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COLISÉE

01



Preface

Colisée is sharing its activity report after one year of being a mission-led company.

This document provides a summary of the Group's mission, activities, strategy, commitments and performance. Its objective is to show how Colisée intends to create value, today and over a longer term, for the residents, patients and beneficiaries and their relatives, as well as for its employees and investors, and the society at large.

This document was prepared under the direct supervision of the Executive Committee. It is the result of a comprehensive dialogue among its members.

This document presents unaudited data. The first mission report will be published no later than September 2022, in accordance with the PACTE law of 22 May 2019.

2021 ACTIVITY REPORT



66 We decided in March 2021 to become a mission-led company.

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The year 2021 was, once again, marked by the health crisis. What did you learn from it?

The second year of the pandemic, 2021, was another incredibly challenging year. But the lessons we took from 2020 allowed us to ensure the safety and well-being of residents with greater perspective than at the beginning of the health crisis. While in 2020 we were forced to take a very strict precautionary approach to protect each person's health, in 2021 we were able to deal with this situation in a more agile manner. We are committed to preserving and facilitating the special connections that our elderly need to maintain with their relatives. This year, Colisée's teams once again demonstrated their unfailing commitment and ability to engage. One of the best illustrations of this commitment is the major role

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Nothing is perfect, but everything is possible. It is all about willingness and commitment. We make commitments, we implement them, and we measure their effects in order for us to continuously improve.

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our employees have played in the vaccination campaign by protecting a maximum number of people in record time.

Has the crisis changed your vision of the nursing home sector?

Yes, without a doubt. It underlined the fundamental social benefit of the elderly care activities, but also raised legitimate questions about the way we do our jobs. This gives us an additional responsibility. First of all, we must explain our professions and engage a constant dialogue with all of our stakeholders. It is up to us to provide proof every day that we are making progress.

This is why we decided in March 2021 to become a mission-led company. We are therefore committed to undertaking all our activities for the common good and at the service of our clients and their relatives, employees, investors, and society as a whole. We are also committed to measuring the company's progress towards accomplishing its mission and achieving its statutory objectives, under the control of our mission committee, and the mandated Independent Third-Party Body (ITB).

How does this dialog take shape?

Our primary stakeholders are our residents and employees. Symmetry of attention is key. First, we strengthened our system for listening to residents and relatives with the independent platform Wedoxa. Since 2021, this has enabled us to collect more than 30,000 authenticated customer reviews

which we publish in full transparency. Being committed to the well-being of employees and also aware that this is the condition for customer satisfaction, we regularly ask our teams to evaluate management and working conditions, with excellent response rates.

Our responsibility is also to contribute to the fight against climate change. We want to accelerate our low-carbon trajectory by setting ambitious targets to reduce the overall direct and indirect impacts of our activities. We want to actively contribute to the transition of our sector.

The well-being of everyone depends on our sense of responsibility. Nothing is perfect, but everything is possible. It is all about willingness and commitment. We make commitments, we implement them, and we measure their effects in order for us to continuously improve.

What is the outlook for the Group in 2022?

In 2021, we increased the number of our facilities by 30%, in France, Italy and Spain. In 2022, we will continue to develop our network in Europe. We will drive this growth in a reasonable and responsible way.

What changes should be made in the sector in light of recent journalistic and administrative investigations?

This should be an opportunity to strengthen governance measures in our sector. We wrote our mission into the company's articles of association last year, and the Independent Third-Party Body audit of the Mission Committee's annual report is underway. We will publish this work by the summer. At the same time, we are working hard to obtain the B Corp certification in the coming months. I am convinced that we can, and must, deal collectively with a number of issues, with a view to sustainably improving the quality of support and care in our facilities, to better train our employees, and to prepare ourselves for the challenge of ageing, in confidence with all stakeholders. The French institutional calendar strongly encourages us to do so, and Colisée intends to participate meaningfully in the reflections and discussions in progress on this subject.

CHALLENGES

The challenge of ageing



Supporting aging is complex, demanding, and exciting. It is also a permanent concern. The demographic outlook of the "old continent", which has never been so aptly named, is a challenge of unprecedented proportions.

Unprecedented demographic pressure

We are indeed facing a new demographic transition. In France, the number of 75-84 year olds will increase by 47 % in the decade from 2020 to 2030 (from 4 to 6 million). The number of people aged 85 and over will increase sharply from 2030 onwards, the rate of increase will reach 88% between 2030 and 2050. One could dramatise the issue, but why bother? In fact, since old age is not an illness, the ageing of Europe will only be a problem if we do not prepare for it and if we continue to view it with anxiety and pessimism. If, on the contrary, apprehension gives way to goodwill, the challenge still remains arduous, but it is also exciting!

New needs, new lifestyles

Adapting the offering, practices and development modes of our activities to new needs, aspirations and lifestyles will be a necessity but also a formidable challenge. First - concerning treatment of diseases. The most frequently identified diseases afflicting the elderly are bone and joint disorders and cardiovascular diseases, however it is the neurodegenerative diseases, such as Alzheimer's, that most often result in dependency. In addition, the psychological state of the elderly is often not well understood. Isolation, bereavement and lack of prospects can contribute to the psychological suffering of older people; these are all needs that must be addressed.

Furthermore, the new generation of residents entering care facilities, those

who turned 20 in the 1960s, will certainly be demanding with respect to their desires for autonomy and freedom. We will have to adapt to these increasing expectations by diversifying and personalising our offerings. Finally, digital technology will become an essential part of the lifestyle of the elderly who are increasingly more familiar with digital tools. Such tools must make it possible to improve their comfort, give employees more time for human interaction and create a daily connection with those around them.

By relying on all stakeholders in the field of elderly care, building on the professionalism acquired over the last thirty years, and being proactive and forward-looking, it is possible to establish the conditions of a society that is old and happy to be so.

CHALLENGES

The challenge of trust



In European societies, the issue of old age is a source of anxiety. For each of us, old age brings with it diminishing capacities and at the end of life there may be existential fears. For oneself, there is the fear of growing old in poor health or in poor conditions, which is a feeling widely shared by fellow citizens. For families and relatives, there is a great deal of guilt and anxiety when you feel that you can no longer look after your elderly family members or must delegate to professionals what you consider to be your family duty. From a collective point of view, the question arises of a model that will enable us to support senior citizens with dignity in the context of longer life expectancy.

For these reasons, the need to trust – really trust – is crucial. This is a particularly difficult challenge in our society, which is often described as a "society of mistrust", particularly with regard to public and private institutions.

Building bonds of trust between older people, their relatives and professionals working in the field of elderly care requires a number of levers. These levers must be activated; this is more than mere declarations of intent.

