on 3 key areas – environment, social & governance – our CSR approach translates into 7 main priorities and operational roadmaps, as well as into a number of local initiatives, organised daily in our homes. It is the sum of each person's actions that will enable us to take positive action for the future and for the wellbeing of all.
- ✓ We will make strides together, to allow all generations to live better and longer.

OUR 7 PRIORITIES CSR

Environment



Reduce energy consumption
by building and operating efficient homes



Managing our waste
by reducing and recycling

Social



Guaranteeing good working conditions
by providing high-quality environments,
training and support



Transforming the working organisation
with agility, to respond to the concerns
and expectations of our employees



Attaching value to each
person's work and skills

Governance



Identifying and preventing serious
infringements of human rights, personal
health & safety and the environment
through our vigilance program



Deploying our CSR approach
through our company culture
and daily procedures

OUR FAMILY COUNCILS



DomusVi has decided to set up family representation bodies at different levels according to the local context in each country where the group is established.

These representation bodies will represent families so that they can contribute more actively to the improvement of our offer, but they will also have an advisory function in the construction and deployment of tools made available to the structures to facilitate the tripartite relationship that is established in the establishment between a resident, his or her relatives and the team that supports them.

IN SPAIN, 2024 WILL SEE THE LAUNCH OF LOCAL FAMILY COUNCILS, WHICH ALREADY EXIST IN SOME RESIDENCES AND WILL BE GENERALISED BY 2024 THROUGHOUT THE COUNTRY.



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