



Q2 REPORT PRESENTATION

Martin Tivéus CEO / Fredrik Lagercrantz CFO

22 July 2021

Attendo



Q2 highlights: Improvement driven by development in Finland

- **Overall profit improvement y/y due to development in Finland**
- **Continued progress of turnaround in Finland**
 - Improving occupancy due to net customer inflow and low number of openings
 - Positive price year over year, offsets immediate cost impact of new staffing law
 - Price negotiations to continue over next few years to compensate for cost of new regulations up to 2023
- **Improved customer inflow in Scandinavia from low level**
 - Occupancy and margin pressure due to corona impact
 - Continued high opening pace
 - Improved sales rate in Q2 from low level – maintained occupancy in Q2 in spite of many openings
- Negative corona effects on profits in Q2, partly compensated by public reimbursements (expected to diminish from Q3)
- External evaluation of the pandemic shows that Attendo in Sweden has had lower excess mortality versus other care providers



Attendo's overall goals are to create value for customers, relatives & society

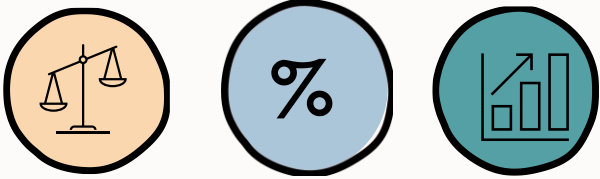


Quality: Customer experience & Wellbeing

Highest customer satisfaction
in every location we operate

Measurable health
and safety

+



Operational efficiency

Helping more people for the
tax money spent on care

Providing services in a
sustainable manner

=



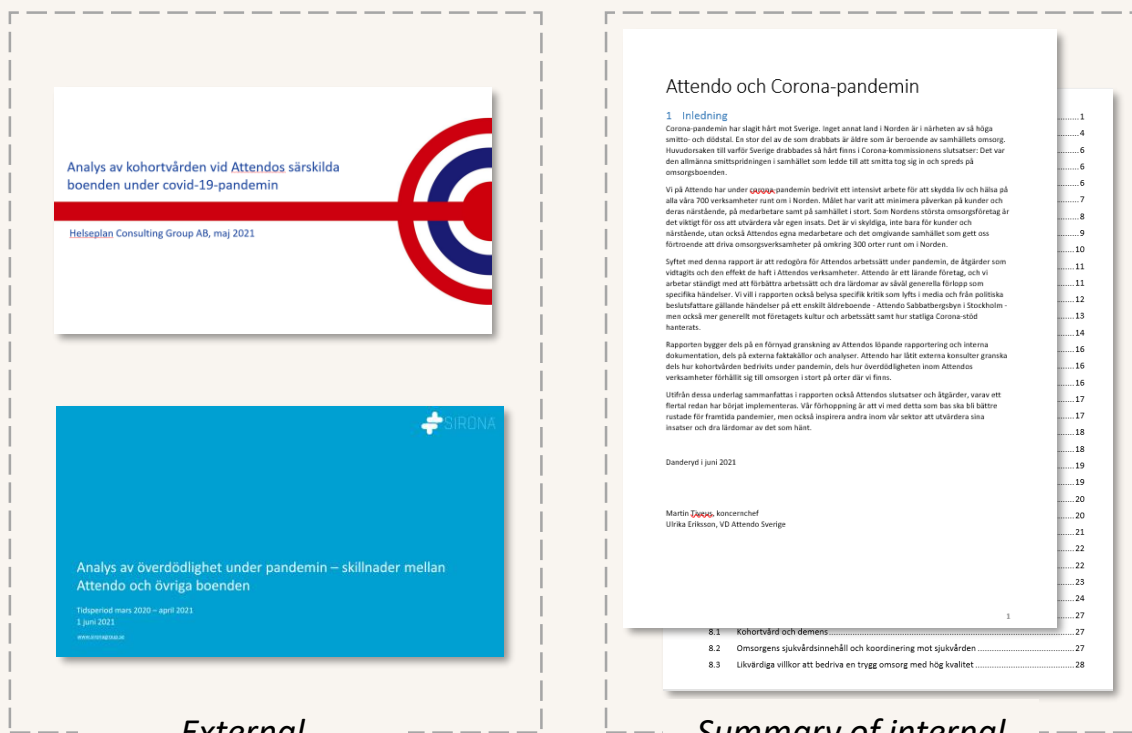
**Value for customers,
relatives and society**