First of all, the lever of objective education: it is necessary that all stakeholders in direct contact with the facilities have a good understanding of how the facilities operate. This includes criteria such as the role of care teams, the nature of the services and the arrangements for listening and monitoring. This means making the business model explicit, for example, specifying the services that are covered by the price of a room or service offering. Lack of transparency has never fostered trust, on the contrary, it destroys it.

Trust also means listening to the specific needs of the elderly, not only in terms of medical care but also in terms of quality of life. For example, an elderly care facility is not a place where you spend a few days or weeks; it is a place where you carry on with your life. It is likely that a person will enter an elderly care facility with higher dependency, but they also enter with their own personality, habits and tastes. In this respect, the personalised project, which is a co-construction between the person (their legal representative) and the professionals, is essential.

Ultimately, the trust of clients and relatives is based on trust in the employees; quite often it is the employees that residents talk about first. Without competent, dedicated and attentive teams, the best intentions on paper are meaningless. However, teams can only create trust, if they themselves are trusted, in accordance with the principle of "symmetry of attention", which basically means that the quality of the relationship

between a company and its customers is symmetrical to the quality of the relationship that company has with its own employees.

Trust is built over time. It does not tolerate gaps or fractures. It is time to put an end to the absurd hermetic seal that has persisted for years between the different sectors of the healthcare industry. Consequently, we must develop our ecosystem today to allow greater fluidity and connection between our professions. It is up to us to decompartmentalise the economy of advanced age, to work in a manner that is open and integrated, and to build bridges between the different services, both inside and outside of nursing homes. This will benefit the elderly and the professionals who are committed to preserving their physical abilities, their independence, their free will, their relationship with their relatives and their place in society.

CHALLENGES

The environmental challenge



Working for the quality of life of the people we support also means protecting our environment and the conditions necessary for life on our planet. Like all human activities, elderly care stakeholders must reduce their impact on the climate and biodiversity, and develop practices that are compatible with planetary limits.

This necessary development is also an opportunity. It is an opportunity to improve services, promote wellness through a better preserved environment and healthier food, to forge close links in each host region with local partners driven by the same desire to respond responsibly to society's needs. Finally, it means giving our elders an active role in this major transition. Like all generations, our seniors have the power to shape this transition, to contribute to it and even to drive it, for their own good and that of future generations.

Climate change: a major concern for elderly care stakeholders

Dealing with ongoing climate change is a global emergency for everyone. First, because together we must contribute to reducing global greenhouse gas emissions at a rate compatible with the objectives of the Paris Agreement. Therefore Colisée is committed to this pathway. Second, because our sector is particularly impacted by the effects of climate change that are already materializing in a very concrete manner: we support populations that are vulnerable to global warming, which we must protect against the heat waves that are increasing in duration and intensity.

The first challenge is to measure precisely and continuously the emissions that are caused directly or indirectly by our business activities, for example, purchase of goods and services, energy consumption, employee travel, waste management, etc. Such measurement enables us to define concrete and controllable action plans, evaluated by third parties and in line with the most up-to-date scientific knowledge. For our business activity, this means investing in buildings and equipment to optimise energy consumption. It also means we must adapt to new objectives in terms of food, giving priority to responsible and local production methods, diversifying protein intake, and combining the pleasure of eating with nutritional

Finally, in service sectors such as elderly care, the inclusion of indirect emissions, referred to as "Scope 3" * emissions, is also essential. The task at hand is to measure emissions linked to activities along the entire value chain, especially the upstream segment: emissions linked to our suppliers activities. Each sector of activity will change its practices much more quickly if it is able to initiate positive dynamics that involve all the stakeholders in a collective effort. Sharing best practices, defining best standards and supporting suppliers in their transformation are all specific means to accelerate climate action.

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According to the World
Health Organisation (WHO)
"Climate change is the
greatest global public health
threat facing the world in the
21st century, but it is also the
greatest opportunity..."

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Colisée – a missionled company with a pioneering and engaging approach

A business transformation movement

The mission-led company is a new model that enables the company to publicly affirm its ambition to be useful to society, and allow the implementation of this ambition to be evaluated by third parties.

This legal status was introduced in French legislation by the PACTE law enacted in May 2019. The company is thus required to:

- •• define and incorporate in its statutes its corporate mission and the objectives to achieve it;
- •• establish a Mission Committee separate from the corporate bodies, which is entrusted to monitor achievement of this mission;
- •• designate an independent thirdparty body to verify proper execution of the mission.

The mission-led company thus promotes the alignment of all the company's stakeholders who share

the desire to place social and environmental objectives at the heart of the business model.

This transformation is engaging. It makes the mission a compass for all strategic decisions in the company. It organises and perpetuates dialogue with all stakeholders. It places the company and its progress under the critical scrutiny of third parties, on a factual basis for monitoring achievement of the mission.

According to the L'Observatoire des Sociétés à Mission⁽¹⁾, by the end of 2021, more than 500 French companies of all sizes and from all sectors of activity, representing 530,000 employees, have adopted this legal status.

Colisée's approach

Since our contribution to society is at the heart of our corporate project, we decided to join this movement.

On 9 March 2021, Colisée incorporated its status as mission-led company in its articles of association. In the same year, Colisée joined the "Communauté des Entreprises à Mission", in order to give a voice to this contributory

model in France and Europe, and to share thoughts and experiences on the model with peers.

This decision is a culmination. It is the result of a long-standing commitment and responsible practices patiently established and tested over the years to constantly improve the quality of life offered to clients, the well-being of employees and the inclusion of sustainable development issues in all our activities.

However, first and foremost, it is the embodiment of an effective approach to continuous progress, over the long term. Every year we evaluate our results and set more ambitious goals for ourselves.



(1) https://observatoire.entreprisesamission.com/

Our purpose

Fostering positive ageing to drive society forward

Our statutory objectives



Bring together an exchange community, improve the quality of life of seniors



Improve the quality of life of our teams, raise the perception of elderly care careers



Reduce the impact of our activities, protect our quality of life on the planet

Our commitments

- •• Innovating for better ageing; sharing knowledge and analyses
- •• Giving a full role to relatives and local stakeholders
- •• Preserving and enhancing the talents of seniors
- •• Developing specific support for people with neurodegenerative diseases
- •• Imagining solutions that facilitate local access to services for the elderly
- •• Sharing the same quality of service in all of our facilities









- •• Working to promote elderly care professions and professional training
- •• Strengthening an empowering and caring managerial culture
- •• Encouraging and nurturing social dialogue
- •• Ensuring wellness, health and safety at work
- •• Ensuring fairness of compensation and benefits
- •• Promoting diversity and inclusion





- •• Providing solutions for managing demographic and environmental transitions
- •• Implementing our low-carbon strategy, in line with the Paris Agreement
- •• Using a responsible purchasing and supplier-relations approach
- •• Mainstreaming a sustainable food programme
- •• Promoting the protection of biodiversity
- •• Reducing our water consumption







Our mission is based on the United Nations Global Compact framework of commitments, to which Colisée is a signatory. We are committed to respecting the ten core principles, on human rights, international labour standards, the environment and anti-corruption.

