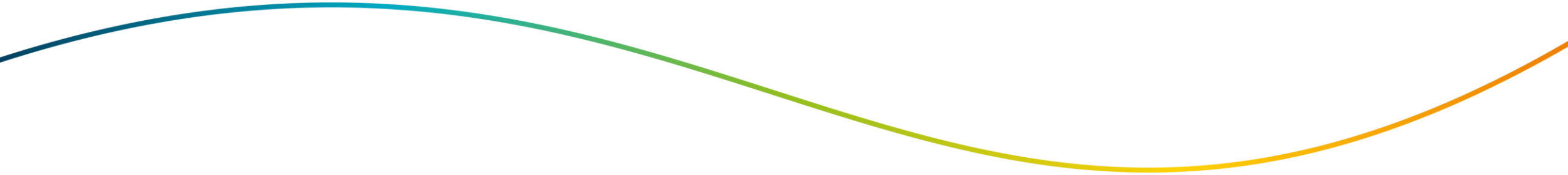


clariane

ESG data summary
2024



This document summarizes Clariane’s key CSR indicators, targets and progress as of 2023. All data is retrieved from the Group’s Universal Registration Documents ([2023](#), [2022](#), [2021](#)).

Content

■ .01 2024-28 CSR strategy

■ .02 2024-26 CSR targets

■ .03 Consideration

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■ .05 Sustainability

■ .06 Locality

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■ .08 Inclusive Governance

Legend

Historical data

2024 target

2026 target

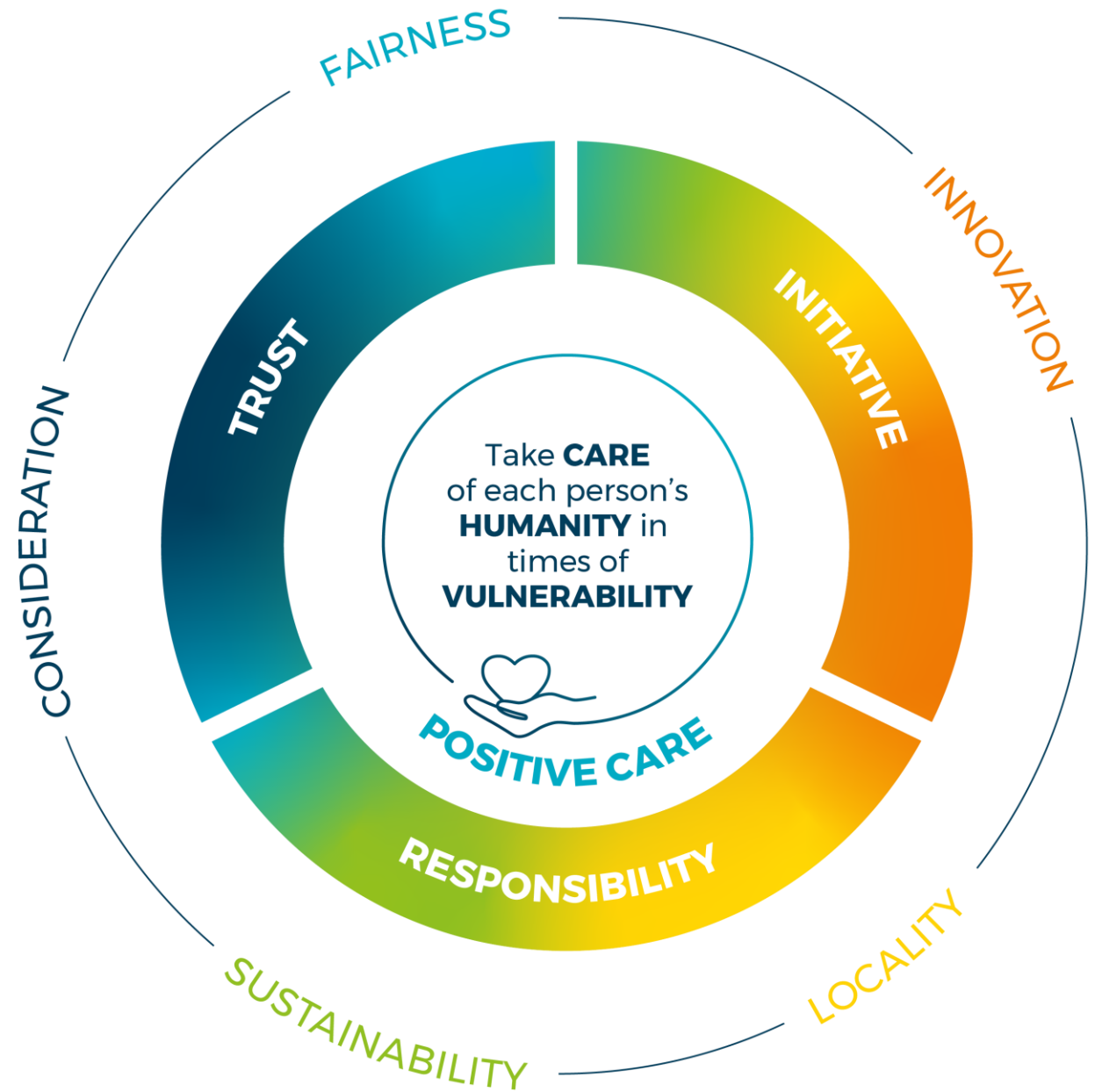
ND : no data

Clariane, a purpose- driven company

One purpose

Three values

Five commitments



CSR strategy - the initiatives in detail

● Impact initiatives (oversight by the Mission Committee)