External evaluations of the pandemic indicate that we have performed better versus other providers in Sweden

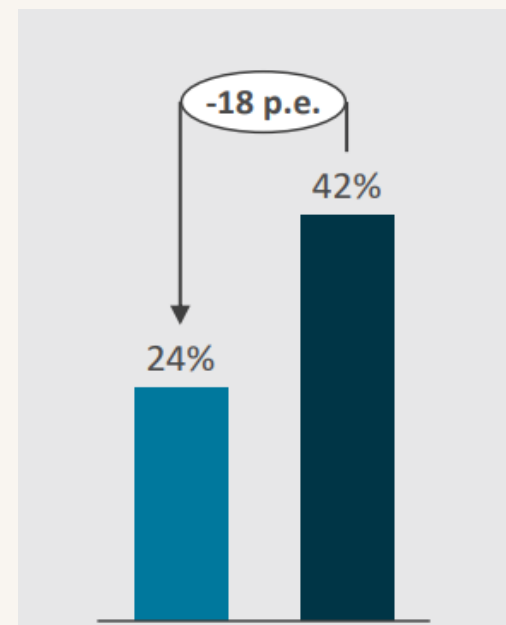
Extensive work with both external and internal review - report on Attendo's pandemic work available on www.attendo.se

External analysis of excess mortality in Stockholm during the pandemic



External evaluations

Summary of internal and external evaluation



Excess mortality at Attendo nursing homes in Stockholm region

Excess mortality other providers (public and private) in Stockholm region

The excess mortality at Attendo's homes in Sweden was 19 percentage points lower versus other providers*

* Refers to other providers in municipalities where Attendo operates



Group highlights in Q2 2021

Net Sales, growth¹

6% (5%org.)

Q1/21: 1% Q2/20: 4%

Lease adjusted EBITA², SEKm

53 (1.7%)

Q1/21: 75 (2.4%) Q2/20: 42 (1.3%)

Adjusted Earnings Per Share, SEK

0.19

Q1/21: 0.26 Q2/20: 0.11

Quality Index

89%

Q1/21: 87% Q2/20: 85%



Leverage (Lease adj ND/Lease adj EBITDA²)