We also want to contribute to the 17 Sustainable Development Goals defined by the UN. We have identified those Sustainable Development Goals where we can provide the most direct response with our activities. These goals are solid reference points for our mission.

Governance of the mission

The Mission Committee

The Mission Committee brings together a variety of personalities and specialist elderly care profiles, business leaders, ESG directors and Colisée employees. Three members of our Executive Committee are nonvoting participants in these meetings: Christine Jeandel, President, Julie Petithomme, ESG Director, and Vincent Klotz, Medical Director.

The Mission Committee is responsible for monitoring the mission. Colisée provides all the resources necessary for successful delivery of the Committee's tasks

From 2022, a commission representing relatives will be set up in each country where Colisée operates in order to feed the work of the mission committee and to take needs and expectations into account.

The independent third-party body

Colisée has appointed RSE France (APAVE Group) as an independent third-party body to verify implementation of our social and environmental objectives. APAVE is an international reference group that is present in 45 countries and operates in the field of technical, human, and environmental risk control.

RSE France (APAVE Group) will issue an opinion which will be appended to the Mission Committee's annual report.

Composition



Jacques Bailet

Former President of the Food Bank Network

Former Chairman and CEO of Medica



Cédric Bens

Director of a rehabilitation clinic at Colisée France

Chair of the Supervisory Board of Colisée's Corporate Mutual Fund



Joaquim Borras Ferre

Independent member of the Supervisory Board of Colisée

Former Executive Chairman of ISS Facility Services Iberia



Anne-Charlotte Cambresier

Director of a nursing home at Armonea (Colisée in Belgium)

Physiotherapist



Sarah Chouraqui

Country Manager France
of Too Good To Go

Former General Manager
of Vertical Station



Maxime Holder
Chair of the Supervisory Board of Vitamin T
President of the Paul Group



Jean-Alain Margarit
Independent consultant
Former President of the Syndicat
national des établissements,
résidences et services d'aide à
domicile privés pour personnes âgées
(SYNERPA)



Estelle ProtIndependent HR and ESG Consultant
Former HR and ESG Director
at Colisée



Carole Renucci
Founder and President
of Podcaster Media
Former Editor of Notre Temps
Magazine



Jean-Sylvain Ruggiu

Director of Responsabilité Sociétale et Environnementale Pôle Banque de Proximité et Assurances Groupe BPCE Former Director of BPCE Group PPP and Public Service

Members of the Executive Committee participating in the meetings



Christine JeandelPresident of Colisée



Vincent KlotzMedical Director of Colisée



Julie PetithommeESG Director of Colisée

Our story

EQT and CDPQ become the main investors in Colisée 2020

2021

2019

Colisée expands its European footprint in Belgium and Spain Colisée defines its mission and adopts the mission-led company status. Colisée joins the "Communauté des Entreprises à Mission". In the same year, Colisée became a signatory to the United Nations Global Compact

Colisée acquires STS Grup in Spain 2018

2017

Colisée completes its offer of adapted accommodations with the opening of its first service flats in France

Colisée diversifies into home care. Colisée opens its first facility in Italy

2016

2015

Colisée Patrimoine and the Jardins de Cybèle become Colisée

Colisée expands its healthcare expertise with the first two rehabilitation clinics in France. Eurazeo SME acquires a stake in Colisée, and Christine Jeandel becomes President of Colisée. Colisée sets up in China 2014

1989/2000

Colisée opens about thirty nursing homes

■ ■ Patrick

Patrick Teycheney imagines a new nursing home model with the first Jardins de Cybèle 1989

Origins: a family story

Patrick Teycheney, son of wine growers, is a trailblazer. At the end of the 1980s, when public services were struggling to provide solutions for most elderly, he revolutionized the concept of retirement homes. With the help of a doctor friend, he conceived a new type of medicalized residence adapted to the needs of the elderly. First, he rethought the architecture and ergonomics of the building. Up until then, the rooms were the only living space for the residents, like in a hospital. In order to create space for social interchange during the day, while preserving the privacy of the residents' rooms, he designed a star-shaped building, with a foyer in its center and rooms located in the branches. Even back then, the project was conceived in a spirit of sustainable development, with particular attention paid to the use of environmentally friendly materials and energy conservation. Patrick Teycheney really wanted to humanize nursing homes. Aware of the importance of dialogue, he made the directors of the homes the privileged points of contact for families, and watched over the quality of the reception given to residents. He rethought geriatrics, adapting nutrition to needs of the elderly and experimenting with new methods of gentle care – such as the Montessori method – in order to reduce reliance on medication. Convinced that elderly patients with Alzheimer's disease did not belong in psychiatric hospitals, he also created one of the first specialized units in retirement homes. In 1989, these new criteria came together with the creation of the first Jardins de Cybèle in Mérignac, marking the beginning of a long history.

Teycheney's builder's soul expressed itself in the years that followed with the construction of more than thirty nursing homes in the space of twenty years, all designed according to the same principles and values. Each project was a heavy investment and a family effort along with his wife Evelyne and his daughter, Caroline. In the spirit of the initial project, the development of the enterprise – what is now Colisée – was carried out in a reasoned manner. When they could not be built on an ad hoc basis, acquired nursing homes were subject to a strict selection process. The integration process was rigorous and patient, so as to ensure the continuity of Colisée's family spirit and human values.

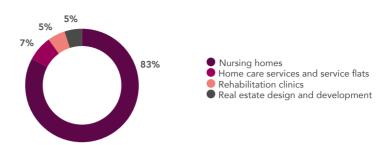


Activities and development



COLISÉE







Accommodating and caring for the dependent elderly

Colisée welcomes and cares for the elderly in its nursing homes in five countries. Our teams support better ageing by ensuring that each resident feels at home. In our facilities, employees provide each resident with personalized medical followup, based on an attentive approach to pain and the use of non-drug therapies. Our teams are specifically trained to stimulate the physical and cerebral capacities of residents (Montessori method, use of touch screens to encourage exchanges, etc.).

Colisée employees also work to preserve the human ties with relatives while creating a welcoming environment. This is the bond that nurtures the mental and physical well-being of residents. More generally, Colisée's teams are multidisciplinary, available 24 hours a day and they work together with external practitioners to meet the needs of each individual.