Consideration

INCLUSIVE GOVERNANCE

Quality of care

- Positive Care
- Quality management & audits

Employee health & safety

- Safety & accident prevention
- Employee health promotion

Support & solidarity

- Care seekers help & orientation
- Patient/resident mediation
- Employee social & psychological support

Diversity & inclusion

- Diversity culture & non-discrimination
- Inclusive HR processes

Fairness

● Empowered stakeholder councils

Integrity

- Offer & price transparency
- Ethics & human rights
- Fair business practices

Value sharing

- Value-sharing & profit reinvestment
- Benefit schemes for front-line employees

Employability & talent development

- Employability through training
- Internal mobility

Women empowerment

- Promotion & leadership
- Protection against violence

Sustainability

Climate

- Energy carbon footprint reduction
- Value-chain carbon footprint reduction
- Climate change adaptation

Circularity

- Reduction of waste and materials
- Waste sorting and valorisation

Natural resources & biodiversity

- Water & natural resources conservation
- Biodiversity protection & integration

Awareness & engagement

- Sustainability awareness
- Facilities empowerment

Locality

Local economy

- Local & national purchasing
- Inclusive purchasing

Local communities

- Local stakeholder partnerships
- Philanthropic initiatives

Innovation

▪ Active social dialogue

Medical research

- Collaborative research & partnerships
- Knowledge-sharing & application

Innovation in healthcare and care

- New medical & care practices
- New organisational models
- New offers & services



REMINDER 2019-2023:

building the first CSR layers to secure sustainable performance



Grow and protect our employees

Training	7,171 (11,7%) employees in a qualifying course (4% in 2019)
Accident Frequency rate (lost time)	37 (52 in 2019)
Team stability	7.5 years seniority in 2023 (6.7 years in 2019)
Engagement	79% (2023 employee yearly survey)



Offer the best care to our residents & patients

Positive Care	100% deployment in all nursing homes in the Group of over > 2 years (72% in 2019)
ISO 9001	100% facilities certified (2019 scope) (8% in 2019)
Dialogue quality	97% facilities with a forum for dialogue with residents, patients and families
	5 Country Stakeholders' Councils

NPS +44

(+8pts vs 2022), increasing in all activities, (10 pts above Ipsos benchmark for Nursing Homes in Europe)



Be sustainable

Energy	-13% energy consumption & -15% intensity vs 2021
Waste	-16% waste in kgs/beds vs 2019
Purchase	79% purchases done locally (at national level)
HQE standards	100% of to be built facilities in real estate portfolio

Carbon intensity

-29% kgCO2e/m2

vs 2019 carbon intensity
Energy consumptions' emissions calculated with country mix emission factors (location-based footprint)



GROUP CSR Dashboard 2024-2026 (1/2)



	2023	2024	2026
Consideration score (out of 10)	8,3	≥ 8,0	≥ 8,0 at Group level and in all countries
Patients/residents/families Net Promoter Score (-100 to +100)	44	≥ 40	≥ 40
Employee Net Promoter Score (-100 to +100)	0	0	5
Employee Turnover	22,6%	22%	18%
Quality of care composite (care homes) ⁽¹⁾			
▪ Residents with pressure sores	2,7%	≤ 5 %	≤ 5 %
▪ Use of physical restraints (bed rails, jumpsuits, belts etc ...)	15,2%	14%	12%
▪ Residents with up-to-date personalised plan	87,7%	97%	99%
Facilities ISO 9001 or Qualisap certified (facilities in the Group for 3 years or more)			
▪ Nursing homes and clinics	100% (2019 scope)	≥ 95%	≥ 95%
▪ Other activities	NA*	40%	≥ 95%
Lost time accident frequency rate	37	34	29
Absenteeism rate	11,4%	11,4%	10,8%
Employees enrolled on qualifying training paths	7171	7000	7200
Site manager positions filled internally	NA*	30%	75%
Women on Group and country management boards	42%	≥ 30%	≥ 40%
Women in Group top management (~top 150)	54%	≥ 50%	≥ 50%



GROUP CSR Dashboard 2024-2026 (2/2)



Energy-related GHG emissions vs. 2021

2023

2024

2026

-14%

-17%

-27%

Waste sorted and recycled

NA*

Initial
measurement

30%

CSR awareness raising initiatives

NA*

2 per country

4 per country



Purchases of national origin with referenced suppliers

79%

≥ 75%

≥ 75%



Scientific and health innovations communications

82

56

80



Sites with active local stakeholder dialogue

NA*

Initial
measurement

≥ 95%

Active national stakeholder councils

5

5

All countries

Site managers trained in social dialogue

NA*

40%

≥ 95%

(1) as defined in section 3.8.3 of the 2023 Universal Registration Document

* New Group indicators



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.**

Quality of care

- Positive Care
- Quality management & audits



Support & solidarity

- Care seeker information and orientation
- Patient/resident mediation
- Employee social and psychological support



Employee health & safety

- Safety & accident prevention
- Employee health promotion



Diversity & inclusion

- Diversity culture
- Inclusive HR processes





Positive Care

Implement the "Positive Care" approach across all the activities of the Group in order to promote the personalisation of care, protect the humanity and autonomy of patients and residents, and improve their quality of life.

