

**GROUP
PRESENTATION**



The Group today



Founded in France in 1983, DomusVi is today a world leader in housing, services and care for senior citizens.

The Group is **present in 9 countries in Europe and Latin America** (France, Spain, Germany, Portugal, Ireland, the Netherlands, Chile, Columbia and Uruguay).

The Group's self-given mission is simple: to **preserve senior citizens' life quality**, especially through maintaining an active social life and helping society adapt to the demographic challenge of old age.

Today, DomusVi's **50 000 collaborators accompany nearly 100 000 senior citizens** on a daily basis: half in their own homes and half in the Group's 500 nursing homes, senior residencies, day centres and mental health units.

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More information at www.domusvigroup.com

Over **100 000**
senior citizens
accompanied
worldwide.



SPAIN

FRANCE

GERMANY

PORTUGAL

IRELAND

THE NETHERLANDS

CHILE

URUGUAY

COLOMBIA

Our Key Figures



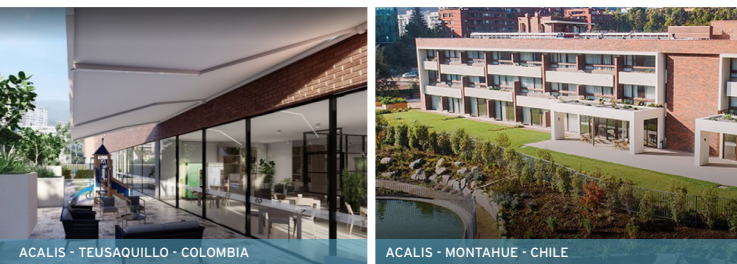
Present in **9** countries



Over **500** nursing homes and sheltered residencies



Over **100** home-care agencies



Over **50 000** collaborators



Over **94%** customers satisfaction



CHOICE, FREEDOM AND SOCIAL TIES AT THE HEART OF OUR STORY

Because the challenge of long life calls for **innovative answers.**

Because our experience has taught us **how much all generations have to share.**

Because each **journey of life is as unique as each experience of old age.**

And because **ageing well isn't about resignation.**

At DomusVi we defend the **freedom to choose.**

To choose **where, when and how to age,** through **adapted, innovative services and housing** with or without in-house medical care, preserving senior citizens' well-being, especially through an **active social life.**

Our values

Every day thousands of older adults and their families place their **trust** in us. Be it for the **care** quality, the **personal respect**, the **listening skills** or the **kindness** they are shown, they expect a lot of each of the Group's collaborators.



THE PIONEER SPIRIT

Residents and their families are **changing**, expecting **something other** than just a **minimum service**. We must know how to **innovate**, **surprise**, **offer something more** than a standard offer.



KNOWING HOW TO CARE

Beyond qualification, the profession **takes on another dimension** when our **teams** combine **know-how**, **expertise** and **humanity** for one goal: **our residents and their families well-being**.



UNDERSTANDING OTHERS

Putting the **Other** before **oneself**, being **constantly available**, **ready to help**, **fully empathetic**, **naturally**, like a **6th sense**: **total and authentic humanity**.



EMOTIONAL SINCERENESS

When life needs to be arranged differently it is **essential to welcome each emotion with simplicity** and an always **positive mindset**. Because **nothing is more important than being real**.



SHARED TRUST

Nothing is possible - when it comes to the **human side of things** - **without mutual trust**.

It must be **entire and non-negotiable**, **permanent**, **reciprocal**; the result of **unfailing commitment**.

The women and men



DOMUSVI EMPLOYEE - FRANCE



ACALIS EMPLOYEE - LATIN AMERICA



DOMUSVI EMPLOYEES - SPAIN

The professions in our sector of activity are of a demanding nature since we accompany people in great old age who are, for the most part, disoriented and dependant.

To face up to this challenge, DomusVi is committed to three structuring approaches in its human resource politics:

— A selective and thorough **recruitment process**.

— **Permanent collaborator skill adaptation** in order to guarantee the residents the support they need, adapted to an evolving career.

— **Human resource politics** that value professional excellence and the continuity of services to the residents and their families.