Provide adapted accommodations that preserve autonomy

In our service flats in France and Belgium, the elderly find a harmonious balance of autonomy, comfort and social life. These flats offer the freedom to live independently in suitable accommodations while benefiting from catering, cleaning and caretaker services, as well as leisure activities that can be enjoyed alone or in groups.



Provide a personalised care pathway

Our rehabilitation clinics provide patients the benefits of a personalised care pathway, usually after a stay in a hospital or clinics, in order to regain their independence and confidence. Our facilities enlist all the medical and paramedical professionals necessary for the physical, cognitive, psychological, nutritional, and motor rehabilitation of each patient. In close cooperation with relatives and the practitioners who attend them throughout the year, at the end of each stay appropriate preparations are organised to enable the patient to return either to their place of residence or to a suitable structure, in the best conditions possible.



Ensuring wellness at home through local support

Our home care activities aim at enabling everyone to live at home, free from as many constraints as possible. Seniors, people with disabilities, dependants or convalescents take advantage of our help services for meals or housework, companionship and leisure activities, mobility assistance or night-time accompaniment. Although this activity shows significant development, it has yet to be structured in most countries.



Real estate design and development

Developing the quality of our portfolio

Colisée's real estate expertise enables the company to develop its service offering and to carry out its construction projects in the best possible manner. This business activity's purpose is to develop and renovate a quality portfolio of buildings, fully adapted to the challenge of ageing.

European presence

France



Who are you?

"I am a passionate leader driven by the desire to care for both carers and the cared for, caregivers and the assisted."

Colisée in France, in one sentence?

"Colisée France, a leading player in the field of ageing, listens to its stakeholders and has addressed the issues by adopting the status of a mission-led company."

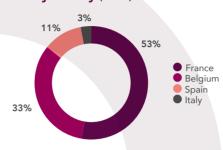
What do you think it means to support better ageing?

"First and foremost, better ageing is a matter of 'wanting to'. For example, wanting to eat well, with local products that the residents value. Ageing better also means preserving a person's environment, furniture and being able to bring his or her pet. Last but not least, it is the smiles of our teams when they come to work that have a daily impact on the morale and energy of the residents."

Vianney du Parc

CEO France

Breakdown of revenue by country (2021)



Belgium



Who are you?

"I am a field manager; I like to know each of the facilities and all the teams."

Colisée in Belgium, in one sentence?

"In Belgium, Colisée is called Armonea and we are known for our "Armonea Experience" programme, which focuses on the happiness of residents."

What do you think it means to support better ageing?

"After the health crisis, we are even more eager to open our doors and develop our ties with the outside world. Integration of our facilities into the local community with projects such as "Meals on Wheels" or our partnership with Too Good To Go are good examples of our ambition: to create living spaces where all attention is focused on the wellness of the elderly and that are modern and connected to their surroundings."

Guido Perremans

CEO Belgium

Spain



Who are you?

"I am a person who is optimistic and empathetic. I am committed to the values of Colisée and its mode of organisation and governance."

Coliseum in Spain, in one sentence?

"Our management model is based on innovation, social responsibility and enhancing individual autonomy. Each employee is a responsible and engaged player in the Colisée adventure."

What do you think it means to support better ageing?

"To meet the demographic challenge, we must not only provide services that are adapted to the needs and expectations of the elderly and their relatives – namely an offering that is more open to the environment, modern, digital, secure and personalised – but we must also anticipate today the cultural and social changes that are coming and that will profoundly transform our professions in the years to come."

Gerard Sanfeliu

CEO Spain

COLISÉE

Italy



Who are you?

"I am a person who is passionate about the world of hospitality. When I started working at Colisée I discovered a sector full of humanity at the service of the elderly."

Colosseum in Italy, in one sentence?

"Colisée is an adventure that began recently in Italy with the goal of developing a high-quality offering for residents, their relatives and its employees."

What do you think it means to support better ageing?

"Supporting better ageing is at the heart of our daily activity and we work on it in different ways. We are diversifying our offering in Italy around new concepts, such as service flats that provide alternatives to nursing homes while meeting clients' support needs. Our digital tools (Portal+ and MyColisée) also make it possible to strengthen our clients' relationships with their relatives, providing new ways of communicating."

Fabio Massimo Ragusa

CEO Italy

Development in China

China



Who are you?

"I have lived in China for more than 10 years and I built the Colisée network with patience and determination."

Colisée in China, in one sentence?

"Our ambition is to make Colisée an example of French savoir-faire in accommodation and care of the elderly."

What do you think it means to support better ageing?

"For us, better ageing means promoting non-medical therapies, such as Montessori. Better ageing also includes establishing community-based care services to meet all needs, ranging from geriatric clinics to home care, and training and education programmes in neighbourhood communities to encourage ageing in place."

Olivier Dessajan

CEO China

Organization and governance

The Executive Committee is composed of:

- 1 Christine Jeandel
 President of Colisée
- 2 Damien Delacourt Chief Financial Officer
- 3 Vincent Klotz
 Medical Director
- 4 Yves Michel IT & Digital Director
- 5 Julie Petithomme ESG Director
- 6 Benjamin Edmond Strategy and Development Director

- Vianney du Parc CEO France
- **3 Guido Perremans** CEO Belgium
- **Gerard Sanfeliu**CEO Spain
- Fabio Massimo Ragusa CEO Italy
- Olivier Dessajan
 CEO China



COLISÉE

Culture and organisation

Corporate governance

The supervisory board ensures that Colisée 's strategic direction, development, financing, and investment policy support the business project in the interest of all its stakeholders.

The Supervisory Committee consists of:

- •• Olivier Breittmayer, Independent Director, Chairman of the Board
- •• Hélène Boulet-Supau, Independent Director
- •• Joaquim Borras, Independent Director
- •• Ulrich Köllensperger, EQT
- •• Thomas Raizbaum, EQT
- One representative of CDPQ
- Christine Jeandel

It is supported in its work by three statutory committees: the Audit Committee, the Appointment and Remuneration Committee and the ESG Committee. Each is chaired by an independent director.

Executive management

The executive committee manages the company's strategy and development. It ensures the improvement of financial and non-financial performance.

The Executive Committee is composed of: Christine Jeandel (CEO), Damien Delacourt (Chief Financial Officer), Julie Petithomme (ESG Director), Benjamin Edmond (Strategy and Development Director), Vincent Klotz (Medical Director), Yves Michel (IT & Digital Director), Vianney du Parc (CEO, France), Guido Perremans (CEO, Belgium), Gerard Sanfeliu (CEO, Spain), Fabio Massimo Ragusa (CEO, Italy), Olivier Dessajan (CEO, China).

Each country has a management committee that comprises the CEO, the director of operations, and the support functions directors.