Patient/resident/families Consideration score

[Find out more](#)

Scale : 0 to 10

Annual satisfaction survey conducted by IPSOS (93,000 respondents in 2023).
Answer to : "To what extent do you feel that you/your relative is well regarded and respected?"

	2021	2022	2023	2024	2026
All activities	8.0	8.0	8.3	≥ 8.0	≥ 8.0 in all countries
Nursing homes	8.0	8.0	8.1		
Clinics	ND	ND	8.7		
Assisted living	ND	8.2	8.5		
Home care	ND	8.8	8.9		

Quality of care composite

Nursing homes only

	2023	2024	2026	
Residents with up-to-date personalised plan	88%	97%	99%	Find out more
Use of physical restraints (bed rails, jumpsuits, belts, etc.)	15%	14%	12%	Find out more
Prevalence of pressure sores	2.7%	≤ 5%	≤ 5%	Find out more

non-pharmaceutical interventions

[Find out more](#)

% nursing homes operated by Clariane for at least two years trained in non-pharmaceutical interventions

	2021	2022	2023
Nursing homes	80%	97%	100%

*ND : no data





Quality management

Monitor key drivers of quality and perform regular audits to continuously improve quality of care and patients/residents and families satisfaction.

Patient/resident/families Net Promoter Score (NPS)

[Find out more](#)

Scale : -100 to +100

Annual satisfaction survey conducted by IPSOS (93,000 respondents in 2023). NPS = % promoters (scores 9 and 10) - % detractors (scores from 0 to 6)

	2021	2022	2023	2024	2026
All activities	34	36	44	≥ 40	≥ 40
Nursing homes	30	31	35		
Clinics	41	46	54		
Assisted living	41	46	57		
Home care	ND*	67	68		

Serious Adverse Events

[Find out more](#)

Frequency of Serious Adverse Events related to residents/patients' health, safety and security for 10,000 days billed.

	2022	2023	Notes
All activities	0.47	0.59	
Nursing homes	0.47	0.54	
Healthcare	0.30	0.28	
Mental health	1.23	2.55	Significant growth of the activity in 2023, mainly in Spain, with the integration of complex care requirements.

Quality audits

[Find out more](#)

*Scale : from A to D

All facilities are subject to a 360° internal audit at least every two years. The increase in internal quality standard and audit methodology requirements as well as scope extension (first 360° audit of recently acquired facilities) contributed to a lower rate of facilities rated A or B in 2022 and 2023 compared to 2021.

	2021	2022	2023
360° internal audits conducted	ND	482	612
360° audit – facilities rated A or B*	83%	74%	72%
Public authorities audits – facilities rated A or B*	ND	ND	88%

ISO 9001 certification

[Find out more](#)

	2021	2022	2023	2024	2026
Nursing homes + clinics certified	29%	68%	100%	≥ 95%	≥ 95%
Other activities certified	ND	ND	ND	40%	≥ 95%





Employee health and safety

Strengthen health and safety activities to avoid work accidents, reduce work arduousness and help employees take care of their physical and mental well being.

Lost time accident frequency rate

[Find out more](#)

For 1 million hours worked

	2021	2022	2023	2024	2026
Total	48	41	37	34	29
France	72	62	56		
Germany	24	17	16		
Belgium	30	30	33		
Italy	26	18	18		
Spain	55	46	40		
Netherlands	-	1	5		

Accident severity rate

[Find out more](#)

Number of days lost following a workplace accident, divided by the number of hours worked. multiplied by 1,000.

	2021	2022	2023
Total	1.97	1.54	1.36
France	3.89	3.29	3.06
Germany	0.69	0.14	0.10
Belgium	0.83	0.76	0.66
Italy	0.55	0.36	0.38
Spain	0.93	0.91	0.82
Netherlands		-	0.03

Absenteeism rate

[Find out more](#)

Number of hours of absence (sick leave, occupational illness, workplace accident, commuting accident or unauthorised absence) divided by the number of theoretical hours worked.

	2021	2022	2023	2024	2026
Total - all workforce	12.4%	12.7%	11.4%	11.4%	10.8%
Total - permanent workforce	13.9%	14.2%	12.8%		

Country detail – permanent workforce

France	11.6%	11.2%	9.8%
Germany	17.1%	18.3%	17.3%
Belgium	19.9%	22.2%	22.9%
Italy	5.0%	5.9%	4.5%
Spain	7.1%	6.7%	8.0%
Netherlands	11.1%	11.8%	10.6%





Mediation with patient, residents and families

Facilitate positive and quick resolution of situations through mediation services.

Mediation

[Find out more](#)

All activities



	2021	2022	2023
Mediation requests	33	47	31
Requests by Clariane (%)		57%	35%
Requests by residents, patients, or families (%)		43%	65%
Admissible requests	26	38	20
Mediations started*		19	10
Agreements (%)	83%	90%	86%
Processing time (number of days)	42	47	34

*Both parties must agree to enter mediation. For this reason, an admissible request might not lead to a mediation if the other party declines the request.

Mediation is a voluntary and personal process, which offers the parties to a dispute an opportunity to reach a voluntary agreement aimed at facilitating their present and future relations. It is based on **Independence, Impartiality, Confidentiality and Neutrality.**

Mediation mechanisms, managed by Clariane and free of charge for its customers, are offered in all of the Group's countries, in accordance with local customs and practices. Mediation is most developed in France, where the Group has opened a dedicated internal unit to support the Mediator's activity.



