

Medical, Innovation and Research Policy

The Clariane group is the **leading European community in care and support for people in times of vulnerability** through its nursing homes, specialized healthcare facilities and services, homecare network and shared living solutions.

In coherence with its purpose to *take care of each person's humanity in times of vulnerability*, Clariane contributes to address the following challenges:

- **Increasing care needs**, as a result of an aging population and the growing impact of chronic diseases.
- **Access to qualitative care** for vulnerable people, **in a context of strained care and healthcare human resources**.
- **Desire for individualized life and care paths** and to **age at home as long as possible**.
- **Increasing aspiration for personalized care**, in which patients are active participants in their own care.
- **Legitimate expectation of being able to benefit from scientific advances and best clinical practices**, starting with prevention and therapeutic education.

The medical, innovation and research policy underpins the 5 social and environmental objectives of Clariane's mission as a purpose-driven company, particularly **Consideration** and **Innovation**. Clariane has defined the following **priorities**:

In connection with the Consideration commitment:

- **Positive Care**: We strive to implement the principles of Positive Care in all forms of care, which means to ensure that the patient's aspirations and personality are respected throughout their care, to work towards personalizing care, to preserve or improve the patient's autonomy, and to prioritize evidence-based non-pharmacological interventions.
- **Quality of care**: We guarantee the quality of care for patients / residents through quality standards and internal & external audit processes, including ISO 9001 certification of facilities.

In line with the Innovation commitment:

- **Health & care innovation**: Drawing on advances in medicine and geroscience, we strive to deploy the most advanced medical and care practices, new organizational models, and new offerings and services in partnership with leading national and international research organizations in order to respond to changing social needs and improve or maintain the quality of life of our patients, residents, and employees.
- **Medical research**: We contribute to medical progress by developing large-scale European research partnerships, particularly in geroscience, and by promoting the scaling-up of health innovations for the benefit of all within our regions. We encourage knowledge-sharing within our medical communities and the dissemination of medical research findings within our institutions.

To this purpose, Country Management Teams where Clariane operates act, under the leadership and guidance of the Group Medical Department and with the full support of the various functional departments, in accordance with the following principles:

- Ensure the full **integration of** the medical, innovation and research policy **into strategic plans**,
- Guarantee compliance with **regulatory requirements** and their specificities in each country, as well as regular monitoring of changes in these requirements,
- Monitor and pilot **indicators and targets** related to quality and personalization of care, health & care innovation, and medical research,
- Implement a **continuous improvement** approach to quality and personalization of care, based on action plans.

This policy applies to **all geographical areas** in which the Group operates. It concerns all **activities and services operated by Clariane**. The implications of these commitments and actions also apply to **external healthcare & care professionals** through the contracts signed with them.

I know I can count on the full commitment of all members of the Clariane community to implement all of these principles with **Trust, Responsibility and Initiative**.

Paris, June 30th, 2025

Clariane Chief Executive Officer

A handwritten signature in black ink, consisting of a large, stylized 'S' followed by a smaller 'B' and a final flourish.

Sophie Boissard

Medical, Innovation and Research Policy Main priorities



3.4, 3.5



Consideration: Show respect and consideration to every individual for whom we care and their loved ones, as well as every one of our employees and stakeholders while also fighting all forms of discrimination.



Positive Care

Reflecting Clariane's profoundly humanistic purpose, *Positive Care* guides all the Group's activities and expertise. It applies as much to residents and patients, and their families, as to Clariane employees, and is based on two inseparable dimensions:

- **a mindset:** consider and respect each person for what makes him/her unique - who they are, what they want, what they are able to do,
- **concrete practices and actions:** support and provide individual support to each person in fulfilling his/her aspirations, expectations and desires, and potential.

Stemming from our health and care expertise in holistic and personalized care, the *Positive Care* approach defines the way we care:

- We **take care of people**, not just diseases (holistic approach), while respecting their environment,
- With the aim of **maintaining health**, as defined by the WHO, through a **personalized care plan** that respects the resident's or patient's wishes (**ethical approach**).
- As part of the care plan, the use of **non-pharmaceutical interventions** (NPIs) is systematically sought.

Operationally, this means :

- **Deploy *Positive Care* in all our activities.**
- **Integrate Non-Pharmaceutical Interventions (NPIs)** into our care practices and the choices we make in our research and innovation projects.
- **Document scientifically** Positive Care's positioning in partnership with academic research organizations.
- **Stimulate the sharing of** Positive Care **best practices** among facilities in the network.
- **Encourage and evaluate projects** that promote Positive Care and personalized care.



Quality of care

- In line with the Group's Quality policy and the ISO 9001 certification process, implement in our facilities all the care practices defined in the Clariane Standard, thereby guaranteeing a quality of care that meets the expectations of patients, residents and families, as well as regulatory requirements.
- Regularly and comprehensively measure key indicators (quality of care, positive care, research, innovation, etc.) to detect and prevent deviations from good care practices.
- Implement audit and continuous improvement procedures to ensure consistent care practices across all facilities.



Innovation: Encourage and enhance innovation to help better prevent illnesses, increase the effectiveness of treatments and enhance or sustain quality of life and satisfaction of patients, residents, families, employees and other stakeholders.



Health & care innovation

- Deploy **new medical and care practices, tools and treatments inspired by the work of geroscience** that contribute to maintaining or improving the autonomy and the quality of life of our patients and residents.
- Implement **new organizational models and tools** to improve working conditions and team autonomy, while enhancing the quality of care and enabling them to spend more quality time with patients and residents.
- Develop **new offers and services** across the Clariane network to provide patients/residents with the most adapted care options that also answer sociological evolutions.
- Strengthen the links between **our nursing homes and our healthcare facilities and services** to increase their territorial reach and their **contribution to prevention and public health programs**.



Medical research

- **Develop collaborative research, particularly in geroscience**, with academic partners throughout Europe, **leveraging Clariane's network** to contribute to new practices, tools and/or treatments focused on one priority: improving or maintaining intrinsic Capacity (mobility, nutrition, cognition, mood and sensory) and quality of life from an early age:
 - **Position research & innovation** as a large-scale dissemination approach to serve the quality of care for all in our territories,
 - **Integrate the richness and diversity** of the Group's expertise into research projects,
 - **Promote or support new practices** that respond to public health needs & challenges,
 - **Develop new hybrid** (remote and face-to-face) **and personalized care paths**, and evaluate them,
 - **Contribute to the production** of high-quality scientific publications positively impacting the sector.
- **Stimulate the sharing of knowledge within our medical communities** and the application of medical research in our facilities:
 - **Open and animate the network by promoting** bi- or multi-national projects,
 - **Facilitate access to medical research and health & care innovation** for medical and paramedical staff (in order) to strengthen their commitment,
 - **Develop ongoing training** for all our professionals and share expertise.
 - **Measure the impact of medical research projects** in our network in terms of contribution and/or application,
 - **Monitor and communicate** the group's scientific studies and insights both internally and externally.