As it has grown, Colisée has always sought to preserve an entrepreneurial spirit and a decentralised, empowering management model. We believe that each team must have sufficient latitude and autonomy to succeed. Thus, each facility director is responsible for their own development and is encouraged to augment their services and offerings at the local level by using their knowledge of host regions and the ecosystem they lead.

Our investors

EQT is a purpose-driven global investment organization with more than EUR 73 billion in assets under management across 28 active funds. EQT funds have portfolio companies in Europe, Asia-Pacific and the Americas with total sales of approximately EUR 29 billion and more than 175,000 employees. EQT works with portfolio companies to achieve sustainable growth, operational excellence and market leadership.

Caisse de dépôt et placement du Québec (CDPQ) invests constructively to generate sustainable returns over the long term. As a global investment group managing funds for public retirement and insurance plans, CDPQ works alongside its partners to build enterprises that drive performance and progress. CDPQ is active in the major financial markets, private equity, infrastructure, real estate and private debt. As at December 31, 2021, CDPQ's net assets totalled CAD 419.8 billion.

Our employees

Data as of December 31, 2021

Key figures

Number of employees
Nearly 19,000
(full-time equivalent)

Percentage
of permanent employees
(permanent contract
or equivalent)

87%

Professional Equality Index Women/Men 94/100



To give the best of themselves and to ensure quality of support and care, each employee must benefit from an adapted working environment. This concept of symmetry of attention is the primary focus of Colisée's strategy. By relying on a foundation of strong values, we ensure the health and comfort of our teams in a logic of continuous improvement, we promote listening and dialogue and we encourage professional mobility through skills development and training.

Our values

The commitment of our employees is the driving force behind Colisée's development, it is based on common values shared at all levels. This is the spirit of "CORE":





Help each other to achieve targets

Communicate truthfully and with transparence

Bring together teams Develop a common

passion

Respect

Acknowledge others

Listen and observe to understand one another

Grow from others' difference

Be Considerate: consider and be considered

Engagement

Commit to quality of care and hospitality everyday

Be an entrepreneur to help the company progress

Proudly uphold the company's values

2021 ACTIVITY REPORT COLISÉE

Listen and dialogue

We are convinced of the signal importance of an ongoing exchange with employees for our progression; listening and dialogue are central components of our management model. At Colisée, people are free to speak up about any difficulties they may encounter. We are committed at every level of the company to quickly provide solutions to every situation.

Faithful to our culture of decentralization and listening, we attach great importance to social dialogue that we promote in all the countries where we are, according to local conditions and regulations.

This social dialogue, at facility, regional or country level, is led by the facility directors, regional directors and human resources management.

In 2022. Colisée will initiate negotiations for the facility of a European Works Council.

Total number of staff representatives in 2021 Total number of national and regional representative body meetings in 2021



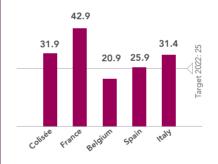
Ensure the health and comfort of our employees

Colisée works to identify, prevent and alleviate the specific difficulties associated with care and support of the elderly and dependent. We pay

particular attention to the frequency of accidents at work in our facilities. We benchmark our performance against the industry, but also against other industries and professions, in the interest of continuous improvement. We will continue to invest in equipment and training to further improve this rate, particularly in France where the effort must be continued, as well as for our home care services.

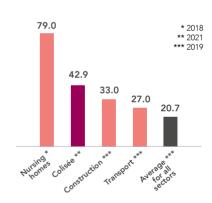
Frequency rate of work accidents

Colisée (2021)



Source: SYNERPA and Assurance maladie

Benchmarks in France



Train and develop

Developing the skills of Colisée employees is one of the company's fundamental commitments. In 2021, more than 19,000 training courses were provided, in addition to the mandatory safety-related modules. The dynamism of apprenticeship contracts in France, with 489 apprentices present in 2021, is worth mentioning. In addition, the Core Academy platform in France offers training in human resources, management, health and safety, finance and legal, business management and IT.

Share value and promote pay equity

Colisée's management team wanted to develop an employee stock ownership plan and established a Corporate Mutual Fund (FCPE). By the end of 2021, nearly 1,400 employees in Europe had subscribed to the fund and the goal is to further increase the number of employees benefiting from the plan in the years to come.

Pursuant to our interest in evenly sharing the value created by the company, we have also decided to measure compensation differentials. We strive to maintain at most a factor of 1 to 20 between the highest and median remuneration in each of our countries.



Our **priorities**

Quality at the heart of Colisée's strategy. We pay constant attention to the well-being of our clients and employees. This translates into a strong demand for quality in all aspects of our business: in our approach to care, in the response adapted to the needs of each person, in the layout of the spaces and equipment at our facilities, and in the dialogue that we maintain with all of our stakeholders. To achieve this quality, we rely on the experience we have built up over the years, on rigorous evaluation methods involving third parties, and on our deep conviction that we must maintain growth in a manner that is reasonable and controlled, as we have done from the beginning of the Colisée story.





Adapted and scalable solutions to meet all needs

Our ambition is to offer a complete range of support for the elderly, and responses adapted to their needs and frailties. Colisée's services must be able to respond to very different situations with respect to medical needs, support and social ties.

Treatment and support of neurodegenerative diseases

One of the main reasons residents come to a care facility is to receive treatment and get support for neurodegenerative diseases, such as Alzheimer's. Colisée specialises in the long-term care required for these illnesses, offering reduced-medication treatments and gentle therapies that emphasise the development of human relationships and activities, like the Montessori method. Such non-medicinal care focuses on enhancing the person's preserved

abilities and seeks to enable them to be as independent as possible while maintaining a social role.

The human relationship at the heart of care

Our approach to care is centred on the human connection. We are convinced that to maintain good health, elderly people need interpersonal relationships as much as they need medical care; we encourage exchanges and contacts between residents. their relatives, the teams, and all the stakeholders in the facilities. Free access to digital tools helps nurture the relationship between residents and their relatives. MvColisée is a private and secure social network that allows relatives to stay informed about life in the facility. Colisée has also deployed the Portal+ solution, an easyto-use tablet in each room that makes it possible to maintain regular links with the outside world.

The challenge of quality nutrition adapted to advanced age

Under-nutrition is a significant risk for the elderly and can result in loss of independence, falls or worsening of illnesses. The cuisine we offer to the residents corresponds to the specific nutritional requirements of the elderly. In addition to the strictly nutritional aspect, the pleasure dimension is also essential. This imposes increasing demands on the taste, presentation, shape and texture of food. Nothing can be neglected when it comes to the comfort of our restaurants, constant adaptation to the desires of the residents and the educational workshops.

Finally, as part of our ESG policy, we are also committed to progressively introducing more sustainable food (meaning local, labelled or organic) and to reducing food waste. We ensure that the food we provide is adapted to the needs and desires of the residents, in terms of nutrients, taste and texture.





