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# **Strategy Update**



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Unless otherwise specified all information is for the quarter ended December 2021.



## **CARE Today**

#### AREAS OF EXCELLENCE

Recognized brand in Riyadh with established OP/IP footprint



Demonstrated expertise across Orthopedic, Long Term Acute Care, Pediatric, and General Surgeries, OBGYN, Urology, Cardiology and ENT



Reputable and diverse corporate client base, including GOSI, MoH, National Guards, and other leading insurance companies







Efficiencies: Supply Chain & People Cost



Care Quality: Accreditations (CBAHI, JCI, CAP and AABB)



Infrastructure – IT: Investment in systems, mobile app, website and improving patient journey



Infrastructure – Assets: Renovations and bed expansions around the facilities

#### **OPPORTUNITIES**



Improve positioning of existing assets and enhance coordination across CARE's network



Optimize patient mix and service lines to increase revenues per patient and reduce reliance on government

**CARE TODAY** 



Leverage cash at hand to invest and grow



Utilize idle assets such as FHCC





# The Saudi healthcare landscape outlook remains promising

## **Key Demand Drivers for Healthcare in KSA**











Ageing population with a rise in chronic disease

Enforcement and expansion of insurance coverage

Growth across KSA regions

Push to the private sector

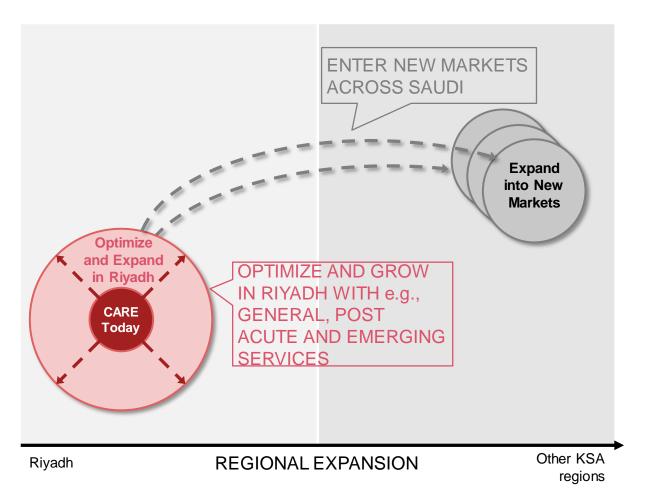
Innovation and virtual care disrupting traditional delivery models

- KSA population is growing and ageing, while leading unhealthy lifestyles
- This is expected to increase need for care
- Insured population is expected to grow, compensating for the exodus of expats and fueling further growth in private healthcare
- Multiple large developments in KSA's main regions are expected to attract more people to Saudi, and drive demand for healthcare services across regions
- PSP in healthcare from 25% in 2016 to 35% is providing opportunities to private healthcare providers
- KSA adopted regulations and infrastructure to support telehealth services
- The COVID-19 pandemic has catalyzed the adoption of telehealth



# CARE is putting forth an ambitious strategy centred on optimizing exiting Business Units and aggressive expansion

### **CARE's Growth Paths**



#### CARE will...

Build on existing strengths, optimize operations, and establish new BUs to grow in expanding Riyadh Market

Enter new markets by capitalizing on identified opportunities and gaps

#### ... in order to:

Defend market share in KSA's most important market

Pursue ambitious and sustainable vectors of growth

Build resiliency through diversified lines of revenue (patient groups, insurance segments, geographies, payors)



# CARE's new vision and mission statements signal the new strategy





"At the forefront of healthcare"

"Providing distinctive care to improve the wellbeing of our community through pursuit of excellence"



# The strategy is centered around 4 strategic objectives and 18 initiatives

## **CARE's Strategic Objectives**

Strategic Objectives
Exter
Strategic Objectives
Rivia

Extend health service offering in Riyadh



Serve new population segments and geographies



Deliver exceptional value to patients and partners



Realize potential of value networks across business units

Initiative Examples

- Expansion through new business units in Riyadh
- Expansion through offering new services in existing units
- Expansion through new business outside Riyadh
- Expansion into new verticals such as LTC and Home Care
- Developing Centers of Excellence
- Introducing value-based contracting
- · Reconfiguring Service lines
- Developing differentiated marketing and branding



## Impact of Strategy on CARE

## **PERFORMANCE**

- Growth that outperforms the market
- Improved margins
- Diversified sources of revenues

## PATIENTS AND PARTNERS

- > Improved healthcare outcomes
- Highly satisfied and diverse patient segments served
- Partner of choice for government sector

## PEOPLE AND ORGANIZATION

- > Employee satisfaction
- Differentiated and clear market positioning and brands



Target Revenues



EBITDA margin



Diversified Revenues



**Patient Flow** 



Centres of Excellence



Patient Satisfaction



**Employee Satisfaction** 



Brand Identity

# **Investor Relations**

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