

**Hello,
We are
DomusVi!**



Contents

THE GROUP TODAY	P.3
OUR VALUES	P.6
OUR MANIFESTO	P.9
OUR ACTIVITIES	P.11

OUR COMMITMENTS	P.13
OUR HR APPROACH	P.18
OUR QUALITY APPROACH	P.20

D1

The Group Today



WHO ARE WE?

Founded in 1983 in France, DomusVi, present in 7 countries, is today one of the leading players in housing, services, and care dedicated to older people.

Every day, our community of 55,000 professionals supports nearly 200,000 older adults, whether they live at home or in one of our shared homes, serviced residences, or nursing homes.

Our commitment: to offer each person personalized support that promotes quality of life, autonomy, and social connection at every stage of life. For more than 40 years, DomusVi has relied on human-centered governance, close to families and employees, and acts with care for its long-term environmental impact.

DomusVi, shared humanity.



OUR GROUP AROUND THE WORLD

More than
200,000
older people
supported worldwide



Spain



France



Germany



Portugal



Ireland



Netherlands



Chile



02

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.

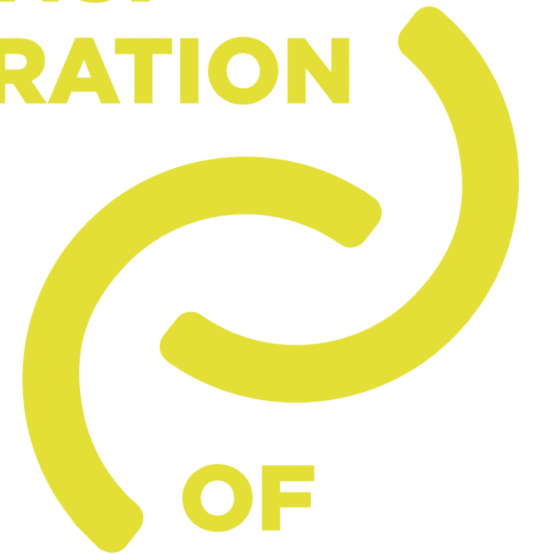
**CARE
-GIVING
EXPERTISE**



**A PIONEERING
SPIRIT**



**CONSI-
DERATION
OF
OTHERS**



**SHARED
CONFIDENCE**



**SINCERE
EMOTIONS**

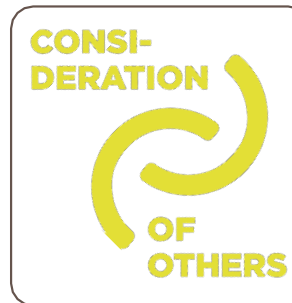




Going beyond **skill**, our profession takes on a wider dimension when our teams combine **know-how**, **expertise** and **humanity** with the sole purpose of ensuring the wellbeing of our residents and families.



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.



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.**

03

Our Manifesto



OUR MANIFESTO

Shared Humanity

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.

D4

Our Activities



OUR ACTIVITIES



Present in
7 countries



More than **600**
nursing homes and
senior residential homes

More than **100**
home-care agencies



More than **55,000**
employees worldwide

05

Our Commitments



FAMILY COUNCILS

REINFORCING THE INDISPENSABLE ROLE OF FAMILIES IN RESIDENT WELL-BEING

- At DomusVi, we firmly believe that **ensuring the well-being of elderly people** is not the sole responsibility of **professionals**, but rather of all those involved, particularly **family members**, who support them and share their lives.
- In order to **promote this essential role played by families** and strengthen their place in the life and functioning of our facilities, as well as in the continuous improvement of our services, DomusVi has decided to create, in line with local contexts, in each of the countries where it operates, forums for dialogue and co-construction with the loved ones of the people we support.
- Through these national and/or local bodies, DomusVi wishes to strengthen its partnership with families at all levels, with a vision of shared humanity and construction, so that each elderly person can benefit from support that is as close as possible to their needs and aspirations.

France 2023

Launch of the 1st National Council



Spain 2024

Establishment of local family councils



Chile 2025

Establishment of local family councils



Spain 2025

Launch of the National Council of Families



OUR COMMITMENT TO SOLIDARITY AND CITIZENSHIP

The DomusVi Group's foundations embody the **Group's long-term commitment** to serving the **public interest**, supporting vulnerable people, their loved ones, and healthcare professionals.

In France, **the DomusVi Foundation for Solidarity between Generations** focuses on three areas of commitment:

- Cultural promotion: supporting all cultures, particularly by promoting new talent in connection with old age.
- The transmission of knowledge through meetings and exchanges bringing together several generations.
- Inclusion: helping people in difficulty, whether they are older people assisted by younger generations or younger generations supported by their elders.



In Spain, **the Corporate Foundation is committed to inclusion, dignity, and social support**. Support for local projects with a strong social and health impact. Cooperation with local teams and partners.