2.7x

Q1/21: 2.8x Q2/20: 3.3x

Total Occupancy³

83%

Q1/20: 81% Q2/20: 80%

Opened beds in own operation⁴

236

Q1/21: 254 Q2/20: 481

Total # of beds in operation³

20,858

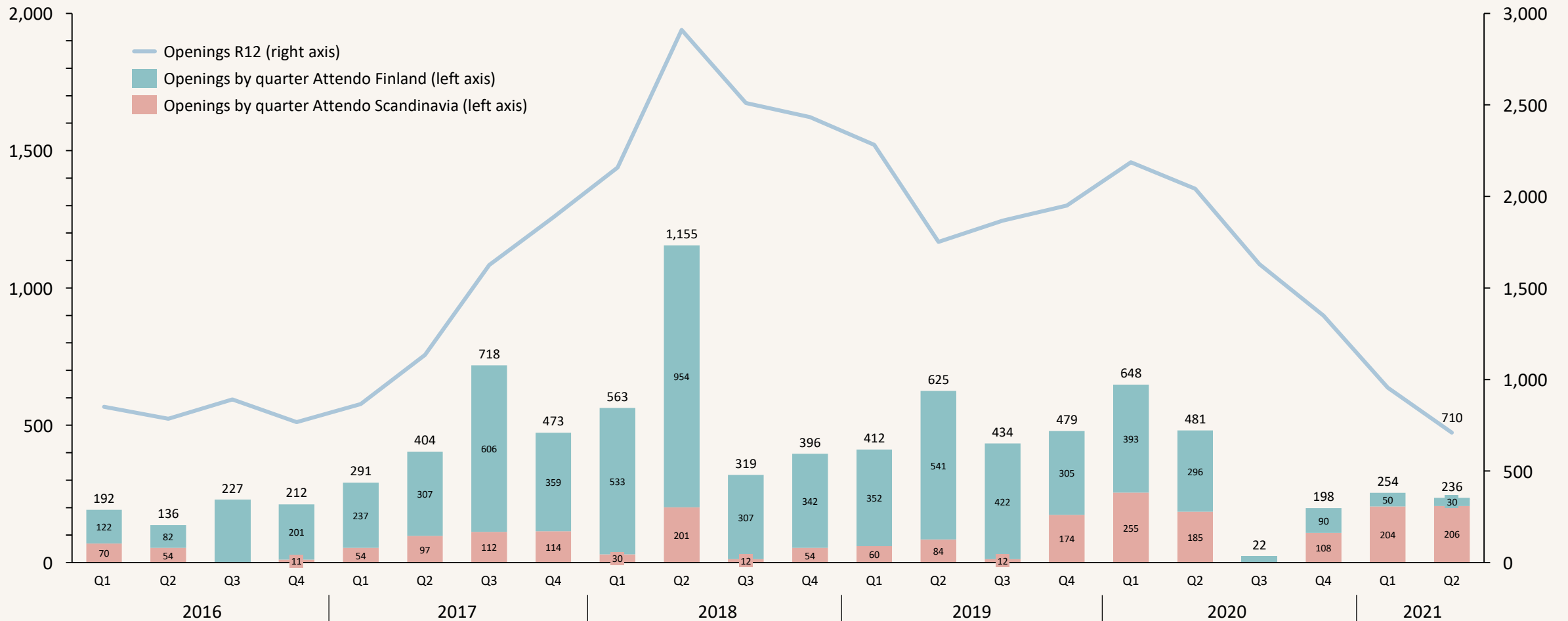
Q1/21: 20,852 Q2/20: 20,708

1. Excluding currency effects
2. Excluding items affecting comparability
3. All own and outsourced nursing and care homes.
4. Own nursing homes (care for older people, CoP) and own care homes (care for people with disabilities, social psychiatry and individual and family care).



Own operations: openings of new homes Towards a more balanced opening pace

No. of opened beds in own operation¹, by quarter and rolling 12 months



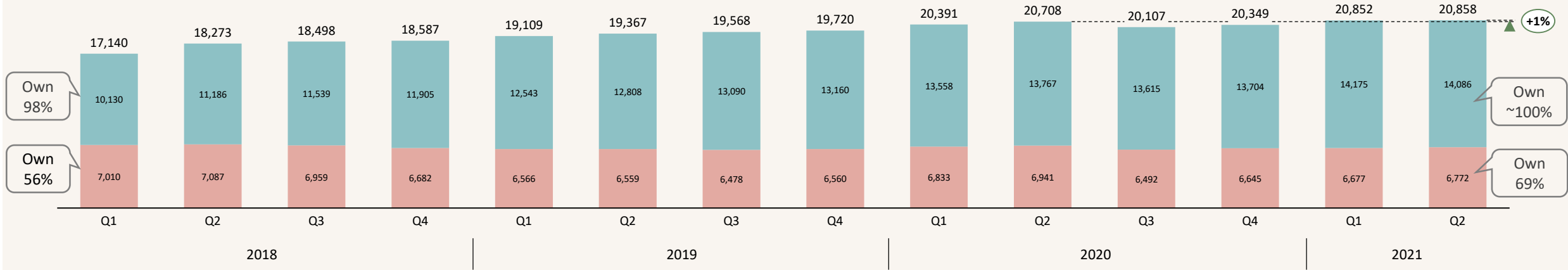
1. Own nursing homes (care for older people, CoP) and own care homes (care for people with disabilities, social psychiatry as well as individual and family from 2018)



