

Press release, 17 March 2021

## **Attendo publishes Annual Report for 2020**

**Today, Attendo AB has presented its Annual Report with sustainability reporting for 2020. This year's report has a special focus on the handling of the coronavirus pandemic and covid-19 in Nordic care for older people.**

"As the largest private care provider in the region with more than 350 nursing homes in the Nordic countries, there is no question that 2020 was marked by the ongoing coronavirus pandemic. A majority of Attendo's customers are in the risk groups for Covid-19. Accordingly, the entire organisation has been focused on preventing transmission among customers and employees", says Martin Tivéus, Attendo's CEO.

Attendo devoted intense effort during 2020 to preventing transmission and caring for infected customers in order to protect life and health. Early in the pandemic, Attendo was the first care provider to suspend visiting and implement health checks of all staff before every shift. In May, Attendo was the first provider to require masks to be worn in connection with all care services provided to older people and people with disabilities, and we have regularly communicated our experiences to our colleagues in the industry and public authorities in Sweden and Finland. Vaccination of customers began during the Christmas holidays and all customers in nursing homes have received vaccine during the first quarter of 2021.

"We will take many lessons learnt from the pandemic with us as we continue developing the care of the future. These involve how we can best protect our customers from illness, work more closely with the healthcare system and - not least importantly - maintain safety, security, joy and community even in more trying times", says Martin Tivéus.

Although the year was operationally very challenging, Attendo delivered sales growth and stable underlying earnings. Profits in Attendo Scandinavia were affected by the pandemic; costs for personnel and PPE were higher and occupancy was lower because many people in need of care chose not to move into nursing homes in 2020 out of fear of infection. In accordance with the turnaround programme launched in 2019, profits in Attendo Finland have clearly begun to recover from the declining trend over the last several years.

The report is available on [www.attendo.com](http://www.attendo.com). For a printed copy, please contact [kommunikation@attendo.se](mailto:kommunikation@attendo.se)

Attendo AB (publ)

### **For further information, please contact:**

Andreas Koch, Communications and IR-Director Attendo  
Phone: +46 705 09 77 61  
E-mail: [andreas.koch@attendo.com](mailto:andreas.koch@attendo.com)

Stefan Svanström, Head of Community Communications Attendo  
Phone: +46 708 67 38 07  
E-mail: [stefan.svanstrom@attendo.com](mailto:stefan.svanstrom@attendo.com)

*This is information that Attendo AB (publ) is obliged to make public pursuant to the Securities Markets Act. The information was submitted for publication, through the agency of the contact persons set out above, at 08.00 CET on 17 March 2021.*

---

**Attendo - the leading care company in the Nordics**

*Attendo is the leading private provider of publicly financed care services in the Nordic region. The company was founded in 1985 and was first to provide outsourced care for older people in Sweden. In addition to care for older people, Attendo provides care for people with disabilities and social care for individuals and families. Attendo has approximately 25,000 employees and is locally anchored with more than 700 operations in around 300 municipalities in Sweden, Finland, Norway and Denmark. [www.attendo.com](http://www.attendo.com)*