Quality of living spaces



Continuous improvement of the rooms and living spaces for residents

We attach great importance to the quality of the buildings, spaces and gardens where the residents are accommodated. The company pursues a policy of constant maintenance and renovation of rooms and spaces.

Construction of new structures

Wherever possible, we opt to build new infrastructure that meets the latest environmental quality standards. Our real estate expertise enables us to innovate, to create facilities adapted to the needs of the community in which they are built.

Our facilities at the heart of local life

Our facilities are designed to help the nursing home model evolve and progressively move away from the dichotomy of home and institution. We see our houses as drop-in centres and resource centres open to the host region and local community life. We have also initiated home delivery of meals, prepared in our facilities, for elderly people living nearby.

Independent views on our business

In 2017, Colisée implemented a system of mystery visits with the research firm BVA. The purpose of these unannounced visits is to ensure that our teams apply Colisée fundamentals, particularly in terms of welcoming and accompanying a future resident

or his or her relatives. In line with our continuous improvement process and with a desire for ever greater transparency, these visits will be augmented in 2022 through survey development and implementation of a systematic annual visit for each facility. In parallel, members of the Mission Committee and personnel from RSE France (APAVE Group), our independent third-party body, are invited to pay impromptu visits to the various sites in the network. Finally, we encourage and value the controls carried out by the public authorities in all our geographic locations, which constitute a proven lever for improving practices in our businesses. In France, for example, we welcome the government's recent announcements in March 2022 to ensure "more controls, more quality and more transparency in nursing homes"



Quality dialogue



Clients and employees: ensuring symmetry of attention

Our strategy is enhanced through the active contribution of our internal and external stakeholders to the development of our services.

Consequently, in 2019 we introduced the Wedoxa platform, a solution for collecting verified reviews, formulated both by clients and their relatives.

We have deployed this platform in Colisée's four European countries; this solution has enabled us to collect over 30,000 reviews by the end of 2021. In 2021, our overall Net Promoter Score (NPS) is 39 and it has improve steadily year-on year.

Concerned about the well-being of everyone, and in a logic of symmetry of attention, we also measure the commitment, the state of mind and the aspirations of our employees twice a year. These questionnaires record significant participation rates (of about 65%) thanks in particular to the mobilization efforts of the management within the facilities. We record strong engagement scores within teams, especially from the directors of facilities who are essential to the company's growth.

COLISÉE

Our **responsible**



An action plan to reduce our carbon footprint

With a rigorous approach, we are actively working to reduce our greenhouse gas emissions in all scopes, Scope 1, Scope 2 and Scope 3. Specific targets have been set and a concrete action plan has been established to achieve these targets. It is based on the benchmarks that we achieve in our different countries and the good practices that emerge from such comparisons. Our decarbonisation pathway has been established in accordance with the methodology

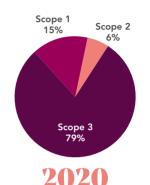
promoted by the Science Based Targets initiative (SBTi), with the objective of alignment with the global climate targets set by the Paris Agreement.

We have set reduction targets by 2030 for each of the three scopes, with a strong focus on scope 3. This is because it makes up the largest share of our emissions, and also because we want to play our full part in helping to accelerate the decarbonisation of our sector and our partners'. Our purchasing policy, which is constantly evolving, is a powerful lever for action in this regard.

A responsible purchasing policy

The well-being of each person and the quality of life for employees depends on the quality of the products, services and equipment we make available to them. The directors of the facilities are responsible for their purchases. They can benefit from negotiated contracts or products sourced from rigorously selected suppliers, using environmental criteria, among other factors. Colisée's purchasing policy is conditional on a formal commitment on the part of suppliers to ethical principles, transparency, respect for labour law and international conventions. In the future, we want to increase the share of local purchases, whenever possible, to contribute to the activity of the territories and to reduce our environmental impact.

Colisée's total emissions in 2020: 159 kilo tonnes of CO₂ equivalent



2030 target (2020 base)

42% reduction in scope 1 and scope 2

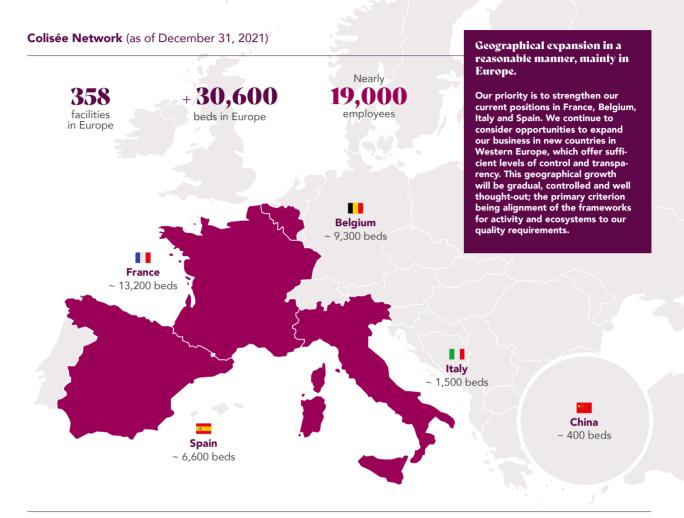
emissions; 51% reduction in scope 3 emissions

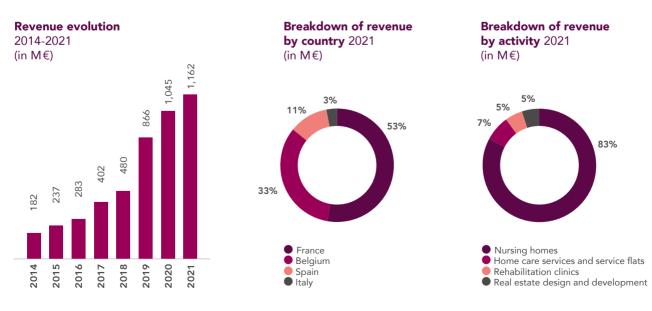
Greenhouse gas emissions: the 3 scopes

- •• Direct emissions (scope 1): direct emissions from fixed or mobile installations located within the company's scope of operations.
- •• Indirect energy emissions (scope 2): indirect emissions associated with the purchase of electricity, steam, heat, or cooling for the company's operations.
- • Other indirect emissions (scope 3): indirect emissions that occur because of the company's operations, but linked to the entire value chain, such as the purchase of raw materials, services or other products, employee travel, upstream and downstream transport of goods, management of waste generated, use and end-of-life of products, etc.

Source: ADEME

Financial and operational indicators











Organic growth of the number of facilities (2018-2025)

Cumulative number of new facilities opened (2018-2021) and new openings planned (2022-2025). Includes all categories of facilities: nursing homes, service flats and rehabilitation clinics.