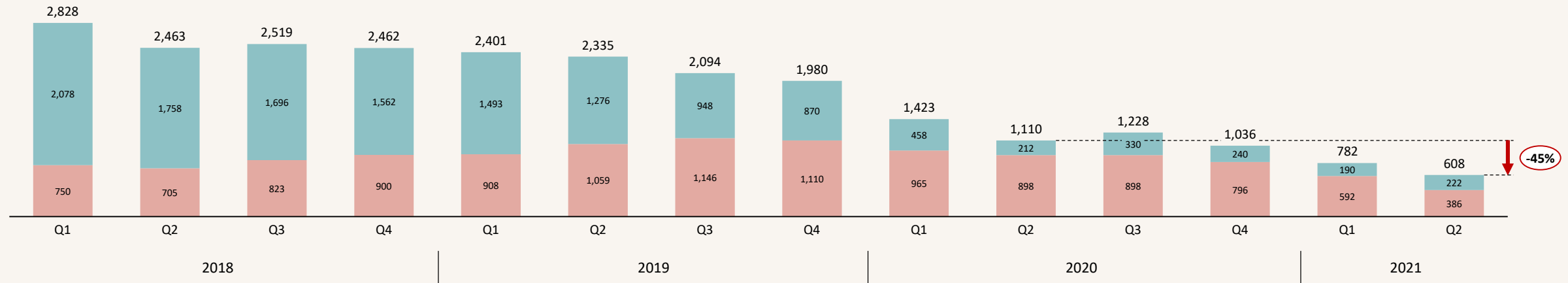
Beds in operation and under construction

