

**GROUP  
PRESENTATION**





Founded in France in 1983, DomusVi is a **world leader in housing, services and care** for senior citizens today. The Group is present in **9 countries** in **Europe** and **Latin America** (France, Spain, Germany, Portugal, Ireland, the Netherlands, Chile, Colombia 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 over **80 000 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**.

More information at [www.domusvigroup.com](http://www.domusvigroup.com)

Over **80 000**  
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 worldwide



Over **95%** customer satisfaction

## 2021

After the recent procedure to inform and consult employee representatives and the French competition regulator's approval, DomusVi Group purchases **Medeos**, a group for nursing homes and retirement homes, comprising 34 nursing homes and 11 sheltered accommodation units all located in **South East France** and **Corsica**.

**July 2021** : The DomusVi Group purchases **Advita**, one of **Germany's** specialists in housing and integrated outpatient services for older adults. With this purchase in Germany, subjected to the competition regulator authorities, DomusVi Group enters one of the European countries most concerned by the demographic challenge of old age and completes its geographic establishment in central Europe after arriving in the **Netherlands** (December 2020) and in **Ireland** (January 2021) over the past months.

**Ireland**: the DomusVi Group pursues international development especially in **Europe**. DomusVi Group purchases the **"Trinity Care"** Group, 5th biggest Irish operator comprising 8 premium nursing homes in Dublin and in other towns across the country, with 7 existing residencies and one in construction (now sleeps 491, 179 places under construction).

## 2020

**The Netherlands**: the group expands its quality care services aimed at older and fragile adults to a new country, **the Netherlands**, investing in the **"Martha Flora"** Group. The Group specialises in behaviour support for cognitive disorders in 10 premium residencies (sleeping 245) located in cities like La Hague, Rotterdam, Maastricht, Gouda etc.

**France** : the purchase of **"Les Matines"** Group allows DomusVi to consolidate their offer whilst reinforcing presence in France by densifying their network. DomusVi and Les Matines teams enjoy mutualising their expertise and sharing their common values to continue developing their hospitality and quality care services for senior and fragile citizens. After the recent procedure to inform and consult employee representatives, the definite transaction was made on 30th October 2020.

**France** : DomusVi purchases two premium nursing homes in **Normandy**: the **"Normandia"** residency located a few minutes from Deauville-Trouville's town centre and the **"La Barillère"** residency located in a privileged setting a few minutes from the centre of Lisieux. Both residencies are located in the Auge country.

## 2019

After the approval of the French competition regulator, DomusVi finalises the integration of Residalya, 9<sup>th</sup> operator, reinforcing its place as 3<sup>rd</sup> unlisted private operator.

DomusVi **Spain** continues expansion, purchasing the **Nostem** group and its two residencies in Biscay.

**France** : The foundation stone for the DomusVi nursing home Les Rivières is laid in Vaudreuil.

**Portugal** : DomusVi clears a new stage in its Portuguese development and announces purchase of the nursing home "Clínica da Lomba" located South of Porto.

## 2018

DomusVi acquires participation in the **Acalis** Group, 1st private operator in **Latin America** in housing and caring for senior citizens.

DomusVi continues development in Europe with the purchase of **Sarrikue** and **Gerovida** Group in **Spain**.

In **Portugal** the group continues development in South Europe, purchasing **Carlton Life S.A.** and the **Bella Vida** Group.

## 2017

DomusVi Group announces that ICG and Yves Journal have completed their acquisition for a majority share in DomusVi Group.

Opening of the first DomusVi residence in **China**, in Xi'an.

Purchase of **SARquavita** in **Spain** comprising 88 nursing homes, 21 daycare centres, sheltered accommodation units, disabled living centres, mental health units, home care, home nursing.

DomusVi Group becomes the leading private operator in **Spain**.

## 2016

Purchase of **Domidom Soins**: 537 home nursing slots, of which 40 slots for the Specialised Alzheimer team.

## 2015

Purchase of **Geriatros**, 3<sup>rd</sup> private operator in **Spain**: close to 40 establishments (of which 4 mental health units for a sleeping total of 5800).

## 2014

A partnership is signed to create **nursing homes** in **China**.

## 2010

**DomusVi** and **Dolcéa/GDP Vendôme** merge. The new entity counts 212 nursing homes, 8 senior sheltered accommodation units and 5 follow-up care centres.

The Group becomes **France's** 3<sup>rd</sup> private operator.

## 1990

**Dolcéa/GDP Vendôme** is founded.

## 1983

**DomusVi** founded by Yves Journal.





## 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 **6<sup>th</sup> 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.

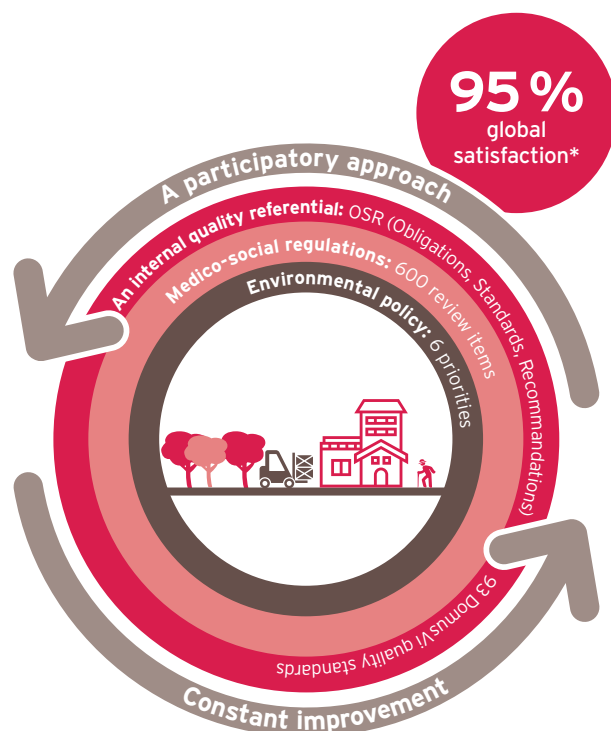
# Our Improvement method

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**.

\* Independent organisation

Average : Source - SAD MARKETING - 2021 survey with customers, their families and close ones in Europe.



# Our CSR procedure



DomusVi Group's CSR commitments today involve all of its establishments and collaborators in their continual progress attitude linked to our environmental policy.



## THE SOCIAL DIMENSION

Our **collaborators' in-service training** not only ensures each collaborator has a **better knowledge and mastery** of their job but also means a **more sustainable fulfilment** which benefits our residents. **Equal opportunities and fighting discrimination** allow us to ensure **work conditions reflecting our values** and more specifically respecting others.



## THE ECONOMIC DIMENSION

The company commits to managing activities with the goal of **creating and developing long-term employment**, thus identifying as a **sustainable actor and partner in the social fabric of its geographic location** whilst conforming to the **ethic principles that are indispensable to creating sustainable values**.



## THE ENVIRONMENTAL DIMENSION

Running **care homes and nursing homes** generates **important waste production**.

The Group has committed to **reducing its activities' impact** through implementing **internal procedures** and **promoting awareness with its collaborators**.