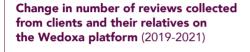


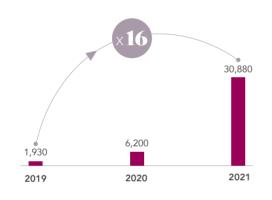
Occupancy rates and tariffs (2021)

		Occupancy rate* as of 31 December 2021	Average daily rate for accommodation and catering** in December 2021	
France	П	96%	€77	* Nursing homes and service flats.
Belgium	u	96%	660	** Average daily rate excluding taxes for accommodation and catering.
Spain	Ĉ.	88%	658	
Italy	ш	85 %	€58	

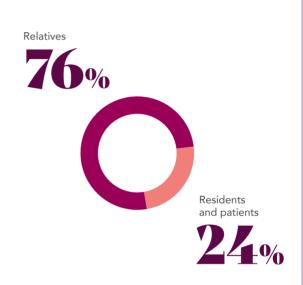
Non-financial indicators

Objective 1: bring together an exchange community, improve the quality of life of seniors.





Distribution of reviews collected (2021)



Global Net Promoter Score (2021)



The NPS is an indicator that assesses the likelihood that a client or relative will recommend the facility to those around them.

This score is calculated as the difference between the % of promoters (score of 9 or 10) and the % of detractors (score of 0 to 6). This score changes between -100 and +100.

The results and comments are published in full transparency on our website www.colisee-group.com/wedoxa/



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COLISÉE

Objective 2: improve the quality of life of our teams, raise the perception of elderly care careers.

Net Promoter Score of employees*
(2nd half of 2021)

*Facility directors, regional directors, and members of the management committees.

it out in all countries to measure our performance and progress.

Proportion of permanent employees (2021)

\(\delta \delta

Number of apprentices in France (2021)

489

Total number of staff representatives (2021)

518

Number of training courses provided (2021)

+ 19,000

Number of employees who have subscribed to the Corporate Mutual Fund (FCPE)

approximately 1,400

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INDICATORS

Objective 3: reduce the impact of our activities, protect our quality of life on the planet.

Percentage of green electricity (2021)

72 %

Carbon intensity

In 2021, Colisée's carbon intensity for scopes 1, 2 and 3

amounted to



tonnes of CO_2 equivalent per million euros of turnover.

For comparison, the carbon intensity of scopes 1, 2 and 3 of STOXX 600* is estimated at 250 tonnes of CO₂ equivalent per million euros.

^{*}Stock market index composed of 600 of the main European market capitalizations. Source: Carbon Impact Analytics study by Carbon4.

COLISÉE

Selection of ESG indicators structuring the monitoring of our objectives.



Objective 1: bring together an exchange community, improve the quality of life of seniors.

INDICATEUR	PERIMETER	2021 RESULTS	2022 TARGET	2025 TARGET
Number of client reviews collected and verified by Wedoxa	••	30,880	A	7
Client engagement score (Net Promoter Score)	••	39	45	55
% of sustainable food served in catering	•	48%	50%	70%
% of residents not taking psychoactive medications	•	42%	>50%	>70%
% of residents with an updated personalized support plan	•	42%	100%	100%
% of residents hospitalized	•	5%	<5%	<5%



Objective 2: improve the quality of life of our teams, raise the perception of elderly care careers.

INDICATEUR	PERIMETER	2021 RESULTS	2022 TARGET	2025 TARGET
Proportion of permanent employees	•••	87%		
Turnover rate	••	23.5%	<20%	<18%
Absenteeism rate	••	11.1%	<10%	<8%
Frequency rate of work accidents	••	31.9	<25	<20
Severity rate of work accidents	••	1.3	<2.0	<1.5
Professional Equality Index Women/Men	•••	94/100	>92	>92
Number of training courses provided	•••	19,604	>80% of our trained employees	>95% of our trained employees
Number of certifying or qualifying training courses	•••	1,033	7	A



Objective 3: reduce the impact of our activities, protect our quality of life on the planet.

INDICATEUR	PERIMETER	2021 RESULTS	2022 TARGET	2025 TARGET
Carbon intensity	•••	136 tonnes of CO ₂ equivalent per million euro of turnover	Trajectory aligned with the 1.5°C target	Trajectory aligned with the 1.5°C target
GHG emissions (Greenhouse gas)	•••	157.9 kilo tonnes of CO ₂ equivalent per million euro of turnover	Trajectory aligned with the 1.5°C target	Trajectory aligned with the 1.5°C target
% of green electricity	•••	72%	100%	100%

PERIMETER:

- ullet ullet All countries and activities.
- • All countries and activities, except home care services.
- All countries, only nursing homes.

Our initiatives







Jennifer Mangin

Executive Chef at the Vallée Médicale residence and committed employee!

Jennifer Mangin has been working with Colisée residents for almost seven years. Fully committed to her profession, she has developed strong initiatives. First, in her favourite playground: The kitchen, where she innovatively adapts menus that really appeal to the residents including adaptation to the textures they need, particularly in the case of dysphagia. Jennifer is also energetically involved in other worthy causes, such as the fight against breast cancer. Sponsored by Colisée France, she completed a female raid in pairs in Lapland, in support of the association "Vivre Comme Avant" (Living Like Before), which supports women affected by breast cancer.

How do you compose your menus?

When I receive the menu proposals developed by Transgourmet, I check and adapt them taking into account the taste and preferences of the residents. then we validate them with a commission made up of kitchen staff, management, the coordinating nurse and one or more residents. We always offer two choices to satisfy a greater number of residents, and we modify the menus, where necessary, while maintaining the GEMRCN criteria. The Groupe d'Étude des Marchés de Restauration Collective et Nutrition provides recommendations to improve the nutritional quality of meals served in communities.

What are your thoughts on a diet that helps people age better?

Eating is an essential requirement for life. It is now known that it is also a key element for ageing well. After the age of 70, the major risk is no longer obesity or all the so-called overweight diseases, rather it is protein-energy malnutrition or undernutrition. Therefore, without eating more, we must eat better and in a manner that is adapted to ageing in good health, in particular by optimising certain nutrient intakes.

Why is the issue of texture adaptation so important for the elderly?

INITIATIVES

The decrease in food intake for the elderly is based on the difficulty of eating. assistance during meals, taste, level of dependency and the social environment of the resident. Our aim is to maintain appetite and the desire to eat by ensuring that everyone experiences satisfaction and pleasure. No one is left behind: To the extent possible we strive to reproduce the same visual aspect in mixed texture and in normal texture.

In addition to your culinary talents, you are also a committed woman, particularly in support of women with cancer. Tell us about it?