Balanced portfolio of new projects with bias on Scandinavia

No. of beds in operation (all homes)¹



No. of beds under construction (own homes)²



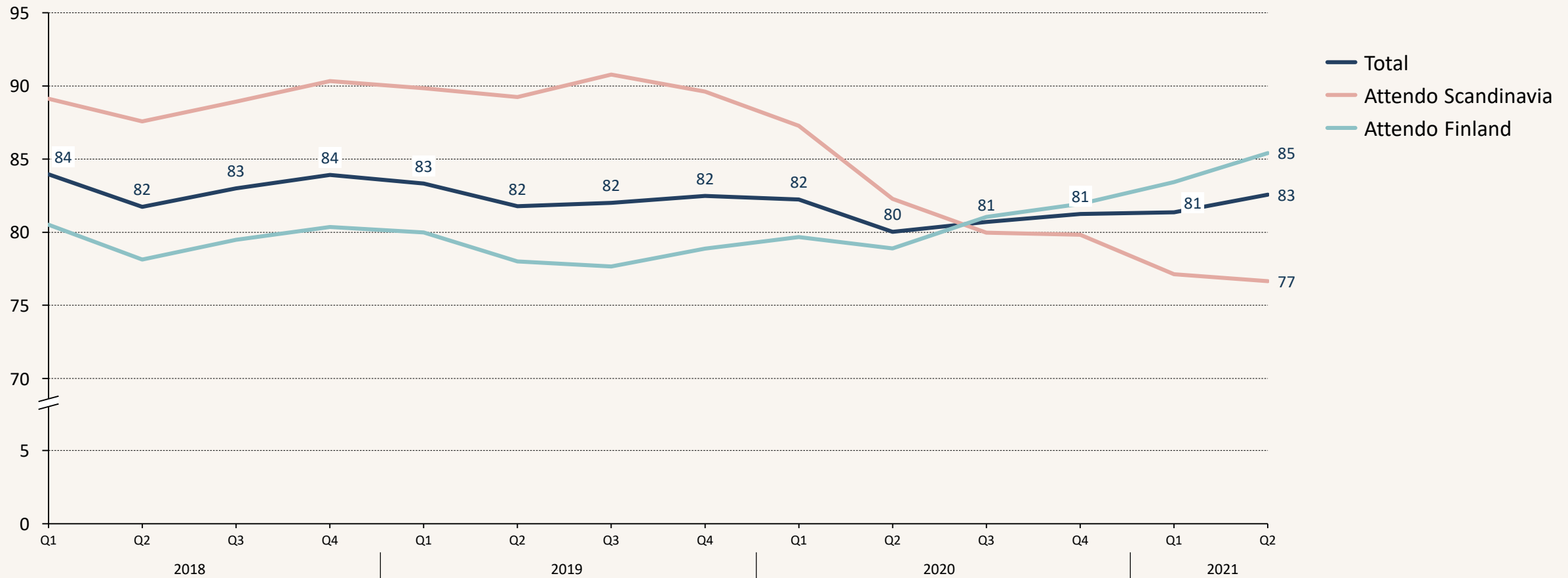
Attendo Finland Attendo Scandinavia

1. All own and outsourced nursing and care homes.
 2. Own nursing homes (CoP) and own care homes (care for people with disabilities, social psychiatry and individual and family care).

Occupancy development by business area

Cont. improvement in Finland, Scandinavia flat due to many openings

Occupancy in all homes¹



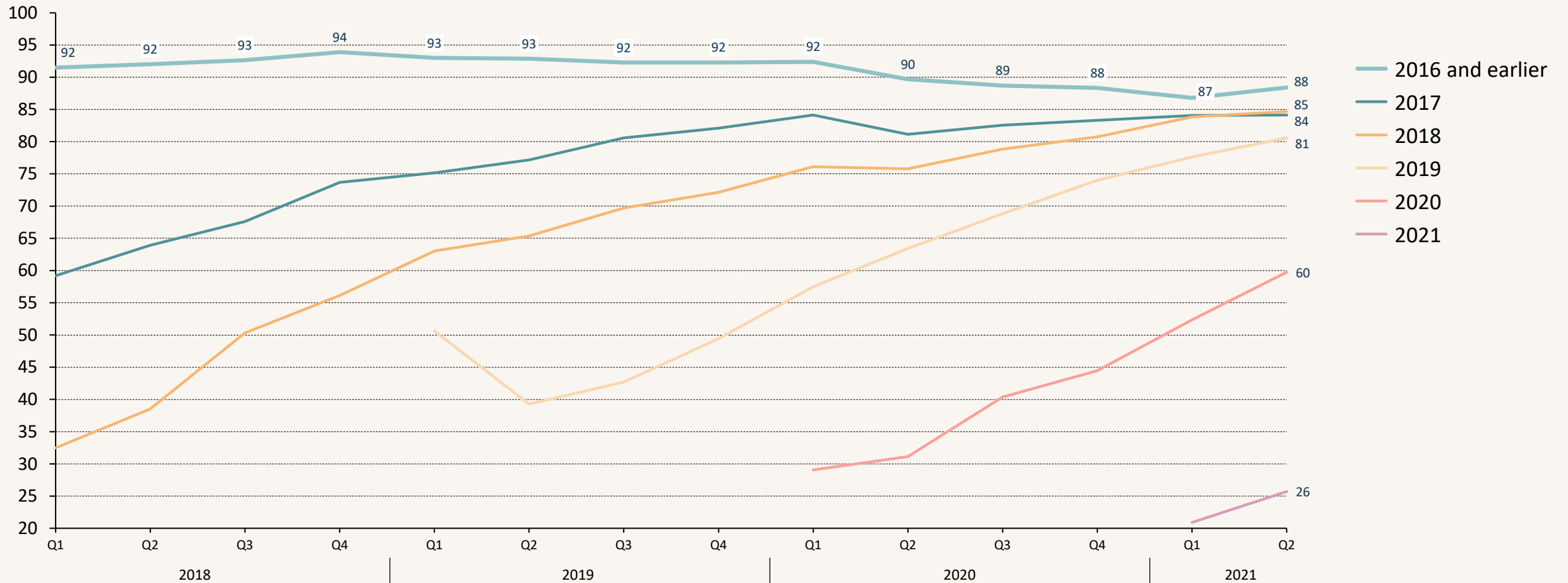
1. All own and outsourced nursing and care homes.