Find out more on Clariane's Mediator in France in its [2023 annual report](#)





Employee social and psychological support

Support employees who are going through vulnerable times in their personal or professional lives by providing psychological and social assistance, temporary material support in emergency situations and help with stress and conflict management

[Find out more](#)

	2023	2026
Deployment of the Group standard on Employee Social and Psychological Support	59%	100%

Employee satisfaction score on social and psychological support ¹	71%
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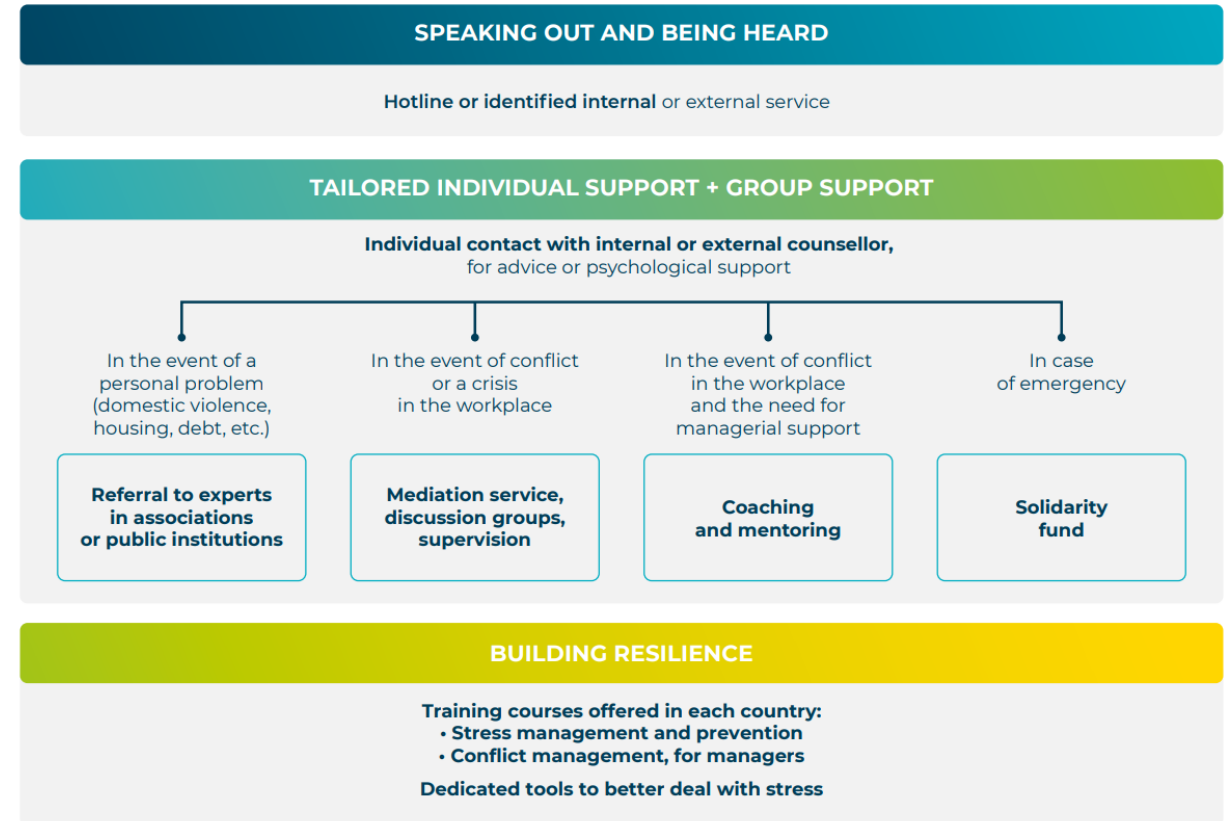
Employees supported by the social service

Number of contacts	2 387
Number of long-term supports	362
Number of solidarity fund beneficiaries ²	56

¹ Percentage of employees answering “Completely agree” or “Agree” to the statement: “I feel I can receive the social and/or psychological support I need in the event of a personal or professional problem.” The response rate to our employee satisfaction survey was 65% in 2023, i.e., more than 40,000 responses.

² In October 2023, a solidarity fund was set up by Clariane in France to provide employees facing an emergency situation (accommodation, food, mobility, funerals) with exceptional support in the form of payment of expenses. The fund, jointly managed with employee representatives, is a new tool available to the social workers dedicated to Clariane employees. Clariane is committed to set up similar solidarity schemes in all countries of operation by 2026.

Clariane's Employee Social and Psychological Support Standard





Diversity & inclusion

Build a culture of diversity and inclusion, both as an employer & care provider, by developing the tools and practices to understand and respect each other's identity, fight against discrimination of any kind, and enrich from differences.

Gender breakdown

[Find out more](#)

	2021	2022	2023	2024	2026
Total workforce	81%	82%	81%		
Group Management Board	23%	21%	25%		
Group + Country management boards*			42%	≥ 30%	≥ 40%
Clariane top management (≈ top 150)	47%	56%	54%	≥ 50%	≥ 50%
Facility directors	70%	69%	71%		

*2026 target back to 2023 performance after anticipated impact from activity scope variation.