When Pauline, my partner, told me about the Lapland Trophy project, I didn't hesitate. This raid brought together everything that makes me tick: sport, selftranscendence, sharing, adventure, discovery and commitment to a cause that is close to my heart. As a woman, I am of course touched and committed to those who have been exposed to the disease. This experience was a trigger for all of us. it was a human adventure in solidarity. Moreover, the adventure does not end there: I have decided to head off again, accompanied by other women, on a new challenge next year. We wanted to transmit values through sport. A successful gamble!





Edible gardens

Our efforts are bearing fruit! This is what the residents and employees of the Résidence Les Figuiers experienced in May 2021 with the launch of an edible garden. The residents planted tomatoes, peppers, lettuce, celery, strawberries, cebette onions and many herbs, not to mention mandarin trees! A pleasure for the eyes... and the palate!

House exchange



"We swapped houses!" This is what four residents of the Joliette residence in Marseille, over 80, had to say after a four-day stay in the Spanish residence Igualada, in Barcelona. An improbable and daring trip, but one that was meticulously prepared in advance, including a few Spanish lessons provided by Carmen, a resident and former Spanish teacher. A moment of encounters, exchanges and sharing that will undoubtedly leave a lasting impression on heart and mind. Making the impossible possible is what drives us, this is why the Résidence de la Joliette won the MDRS 2022 trophy!







COLISÉE





Everyone on a bike with the Tour d'Armonea!

Every year the temperature rises in June and cycling fever grips enthusiasts! But it's not just the pros who are getting into the saddle: on 26 June 2021, Colisée's Belgian platform, Armonea, challenged residents and employees to participate in the "Tour d'Armonea". In this fun and sporty challenge, Armonea's facilities competed against each other for three weeks, striving to accumulate as many minutes as possible per site. The team with the most time in the saddle wins the Tour Armonea!



Saving meals with

Too Good To Go

Partnership with Too Good To Go is part of Colisée's desire to reduce its waste in all its facilities. Since December 2020, Colisée in Belgium has partnered with Too Good To Go to connect our sites with local providers to distribute unused food. By the end of 2021, the service had been deployed at 55 sites with excellent results: nearly 1,000 meals were saved and 2.3 tonnes of CO₂ were avoided! Based on this experience in Belgium we have decided to deploy the Too Good To Go partnership in other countries starting in January 2022. Our ambition is to save more and more meals and thus avoid more and more tons of CO₂. Challenge accepted!

















Boosting your skills with Portal+

In 2021, Colisée started using Portal+ devices! These screens, placed in dedicated areas, allow cognitive therapies to be carried out using the Stimulus Pro application. Placed in each room, they provide a way for residents to maintain bonds with their relatives on a daily basis. An innovative and playful way to stimulate everyone's abilities and create links!





INITIATIVES



World Alzheimer's Day in Italy

Let us not forget those who forget! On the occasion of World Alzheimer's Day, the Villa Primule Residence in Turin introduced a floral therapy for residents.





World Recycling Day:

an event celebrated in every school in Spain

The fight against waste generation is one of Colisée's primary concerns and an action focus for all its locations. On the occasion of World Recycling Day, 27 May 2021, the entire Spanish network mobilised to raise awareness of the importance of recycling among residents and employees.





Opening of specialist dementia care units





The well-being of residents with dementia is important to us. It also requires that we open dedicated spaces. Consequently, the Cesare Pavese Residence in Turin was pleased to announce the opening of two protected units for their facility in January 2022. They provide residents who have this kind of illness with the safety, care and comfort they need through specialised therapeutic features, such as this exhibition of soothing images.







Recognition of French savoir-faire — Colisée

Colisée stands out in China for its high-quality nursing homes and high standards. This quality has been recognised at several key health events in China. We were first honoured to be invited to two key meetings organised by the French Healthcare Alliance China, in the presence of the French Ambassador to China and the French Consul General in Shanghai, to celebrate the value and expertise of France. We were also pleased to receive the Healthcare Award at the Great Bay Area Summit in October 2021, recognising the high medical standard of our facilities in Guangzhou and Shenzhen



GHG emissions (Greenhouse gases)

Total GHG emissions of scopes 1, 2 and 3.

Professional Equality Index Women/Men

Each year, companies with at least 50 employees are obligated to calculate and publish on their website, clearly and legibly, the overall rating of the Gender Equality Index, as well as the rating obtained for each of its component indicators. The Gender Equality Index was initiated in France by the Professional Future Law (Avenir Professionnel) of 2018. Calculated over 100 points, it is made up of 4 to 5 indicators, depending on the size of the company: gender pay gap, distribution gap of individual increases, number of employees increased on their return from maternity leave, parity among the 10 highest remuneration.

Carbon intensity

Ratio of CO₂ emissions (scopes 1, 2 and 3) to revenue.

Net Promoter Score clients and relatives

Indicators that assess the likelihood that a client or relative will recommend the facility to those around them. This score is calculated as the difference between the % of promoters (score of 9 or 10) and the % of detractors (score of 0 to 6). This score can change between -100 and +100.

Net Promoter Score for employees

Indicator assessing the probability that employees will recommend the company to those around them. This score is calculated as the difference between the % of promoters (score of 9 or 10) and the % of detractors (score of 0 to 6). This score can change between -100 and +100.

Number of certifying or qualifying training courses

Training courses awarding a state diploma, a title, or a certification of professional qualification.

Number of training courses carried out

Number of internal or external training sessions. Mandatory safety training is excluded.

Proportion of sustainable food served in catering

Proportion of food (including beverages) from responsible products (local products, organic products, labelled products) to total restaurant expenditure.

Percentage of green electricity

Proportion of green electricity (electricity generated by solar panels and Guarantees of Origin) to total electricity consumption.

Proportion of permanent employees

Proportion of indeterminate employees to total FTE employees (full-time equivalent)

Proportion of residents with an updated personalised support plan

Proportion of residents with a personalised support plan updated in the last six months, one month after entry. This plan aims to adapt all the proposed activities based on the resident's specific objectives. It is evaluated with the team and with relatives.

Proportion of residents hospitalised

Proportion of residents who were hospitalised for more than one day.

Proportion of residents not taking psychoactive medications

Proportion of residents not taking psychoactive drugs (such as antidepressants, neuroleptics, hypnotics and anxiolytics).

Turnover rate

One-year turnover rate of permanent employees.

Absenteeism rate

Number of days of absence (including: (i) accidents at work (ii) sick leave (iii) unjustified absences) compared to the number of days theoretically worked in the month.

Frequency rate of work accidents

Total number of accidents at work with at least one day off work relative to the total number of hours worked during the month x 1,000,000.

Severity rate of work accidents

Number of days off related to an accident at work per thousand hours worked.



Our corporate website www.colisee-group.com
Our LinkedIn corporate account