

Company Statement on the Observation Report by the *Chambre Régional des Comptes* of Nouvelle-Aquitaine regarding the Korian Chantefontaine Care Home

We would like to make it clear towards families that there is no “institutional abuse” in our facility. Our mission is to care for our residents, and this means doing everything possible to prevent any situation of mistreatment.

Following its acquisition in 2019, we acknowledge that the care home experienced an unusual situation due to the recruitment challenges we faced. These staffing difficulties are shared across the sector and were particularly exacerbated by the Covid crisis. We have kept residents' families fully informed of the situation in complete transparency.

To address these contextual challenges, the facility's management has implemented an action plan and is seeing concrete results:

1. Overall satisfaction is improving

Residents and their families are our top priority. We do everything we can to ensure that accommodation conditions, daily life, and healthcare provision are tailored to the needs of each individual and meet both our internal standards and the requirements set by supervisory authorities. Several objective indicators confirm this positive trend. Overall satisfaction among residents and families, as measured by an external and independent body, rose from a score of 6.1 / 10 in 2022 to 6.7 / 10 in 2023. The score for overall consideration increased from 6.8 / 10 in 2022 to 7.5 / 10 in 2023.

2. While recruitment remains a challenge, the HR situation has improved

The report from the *Chambre Régionale des Comptes* highlights that the facility's recruitment efforts are bearing fruit: “This review shows improvements in the stability of the management team, with the recent recruitment of a coordinating physician.”

It should also be noted that while the report pointed to “the absence of an activity coordinator,” the role has since been filled and our residents now benefit on a daily basis from a suitable program of activities. Since 2023, a new director, a nurse, and a cook have joined the team. Importantly, since September 2023, there has not been a single day without a nurse present on site.

3. Ongoing modernisation of the building

As noted in the report, the facility we acquired in 2019 was somewhat outdated. From the outset, we planned a transformation and refurbishment project, which had to be postponed due to the Covid crisis. We have invested €8 million in this project, which is now well underway, with reopening scheduled for spring 2025. Residents will soon benefit from spacious rooms (between 20 and 22 sq.m) with private bathrooms and toilets, as well as ceiling hoists to ensure residents' safety and facilitate staff work.

4. Committed teams providing nutritious, high-quality meals

Malnutrition is a condition that can affect residents in care homes. At Chantefontaine, a chef prepares meals on-site using a variety of products tailored to residents' nutritional needs. Care assistants help residents who require assistance during meals. Most importantly, if a resident shows signs of malnutrition, a personalised care plan is immediately put in place. Due to their health conditions, 18% of residents are affected by malnutrition and each receives a specific, tailored care plan.

5. A budget adapted to healthcare services

In 2023, the budget allocated to external medical services (physiotherapists, general practitioners, etc.) rose by 45%, reaching €120,000.

6. All public funding allocated by the Regional Health Agency is used solely for care

At no point does the report suggest misuse or overpayment of public funds. However, regarding the €300,000 discrepancy noted between 2018 and 2022, we disagree with the calculation method used by the Chamber.

Paul Serre, Director of the Regional Chamber of Accounts of Nouvelle-Aquitaine, himself acknowledged the ongoing improvements through a local media, *France Bleu Gironde*: *"Several things on an organisational level that have changed, probably as a result of our review, because awareness was raised, and many things have improved. So indeed, things are moving in the right direction. And when it comes to the recommendations we've made to improve management, we have seen a positive response from the operator, who is ready to make those improvements."*

About Korian

Korian is the leading network of care homes within the Clariane Group. In France, it operates 272 care homes located throughout the country, dedicated to supporting elderly individuals experiencing a loss of autonomy. Korian offers personalised care pathways for both long-term and short-term stays, as well as day care services.

Across Europe, the Clariane Group operates a total of 695 care homes.

Clariane is the leading European community for care in times of vulnerability. It is active in six countries: Germany, Belgium, Spain, France, Italy, and the Netherlands.

With a diverse range of expertise, the Group's 60,000 employees serve nearly 900,000 patients and residents each year across three main areas of activity: care homes (Korian, Seniors Residencias, etc.), healthcare facilities and services (Inicea, Ita, Grupo 5, Lebenswert, etc.), and shared living solutions (Petits-fils, Les Essentielles, Ages&Vie, etc.).

In June 2023, Clariane became a purpose-driven company (*entreprise à mission*) and formally adopted a new purpose that unites all its activities: "Taking care of each person's humanity in times of vulnerability."

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