The Group leads its actions with strict respect to the core legal obligations but also fixes its own quality standards and allows for expenditure accordingly.

Last, each residency has enough autonomy to shape action adapted to its personal establishment project that is inherently linked to its environment.

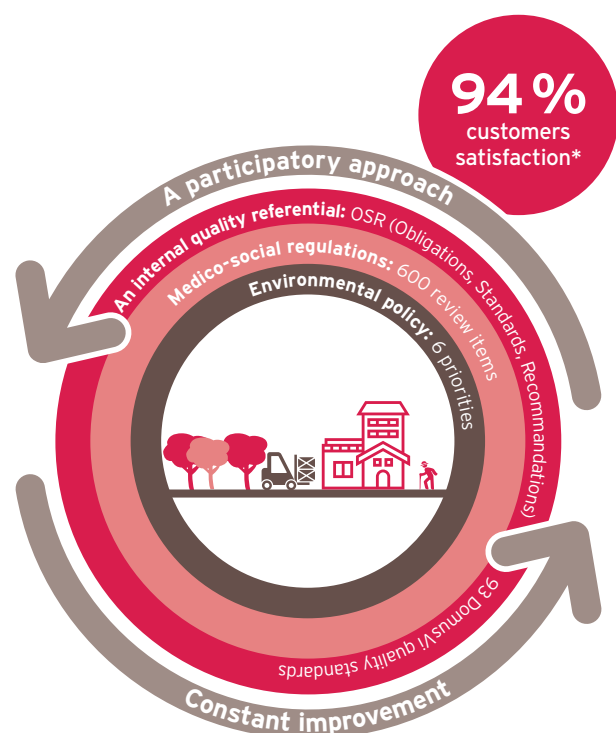
Our Improvement method

The service quality in all our professions is an essential aspect that makes DomusVi a reference in accompanying older and fragile people.

The Group means to support its **development in France, Europe** and the world with these **high standards**, by bringing **adapted solutions** to the specific needs of each population, in each country.

In **France**, the Groups' **Quality Management** and **Life and Care Management teams** are working daily to make the quality of our services better in order to **constantly improve**.

This approach to quality is participative and takes into account **all our clients' needs as well as their environment**.



TOOLS to GUARANTEE CONSTANT IMPROVEMENT in our SERVICES



Each DomusVi residency takes part in an **ongoing improvement process regarding the services** we bring to our residents, the evaluation of professional practices and risk control thanks to different tools.



We chose to develop an **internal quality referential**: the O.S.R. (Obligations, Standards and Recommendations) which allows us to associate **600 entries** taken from medico-social regulation with the **93 quality standards** DomusVi has developed alongside the existing legal framework in order to ensure the best possible care for each of its residents.



We evaluate these standards' application thanks to **internal audits** lead by **DomusVi's Audit & Quality Management team**.

* Independant organisation

Average : Source - SAD MARKETING - 2022 survey with customers, their families and close ones in Europe.

Our CSR approach

TAKING CARE of the **MOST VULNERABLE** as well as those **IN GREAT AGE** is our **ONGOING COMMITMENT.**



Today we have decided to go further, together. Our commitment must be greater: we wish to **take care of our communities** and **our homes**, just as we know how to care for our elders.



Based on **3 pillars - environment, social & governance - our CSR approach** has resulted in **7 absolute priorities and operational guidelines** but also through the **many local initiatives** that are organised in our homes on a daily basis. The sum of each individual's actions will allow us to **act positively for the future and for everyone's well-being.**



We progress **together**, to allow all generations to **reach old age in a good way.**

Our 7 CSR priorities

ENVIRONMENT



Reduce **energy** consumption by building and running **efficient homes**



Manage our **waste** by **reducing and recycling**

SOCIAL



Guarantee **good work conditions** by providing **quality spaces, training and support**



Transform **work organisation** with **agility**, to answer our **collaborators' concerns** and **expectations**



Valorise each collaborator's **work** and **competence**

GOVERNANCE



Identify and prevent **serious breaches of human rights, environmental and personal health and security** through our **vigilance programme**



Deploy our **CSR approach** through our **company culture** and **daily procedures**