Employees with a disability

[Find out more](#)

	2021	2022	2023	
% employees	4.5%	5%	4%	
Total	2 062	2 306	2 485	Full-Time Equivalent Permanent workforce

Average age

	2021	2022	2023
Average age	44	44	44

Equity perception by employees

[Find out more](#)

% employees agreeing with the statement : “No one is being discriminated at work because of origin, age, gender, background or sexual orientation.”

2023

87%*

*The response rate to our employee satisfaction survey was 65% in 2023, i.e. more than 40,000 responses.



Fairness



Develop a fair and sustainable business operating model that benefits our patients, residents and their families, our employees and other stakeholders for all our business lines and investment decisions.

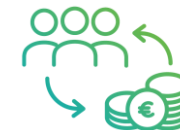
Integrity

- Business ethics
- Human rights
- Responsible purchases



Value sharing

- Value sharing with employees
- Profit reinvestment
- Benefit schemes for front-line employees



Employability & talent development

- Employability through training
- Internal mobility



Women empowerment

- Women promotion and leadership
- Protection against violence





Business ethics

Enforce fair business practices, internally and with all our external stakeholders, particularly suppliers and public authorities or agencies, to protect labour rights, secure fair competition & fight against corruption.

Anti-corruption training

[Find out more](#)

	2021	2022	2023
Top managers (≈ top 150) having completed the anti-corruption e-learning	98%	83%	90%

CSR evaluation of suppliers

[Find out more](#)

- Listed suppliers are defined as suppliers with an annual consolidated sales turnover with the Clariane Group above a certain threshold. In 2023, the Group had 746 listed suppliers representing 69% of its purchasing volume.
- Clariane requires all listed suppliers to be assessed on their CSR policies, and more specifically those related to the UN Global Compact, by an external provider (EcoVadis or an equivalent assessment validated by Clariane).

	2021	2022	2023
Listed suppliers evaluated on ESG by a third-party	ND	44%	44%
Average ESG supplier score	51.9	54.7	56.6

Data protection breaches

[Find out more](#)

	2021	2022	2023
Data protection breaches declared to the local authority	ND	18	18
Percentage of data breaches involving personally identifiable information		83%	70%
Percentage of data breaches involving protected health records		50%	48%

*ND : no data





Training and career development

Develop employability throughout the employee journey by providing qualifying training, to enable everyone to progress and evolve professionally.

Qualifying Paths

[Find out more](#)

- A qualifying path is a training programme leading to an external diploma or recognised certification. If the training is organised in-house, its content must be validated by a public body, in order for the diploma or certification issued to be recognised. This type of training generally lasts at least 25 hours.
- The most frequent types of qualifying paths include apprenticeships, the Validation of Acquired Experience (VAE), or the facility director training programme. Mandatory or regulatory training courses are not included.

	2021	2022	2023	2024	2026
Employees engaged in Qualifying Paths	5 302	6 808	7 171	7 000	7 200
Employees engaged in Qualifying Paths (% FTE)	9.7%	11.8%	11.7%		

Apprentices

[Find out more](#)

	2021	2022	2023
Apprentices	2 723	3 001	3 116
Apprentices (% FTE)	5.0%	5.2%	5.1%

Training hours

[Find out more](#)

	2021	2022	2023
Hours of training (in person and e-learning)	577 310	716 429	804 792
Employees who completed at least one training course	44 497	40 476	40 542





Value sharing

Reinvest a significant part of company profits in the improvement of patients, residents and employees quality of life and share with employees part of the value they contribute to create.

Employee shareholding

[Find out more](#)

In 2022, Clariane offered its employees a dedicated share ownership plan, KORUS 2022, enabling employees to become shareholders of the Group under preferential conditions. Nearly 15% of eligible employees participated in the offer, i.e., more than 9,250 employees.

	2021	2022	2023
Share capital owned by current and former employees	0.4%	2.8%	2.7%

Dividends paid

Financial year	2020	2021	2022	2023
Year of distribution	2021	2022	2023	2024
Number of shares eligible for distribution	104 943 487	103 280 392	106 179 916	-
Dividend per share (€)	0.30	0.35	0.25	-
Dividend paid (m€)	31	36	27	-

In accordance with the terms of the Senior Facility Agreement as amended in July 2023 the Group did not pay a dividend in respect of 2023, as the financial leverage ratio at 31 December 2023 was above 3.5x.





Women empowerment

Accompany women in their progression to the highest level of the organisation by addressing main barriers to promotion, securing equal compensation and valorizing women leadership style and values.

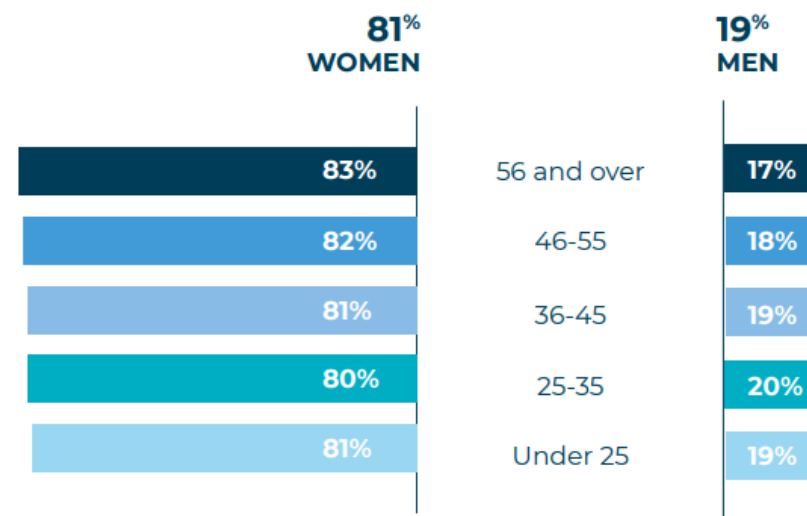
Women in management

[Find out more](#)

% women	2021	2022	2023	2024	2026
Total workforce	81%	82%	81%		
Group Management Board	23%	21%	25%		
Group + Country management boards*			42%	≥ 30%	≥ 40%
Clariane top management (~ top 150)	47%	56%	54%	≥ 50%	≥ 50%
Facility directors	70%	69%	71%		

*2026 target back to 2023 performance after anticipated impact from activity scope variation.

