

d.HOLIDAY 2023 Conference
Spain, Málaga

Destination Spain

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Welcome to Málaga



A city with history

The history of Diaverum, connected with this city



Spain market context



Spain: healthcare economics & treatment modality

KEY FACTS



47.4m
Population of Spain (2021)



10.7%
Healthcare expenditure as % of GDP (2020)

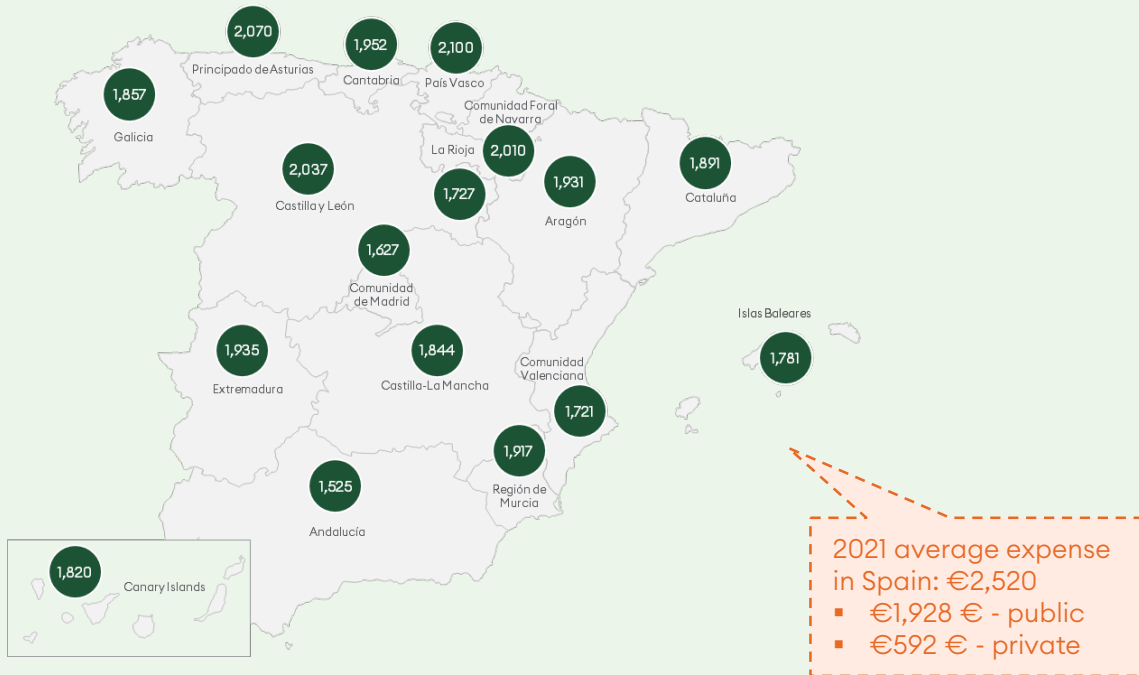
KEY FACTS

c.66k
CKD 5 patients (2021)

1,387 pmp
CKD 5 prevalence – patients per million people (2021)

149.5 pmp
CKD 5 incidence – patients per million people (2021)

PUBLIC HEALTHCARE EXPENDITURE PER PERSON IN 2021 (€)