Occupancy development for own openings by vintage

Continued improvement in all vintages

Occupancy in own homes¹



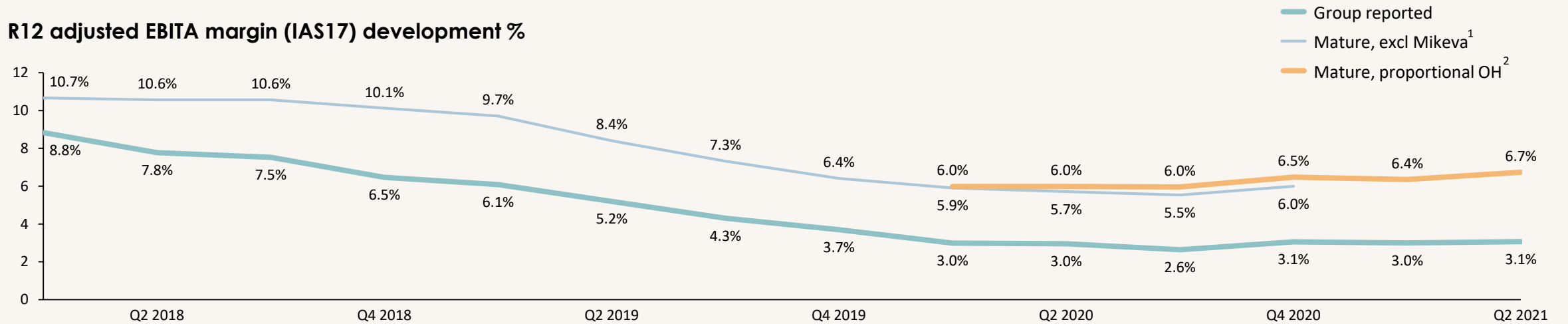
1. Own openings: Own nursing homes (care for older people, CoP) and own care homes (care for people with disabilities, social psychiatry). Excluding Mikeva and Uudenmaan Seniorikodit Oy acquisitions.



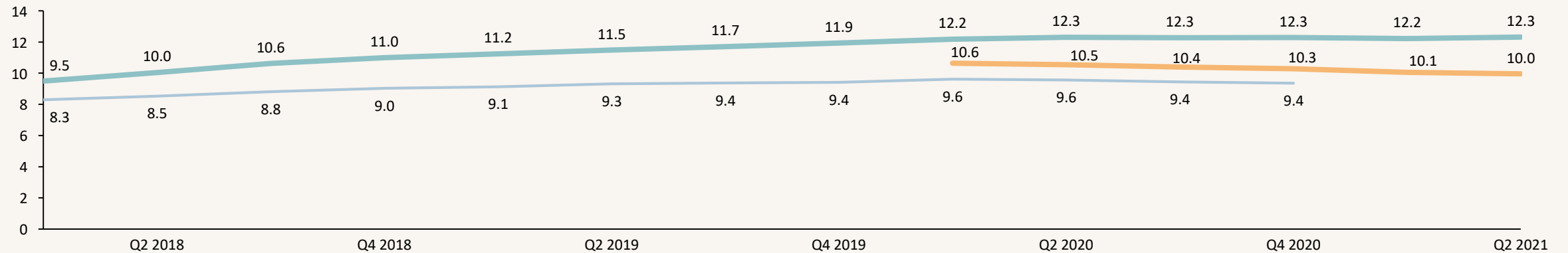
Mature units: margin and net sales development

Improvement in mature margin R12

R12 adjusted EBITA margin (IAS17) development %



R12 Net sales, SEK Billion



Note: Figures according to IAS 17.