- Improving the quality of life of the elderly, people with disabilities, and people with mental health issues.
- Promoting life experience, social participation and the active role of people in society.
- Developing educational, cultural and research projects related to the challenges of aging and care.
- Promoting inclusion, dignity and solidarity, particularly through volunteering and social innovation initiatives.



A shared ambition to act sustainably at the heart of local communities, strengthen solidarity, and contribute to a more inclusive society in line with the purpose and values of the DomusVi Group.

OUR COMMITMENTS TO SUSTAINABLE DEVELOPMENT

ENVIRONMENTAL

- Reduce direct and indirect emissions resulting from our activities in line with a scenario limiting global warming to 1.5°C.
- Strengthen our resilience to climate change.
- Significantly reduce our energy consumption.
- Develop our consumption of sustainable energy (clean supply and production).
- Preserve water resources.
- Preserve and regenerate biodiversity in the areas where we operate.
- Reduce and better recycle the waste produced by our activities, in line with the public policies of the countries where the Group operates and through an optimised management process.

SOCIETAL

- Sustainably improve the quality of the accommodation, services and care we offer.
- Engage with our stakeholders to improve our local socio-economic impact, including access to employment.

SOCIAL

- Continuously improve the quality of life and workplace safety of employees within the establishments.
- Develop the skills and value the commitment of our employees.

GOVERNANCE

- We comply with the principles of good conduct set out in our ethical charter for business conduct, in accordance with applicable regulations.
- Collaborate with our suppliers to enhance our positive impact and reduce our negative impact on our value chain.
- Involve families in country governance by creating a National Family Council in each country where we operate.
- Prevent risks of serious harm to human rights, people's health and safety, and the environment related to our activities.



THE SUSTAINABLE DEVELOPMENT APPROACH

- Caring for the most vulnerable and the elderly is our daily commitment. Today, we have decided to go further, together. Our commitment must be broader: **we want to care for our communities and our living spaces as we know how to care for our elders.**
- Based on three pillars – environmental, social & societal, and governance – our sustainable development approach is built on **15 commitments**, derived from our double materiality analysis conducted with our stakeholders. Our Sustainable Development Roadmap, renewed for the period 2023-2026, breaks down these 15 commitments into objectives, which are reflected in the operational action plans for each country, as well as in the many local initiatives organized on a daily basis in our residences. **It is the sum of everyone's actions that will enable us to take positive action for the future and the well-being of all.**
- It is together that we will progress, enabling all generations to live well into old age.



ImpAct

06

Our HR Approach



OUR HR APPROACH

HUMAN RESOURCES AT THE HEART OF DOMUSVI'S BUSINESS PLAN

The jobs in our sector are inherently demanding, as we care for very elderly people who, for the most part, are disoriented and dependent.

To meet this challenge, DomusVi is committed to three areas that shape its human resources policy:

- **Supporting the transformation of professions and the development of skills** in order to guarantee personalised support for each resident and client by promoting well-being and cultivating close ties with families.
- **Ensuring a rigorous recruitment process** where interpersonal skills are paramount.
- **Develop a talent management policy** where continuous training, internal promotion and comprehensive support for quality of life at work contribute to building loyalty among our teams towards residents and families.

Finally, in the spirit of our manifesto dedicated to shared humanity, each residence and each home care agency benefits from greater autonomy to implement actions tailored to their own establishment project.



07

Our quality Approach



OUR QUALITY APPROACH

The quality of service in all our areas of expertise is a key focus that makes DomusVi a benchmark in supporting elderly and vulnerable people.



94.4%
satisfaction rate*

* Independent body, 2025

54
Net Promoter Score

2025

OUR QUALITY APPROACH

Tools to ensure continuous improvement in the services provided

- Each DomusVi residence is part of a **continuous process of improving** the services provided to residents, evaluating professional practices and controlling risks, thanks to a range of tools.
- We have developed an internal quality reference system, **the O.S.R** (reference system monitoring tool), which allows us to combine the points derived from medico-social regulations (HAS) with the requirements covering the areas assessed by other bodies, support tools or standards desired by the Group, in order to ensure the best possible care for the people possible care for the people living in its residences.
- The implementation of all these points is assessed as part of an ongoing self-assessment process carried out by directors with their Steering Committee, but also through internal audits conducted by DomusVi's Audit & Quality Department, as well as by DomusVi Group business experts such as regional healthcare managers and catering advisors. The self-assessment carried out by the Steering Committee and each audit is subject to an action plan monitored directly from the OSR tool in the P.A.R. (Residence Action Plan).
- Every five years, an assessment is carried out by an independent body accredited by the Haute Autorité de Santé (HAS) on each residence. The results of these external assessments are posted on the HAS website and show a high proportion of residences classified as A, the highest rating, in recognition of our commitment to quality.





#SharedHumanity

Find us at:

domusvigroup.com

