



20 September 2021

Korian investigated in France after the death of 707 of its elderly residents amid the coronavirus

Korian's response

On September 20, 2021, Korian provided Vigeo Eiris with the following response:

"In France, more than 10.000 complaints have been made either against public authorities or against persons unknown ; some of these complaints have been made by relatives of people who died or have been infected by the virus, on counts of manslaughter, endangering the life of others and failing to assist persons in danger. Most of the complaints denounce the fact that public health authorities (including ARS - Regional Healthcare Agencies -) would have failed to prevent the pandemic outbreak and to efficiently provide protective equipments and testing material to the population and care professionals. Even if we are not recipient of those complaints, to our knowledge, none of these complaints have been made against Korian.

4 preliminary investigations related to cases of infection of former residents who were living in 4 of our nursing homes are currently on going (3 started in 2020 and 1 in 2021). Those investigations are carried out under the authority of the territorially competent public prosecutor. For one of them a judicial information/procedure has been opened, whilst a second complaint, related to another resident living in the same home, has been closed for lack of substance by the relevant prosecutor. To date, we have no further information regarding the outcome of the legal proceedings and Korian is actively collaborating with the judicial authorities.

During the crisis, Korian had two pre-eminent concerns: to ensure the safety of its residents and patients and the continuity of their care whilst communicating constantly with their families and friends, and to protect its employees.

Confronted with a pandemic of unprecedented proportions, the Group took from February 2020 on all necessary emergency measures, proactively adapted its sanitary procedures with the support of its Medical Committee throughout its entire European network, and ensured full compliance with the recommendations done by the various Health authorities locally. Thanks to an outstanding mobilisation of the entire network, Korian was able, during the first wave, to ensure continuity of care in all its homes across Europe, without any take-over or direct intervention of local public authorities in spite of the virulence of the virus.

Starting from May 2020, the Company had adapted its organisational model to support ongoing operation in a COVID-19 world. To this end, in June 2020 it enacted an European Vigi-COVID standard that incorporated all the best practices relating to hygiene, traceability, prevention and treatment put in place during the first wave of the epidemic. The Company then worked with a network of hygiene correspondents in every country and every facility to deploy the standard. A series of special COVID-19 trainings was created for all employees. To verify that these new



standards were being applied, hygiene diagnostic campaigns were conducted by Bureau Veritas between July and December 2020. Overall, 99% of the facilities audited were certified excellent or very good in their application of these new hygiene standards comprising 26 strictly defined control points. These new standards are now incorporated in the ISO 9001 certification process for all facilities.

On the basis of the 2020 statistics published by INSEE for all long-term care nursing homes (LTCNHs) in France, the Korian long-term care nursing home network posted an excess mortality rate of 20%, whereas the average for all LTCNHs located in the same local communities (including Korian facilities) was 27%.

In addition, campaigns were initiated in June 2020 to gather feedback from the Group's employees, residents, families and external stakeholders to identify the lessons learned from this health crisis and inform action plans to be implemented in the coming months. As part of the effort, IFOP conducted a survey of 612 families covering 82% of the Korian nursing home network in France between 8 and 12 June 2020. This survey showed that 92% of respondents were satisfied or very satisfied with the quality of care and the quality of information provided during the COVID-19 crisis."

Media sources:

- "Coronavirus: la vérité sur la vague de décès dans les Ehpad Korian" - Challenges - 05/06/2020
- "France to investigate elderly care homes after coronavirus deaths" - rfi - 21/05/2020
- "Covid-19: le groupe de maisons de retraite Korian porte plainte en diffamation contre Libération" - Le Point - 30/04/2020
- "Coronavirus : trois plaintes dans les Hauts-de-Seine après des décès en Ehpad" - Le Parisien - 21/04/2020
- "Coronavirus : le géant des Ehpad, Korian dans la tourmente" - France Info 3 - 21/04/2020