Gender breakdown by age (2023)



Gender equality index



[Find out more](#)

	2021	2022	2023
Index score	93	93	93
Elimination of gender pay gaps	38	38	38
Equal chance of getting a raise	20	20	20
Equal chance of being promoted	15	15	15
All salaried staff receiving a raise on their return from maternity leave	15	15	15
Gender parity among the 10 highest paid employees	5	5	5



Sustainability



Protect our communities' life environment through the adaptation of our processes and behaviours to fight climate change and preserve biodiversity.

Climate

- Energy carbon footprint
- Value chain carbon footprint
- Adaptation to climate change



Circularity

- Materials & waste reduction
- Waste sorting & valorisation

Natural resources & Biodiversity

- Water & natural resources conservation
- Biodiversity protection & integration



Awareness & engagement

- Sustainability awareness
- Facilities empowerment





Climate

Carbon footprint (2021 data)

[Find out more](#)

	tCO2e	% total
Scope 1	107 381	18%
Scope 2	42 092	7%
Scope 3	448 576	75%
Total	598 049	

	tCO2e	% total
Goods and services	248 299	42%
Energy	166 336	28%
Capital goods	83 501	14%
Transport	55 851	9%
Waste	26 902	4%
Freight	12 936	2%
Air conditioning	4 225	1%

Science-Based targets

After joining the Science Based Targets initiative (SBTi) in 2023, Clariane has obtained in 2024 official validation of its greenhouse gas (GHG) emissions reduction targets in line with the Paris Agreement objectives.

Emissions reduction targets : 2031 vs 2021

Scopes 1 + 2	-46.2%
Scope 3	-27.5%



SCIENCE
BASED
TARGETS

CDP Climate score

2021	2022
D	B

Health sector average score : C

EU Green taxonomy

[Find out more](#)

	2022		2023	
	Turnover	CAPEX	Turnover	CAPEX
Eligibility	1%	30%	2%	32%
Alignment	0%	12%	-	8%





Energy carbon footprint

Reduce our Energy carbon footprint by further adapting our behaviors, operating energy-efficient facilities and strongly reducing our usage of fossil fuels.

Energy carbon footprint

[Find out more](#)

	2021	2022	2023	2026
Total volume (tCO2e – location-based)	165 811	150 165	142 738*	
Reduction vs 2021		-9%	-14%	
Total volume (tCO2e – market-based)			128 596	
Reduction vs 2021			-22%	-27%

*In 2023, the Group has switched from a location-based to a market-based methodology. Recalculation of 2021 in market-based has not yet been done.

Energy consumption volumes

[Find out more](#)

	2021	2022	2023	2026
Energy consumption volumes (MWh)	845 102	772 458	737 494	
Reduction vs 2021		-9%	-13%	-30%

Energy mix

[Find out more](#)

	2023	2026
Share of fossil fuels in the energy mix	70%	≤ 50%

Energy intensity

[Find out more](#)

	2021	2022	2023
Energy intensity by site (kWh/sq.m./year)	178	160	151





Water consumption

[Find out more](#)

	2021	2022	2023
Water consumption volumes (cu.m.)	4 782 129	4 708 161	4 690 701
Change vs 2021		-2%	-2%
Water consumption volumes per bed (cu.m.)	ND	58.8	57.4
Change vs 2022			-2%

Residual waste volumes

[Find out more](#)

	2019	2022	2023
Residual waste per bed (kg)	509	478	427
Change vs 2019		-6%	-16%

Locality



Harness our geographic footprint and diverse network of facilities to improve access to care, build a resilient local ecosystem and contribute to economic momentum in the regions in which we operate.

Local economy

- National purchases
- Local purchases
- Inclusive purchases



Local communities

- Partnership with local stakeholders
- Philanthropic initiatives



Local economy

Maximize supply of products and services made in the country of operations and also locally to participate in boosting the economy of the regions in which we operate and contribute to reducing the carbon footprint of our supply chain.

Purchases of national origin

[Find out more](#)

Proportion of sales made with listed suppliers that they declare to be made with products of national origin, i.e. from the country in which the facility placing the order is located. Listed suppliers who provided data on product origins represent 44% of the Group's purchasing volumes in 2023.

	2021	2022	2023	2024	2026
Purchases of national origin with listed suppliers	78%	80%	79%	≥ 75%	≥ 75%

Food supply origin

[Find out more](#)

	2022	2023
Food supply of French origin	82%	82%
Food supply of regional origin (administrative region)	16%	17%
Fruit and vegetables supply of local origin (within a radius of < 150km* of the supply depot)	36%	36%

*200 km for the Ile-de-France region

Purchases with SMEs

[Find out more](#)

SMEs definition by the European Commission

All cumulative expenses of more than €50,000 are taken into account.