1. Group financials excluding start-up units³, acquired Mikeva units and one-offs such as real estate gains. Including all overhead costs.
2. Group financials excluding start-up units³ and one-offs such as real estate gains. OH allocated based on share of net sales. Mature includes Mikeva.
3. Start-up units defined as: Own units opened the last 12 months up until 2019, while from 2019, units opened 2018-2021 as well as outsourced, home care, individual and family care units operating less than 12 months.



P&L: Positive organic growth and higher EBITA¹

SEKm	Q2 2021	Q2 2020	Change (%)
Net sales	3,207	3,112	3
Organic, %	4.8	3.9	-
Acquired, %	1.2	0.4	-
Currency, %	-2.9	-0.2	-
Lease adjusted operating profit (EBITA)¹	53	42	26
Lease adjusted operating margin (EBITA)¹, %	1.7	1.3	-
IFRS16 adjustment	109	111	-
Operating profit (EBITA)¹	162	153	6
Operating margin (EBITA)¹, %	5.1	4.9	-
Amortization	-26	-31	-
Items affecting comparability	-	-971	-
Operating profit (EBIT)	136	-849	-
Financial net	-158	-168	-
Income tax	3	42	-
Profit for the period	-19	-975	-
Diluted earnings per share, SEK	-0.12	-6.06	-
Adjusted earnings per share², SEK	0.19	0.11	-

1. Excluding items affecting comparability

2. Profit for the period attributable to the parent company shareholders excluding amortization of acquisition related intangible assets, IFRS 16 and items affecting comparability and related tax effects divided with the average number of shares outstanding, after dilution.



Attendo Scandinavia Q2 2021

Higher sales rate from low level

Operational focus set on improving sales and quality

- Focus on evaluation and improvement of quality measurements and self control
- Improved sales process supported by digital marketing
- Renewed model for tendering process has showed good progress; net win of outsourcing contracts in Q2 of SEK 70m

Key to regain occupancy

- Organic growth hampered by the covid situation, closed home care units and ended outsourcing contracts
- Lower occupancy versus Q2 2020 but in line with Q1 2021 in spite of new openings

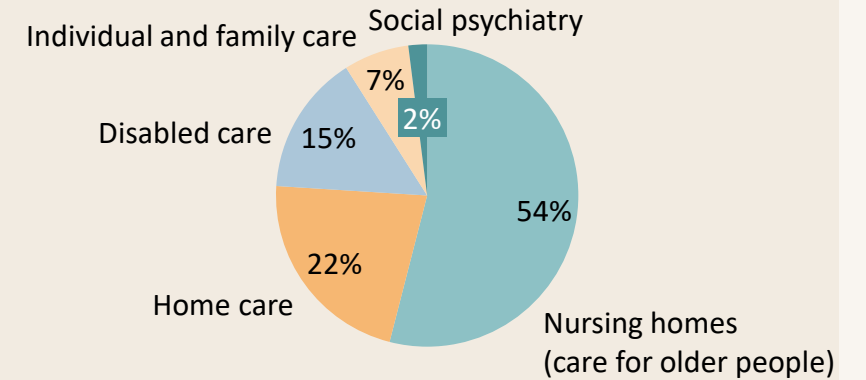
Result still pressured by the pandemic

- Negative contribution from units in start-up phase
- Profit impact from net sales loss due to corona, partly compensated by public compensation for some corona related additional costs occurred in 2020
- Q2 2020 includes 41 MSEK in capital gain from real estate
- Extra cost for additional recovery days in Scandinavia