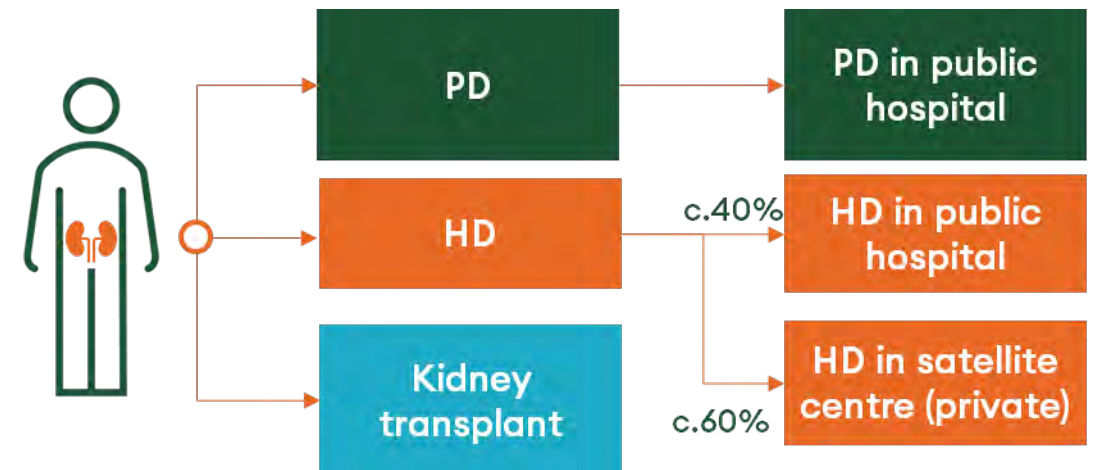


KEY TAKEAWAYS

Spain has a decentralised system controlled by 17 autonomous regions with their own parliaments, regional governments and health budgets

High share of transplants in treatment modality split (HD: c.41%, PD: c.5%, Transplants: c.54%)

Patients in Spain are referred based on their zip code. Patient population is defined in the tender specification