	2021	2022	2023
Purchases with SMEs	36%	43%	40%

Economic footprint

[Find out more](#)

Economic footprint in France measured by the consultancy firm Asteres based on Clariane activity data (employment, wages, purchases, taxes).

	2023
Direct, indirect and induced jobs	46 100
Job supported (at Clariane's suppliers) for 1 FTE at Clariane	0.4
Economic activity generated in France (direct, indirect, induced)	€4.9 billion
Economic activity generated for 1€ turnover at Clariane	€1.1





Local communities

- Develop local partnerships (public, private, associations) to strengthen relationships between local communities, our patients / residents, families and employees.
- Be an active and engaged local player by supporting local projects & charities that contribute to the common-good of local communities

Local partnerships

[Find out more](#)

A local partnership is defined as a partnership with a local organisation or volunteers, generally formalised by a partnership agreement, with the aim of carrying out regular joint initiatives (at least once a year) with a positive impact on residents/patients/families, our employees and local communities. This indicator covered 630 facilities in 2023.

	2021	2022	2023
Facilities with at least one local partnership	97%	99%	97%
Average number of local partnerships by facility			6

Clariane Foundation

[Find out more](#)

In 2023, the Clariane Foundation – formerly the Korian Foundation for Ageing Well, whose goal was to encourage and promote social inclusion among the elderly – was extended for three years. Since then, the Clariane Foundation has been dedicated to caregivers and the care professions.

	2023
Partners	18
Events	15
Employees engaged	400
Beneficiaries	7 000



Philanthropy

[Find out more](#)

Clariane's support to three corporate Foundations (see below) as well as direct support to external philanthropic initiatives.

	2021	2022	2023
Budget allocated to philanthropic actions (million €)	1.5	1.8	2.1

Korian Germany Foundation [Find out more](#)

The Korian Foundation for Care and Ageing Well was created in 2020 in Germany. Its actions are focused on the well-being of caregivers and, more generally, all people active in the care sector.

	2023		KORIAN STIFTUNG FÜR PFLEGE UND WÜRDEVOLLES ALTERN
Projects	8		
Workshops for caregivers	65		

FITA Foundation

[Find out more](#)

In Spain, Ita Salud Mental, acquired by the Clariane Group in 2021, created the FITA Foundation in 2002. Its mission is to contribute to the prevention, awareness and understanding of mental health problems.

	2023		FITA FUNDACIÓN <i>Cuida tu salud mental</i>
Beneficiaries from:			
support and rehabilitation programmes	131		
prevention and training programmes	3058		



Innovation



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

Medical research

- Collaborative research & partnerships
- Knowledge-sharing and application



Innovation in healthcare & care

- New medical & care practices
- New organizational models
- New offers & services



Medical research

Develop research partnerships on a European scale leveraging Clariane's network and data, and stimulate knowledge sharing within our medical communities and the applications of medical research in our facilities.

Research and innovation productions

[Find out more](#)

Communications from research and innovation projects

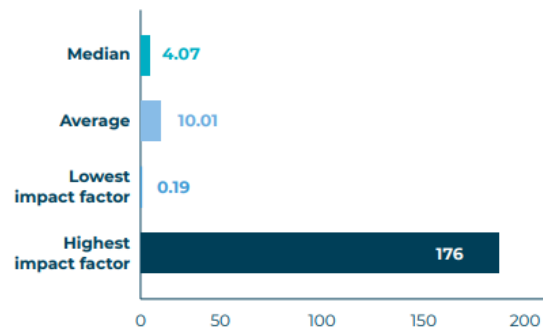
of which

	2021	2022	2023	2024	2026
Communications from research and innovation projects	40	109	82	56	80
of which					
scientific articles in indexed journals	16	21	31		
articles in professional journals		-	3		
oral communications at conferences	13	49	34		
posters at conferences	11	39	14		

Research impact (2023)

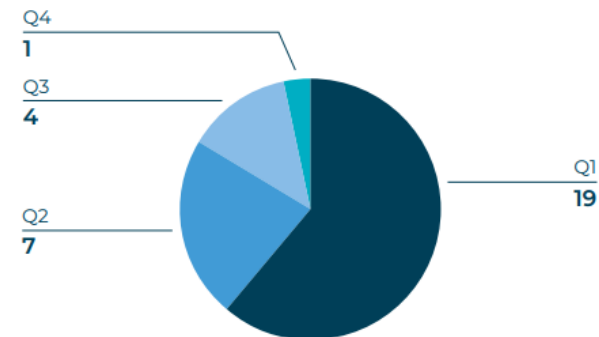
[Find out more](#)

