



16 September 2021

Korian investigated over the death of five elderly and others reported to be ill after suspected food poisoning

Korian's response

On September 16, 2021, Korian provided Vigeo Eiris with the following response:

"This matter concerns a nursing home next to Toulouse that was run by Omega and bought by Korian on 18 February 2019 (not in January as reported). A judicial investigation is still ongoing and Korian is actively collaborating with the judicial authorities since the beginning of this investigation to understand the exact causes. We do not have more elements for the time being in relation to this matter as all information in relation with these investigations are covered by the judicial secrecy and we do not have access to these elements. The investigating judge only has access to these information. Only the results of the investigation will bring answers that the families and the facility community deserve."

The Company has also provided further details previously:

"On the night of Sunday, March 31st, we had a serious accident at the Omega Chêneraie facility, taken over by Korian since February 18, 2019, requiring the mobilisation and intervention of health services.

Our first thoughts are with the 5 dead people, their families, their relatives and the whole community of Chêneraie, who have been extremely affected. A psychological support cell has been set up for both residents and employees in the facility. We wish to express to them our deep compassion. The state of health of all those initially hospitalised following this event is reassuring. As we speak, 7 people are still at the hospital (6 of them should reintegrate the facility between today and tomorrow).

The origin of this tragic situation is not yet known. A possible food poisoning is suspected. Analyses and surveys are ongoing, we are waiting for the results. We bring our full support to the public authorities in the investigations carried out under the authority of the public prosecutor.

Within the Korian Group, a hygiene audit in the kitchen is carried out every quarter by an independent control office. During this audit samplings in the kitchen are also made: 3 food samples, 2 surface samples, 1 sample for food listeria. Following each hygiene audit, an action plan is defined to manage any discrepancies, verified during the next audit.

The latest regulatory controls had taken place at Omega Chêneraie on February 12, 2019 and were satisfactory. Since the acquisition of the Omega Group in February 2018, nothing has changed either in the methods of supply or in the preparation of meals. The food supply chain and suppliers remained unchanged as well.

Korian quality standards are implemented gradually in a period of six to nine months (depending on the area concerned) after completion of an acquisition. This time is spent on staff training on Korian methods and procedures, on the transfer of supplier contracts, on the preparation of the transition to Korian IT systems and the change or renewal of the equipment when necessary.



Such an event has never occurred in this institution or in the Korian group. Contrary to what is reported by some media, all dishes are cooked on site by the chef and his team, all employees of the facility, from food delivered by local suppliers. This is a strictly local event that does not call into question the quality of our catering practices within the Korian network and the professionalism of our teams.

As a precaution, it was decided to conduct immediately a specific audit of the 12 Omega facilities. This in-depth review will review all the processes implemented. An outsourced temporary kitchen has been set up in the Chêne-raie facility, until we get the results of the investigations in progress.

Today, as in the coming days, our priority is to ensure the continuity of the support of residents and their loved ones and to preserve them from the disruption caused by this exceptional situation."

Media sources:

- *"Ce que l'on sait sur la mort de cinq résidents après leur dîner dans un Ehpad près de Toulouse"* - msn - 01/04/2019
- *"Intoxications alimentaires dans un Ehpad : Korian revendique le "cuisiné sur place"* - France TV info - 01/04/2019
- *"Five dead and 14 critically ill after suspected food poisoning in French retirement home"* - The Local - 01/04/2019
- *"Five Dead From Suspected Food Poisoning At French Retirement Home"* - Channels tv - 01/04/2019
- *"Korian shares slump after food poisoning deaths in French nursing home"* - Reuters - 01/04/2019