Other

- Gradual normalization of customer inflow expected in 2021
- Continued high number of openings in Q2 (~200)

Net sales per service offering, Q2 2021



SEKm	Q2		Chg (%)
	2021	2020	
Net sales	1,489	1,548	-4
Lease adjusted EBITA	74	126	-41
Lease adjusted EBITA margin, %	5.0	8.1	-
Operating profit (EBITA)	120	175	-31
Operating margin (EBITA), %	8.0	11.3	-

Attendo Finland Q2 2021

Continued good customer inflow

Continued good progress in sales

- Growth due to sales in CoP nursing homes as well as price increases
- Growth adjusted for currency amounted to ~15%

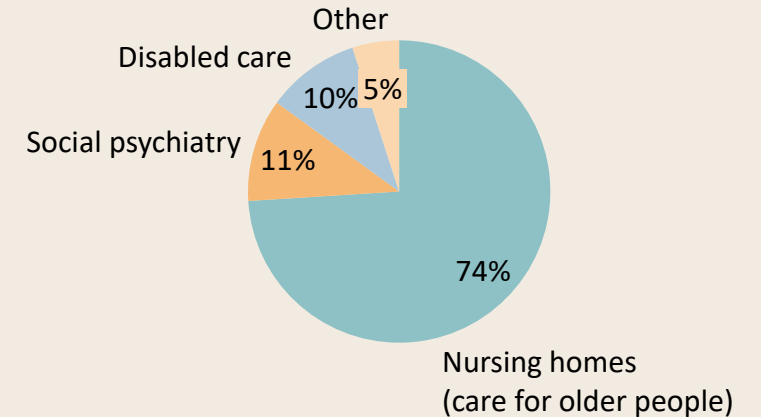
Result improving due to higher occupancy

- More sold beds and higher occupancy
- Positive price effect from renegotiations of frame work agreements in 2020 - partly offset by higher cost from new staffing law
- Additional price negotiations for 2022 will start in H2 2021 in order to compensate for past and coming staff requirements
- Price level in Finland is still structurally too low

SOTE reform finally passed parliament

- Historical reform passed parliament, social services to be transferred from municipalities to new counties in beginning of 2023

Net sales per service offering, Q2 2021



SEKm	Q2		Chg (%)
	2021	2020	
Net sales	1,718	1,564	10
Lease adjusted EBITA ¹	0	-67	-
Lease adjusted EBITA ¹ margin, %	0.0	-4.3	-
Operating profit (EBITA) ¹	64	-5	-
Operating margin (EBITA) ¹ , %	3.7	-0.3	-

1. Excluding items affecting comparability

Cash flow: Positive free cash flow

SEKm	Q2 2021	Q2 2020
Operating profit (EBITA)¹	162	153
Change in working capital, paid tax, non cash items and depreciation	345	548
Cash flow after changes in working capital	507	701
Net investments in tangible and intangible assets	-29	-118
Operating cash flow	478	583
Interest received/paid	-14	-7
Interest costs and amortization IFRS 16	-392	-378
Free cash flow	72	198
Net change in assets and liabilities held for sale	2	149
Net of acquisitions/divestments	-56	-55
Change in financing	-	-148
Total cash flow	18	144
Lease adjusted net debt	1,612	1,937
Lease adjusted net debt / Lease adjusted EBITDA ¹	2.7x	3.3x
Net debt	13,180	12,817
Net debt/EBITDA ¹	6.3x	6.5x

1. Excluding items affecting comparability



Summary

- Finland contributed to improved underlying profit for the Group
- Continued higher occupancy in Finland
- Lower profit in Scandinavia post pandemic, driven by start-up costs and low occupancy
- Improved sales rate in Scandinavia in Q2 versus Q1
- Evaluations show that Attendo's measures to protect residents during the pandemic have generally worked well



Thank you