IMPACT FACTORS OF THE JOURNALS IN WHICH THE SCIENTIFIC ARTICLES WERE PUBLISHED



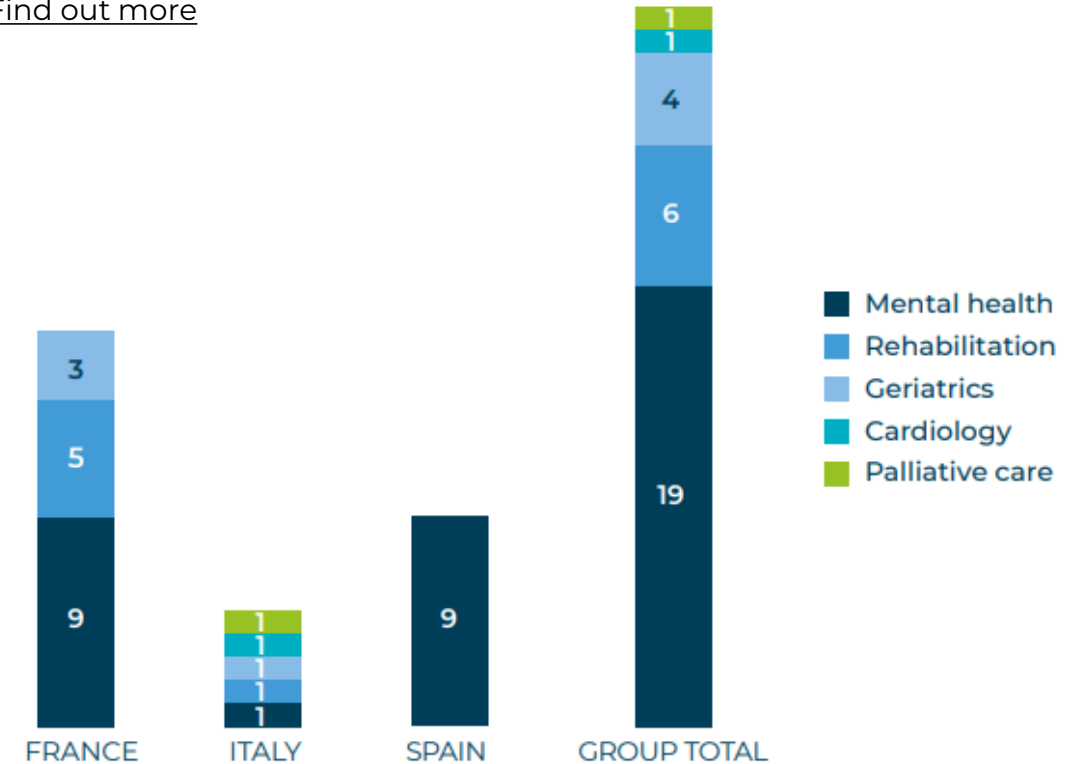
BREAKDOWN OF ARTICLES BY PUBLICATION JOURNAL QUARTILE

Journals with the highest profile are in the first quartile (Q1)



Indexed articles breakdown (2023)

[Find out more](#)





Innovation in healthcare and care

Deploy and scale up new medical and care practices, new organisational models and new offers and services in order to meet changing societal needs and improve the quality of life of our residents/patients, families and employees.

Telemedecine



[Find out more](#)

	2022	2023
Nursing homes equipped with telemedecine carts	120	129
Average number of remote consultations per month throughout the network	700	700

Employee application



[Find out more](#)

The Koala application is the mobile digital companion for facility staff. Its objective is to simplify daily and administrative tasks and reduce the associated workload by facilitating the sharing of information in real time, the digitisation of procedures and the centralisation and interconnection of existing tools. Its roll out started in France in 2023.

	2023
Sites equipped with Koala	
Nursing homes	9
Clinics	7

Fall detection and prevention

[Find out more](#)

Following a successful trial in 2021, the rollout of a fall detection, analysis and prevention system began in 2022 and continued throughout 2023 in France and Belgium. This non-intrusive technology reconstructs the configuration of a room in the form of a point cloud, and alerts caregivers in the event of a fall or if the resident concerned has been out of their bed for an abnormally long time, which may indicate a possible fall.

	2023
Nursing homes equipped with fall detection devices	
France	15%
Belgium	25%



Inclusive Governance



Ensure that all stakeholders in our communities and at all levels of our organization are listened to and that they are associated and collaborate effectively to the achievement of the company mission.

Empowered stakeholder councils

- National stakeholder councils
- Local stakeholder councils



Active social dialogue



Empowered stakeholder councils

Enforce fair business practices, internally and with all our external stakeholders, particularly suppliers and public authorities or agencies, to protect labour rights, secure fair competition & fight against corruption.

Stakeholder dialogue at site level

[Find out more](#)

- At the level of each facility, platforms for dialogue with residents, patients and families are set up in order to involve them in the life and running of the facility.
- The composition and functioning of these bodies have specific characteristics depending on the local culture and regulatory framework :
 - in France: social life councils for nursing homes (CVS), users' commissions for clinics (CDU)
 - in Germany: House Council (Heimbeirat) or House Delegate (Heimfürsprecher);
 - in Belgium; residents' councils or users' councils (Gebruikersraad);
 - in the Netherlands: Customer Council (Cliëntenraad).

Similar bodies have been set up on a voluntary basis in Italy and Spain.

	2021	2022	2023
Facilities where a stakeholder dialogue body is in place	89%	94%	97%

	France	Germany
Satisfaction of local stakeholder council members on council functioning (/10)	8.2	8.1

Stakeholder dialogue at national level

[Find out more](#)

- At the national level, the Stakeholders' Councils are responsible for advising Clariane on topics related to the Company's activity and strategy, including its CSR approach, relations with its stakeholders, and societal issues related to ageing and health.
- By the end of 2023, these councils were in place in France, Germany, Belgium, Italy and the Netherlands, in accordance with the commitment made in 2019 for this geographical scope. The creation of a similar body is also underway in Spain.

	2021	2022	2023	2024	2026
Countries of operation with a national stakeholder council	3	4	5	5	All