Our geographical presence

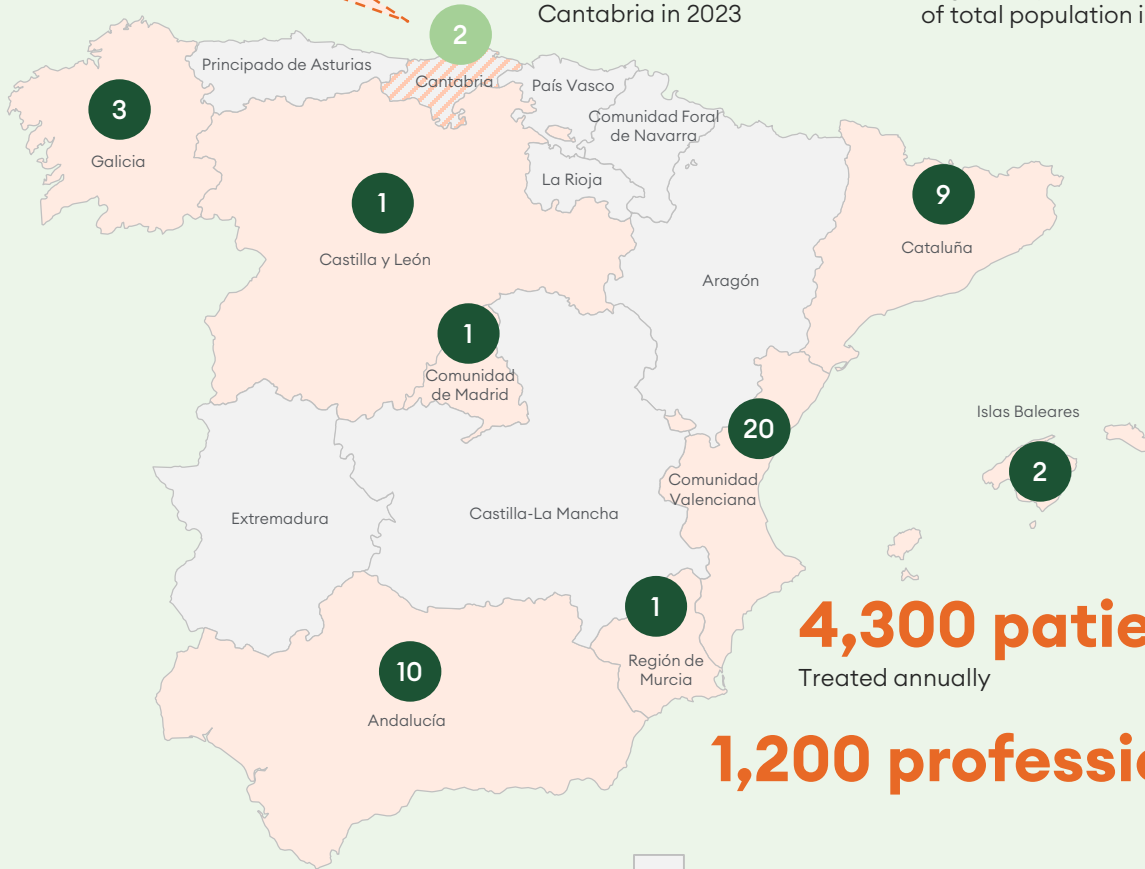
Clinics to be opened by end of 2023

47+2 clinics

As of end of 2022 and 49 clinics including clinics to be built in Cantabria in 2023

8+1 regions

Diaverum is present in regions representing 75%+ of total population in Spain



4,300 patients
Treated annually

1,200 professionals



- Diaverum not present in the region
- Diaverum present in the region
- Number of Diaverum's clinics in the region

Source: Company information.
Note: 1. Including Cantabria, the most recent tender win (pre-awarded, pending final award and signature).

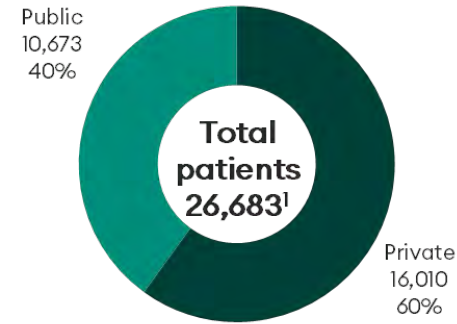
KEY TAKEAWAYS

Diaverum is present in regions that represent >75% of Spain's population

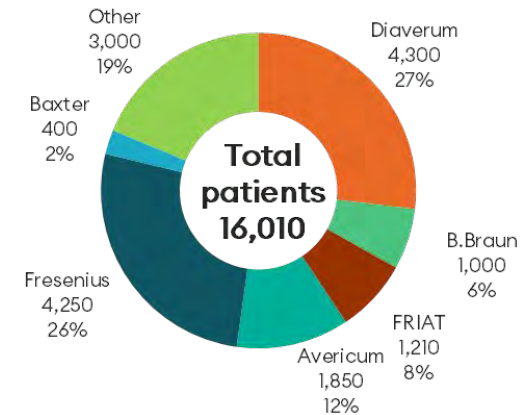
Leader in Spanish market, as of end 2022
2 additional clinic to be built in Cantabria by end 2023

Strong track record of tender renewals (93%) and new tender wins (63%)

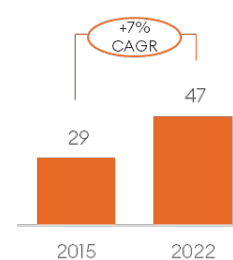
Private vs. public market



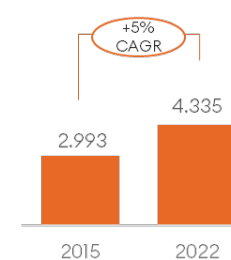
Private patients distribution



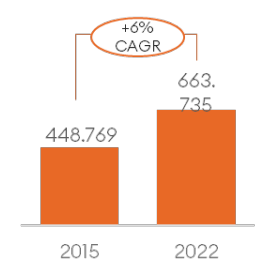
CLINICS



PATIENTS



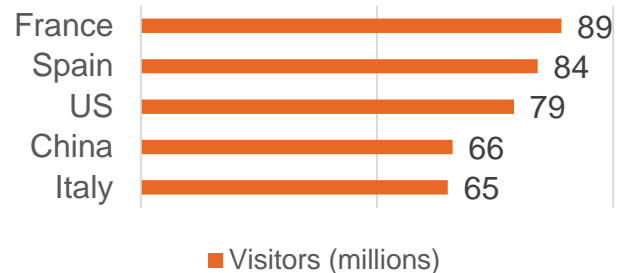
TREATMENTS



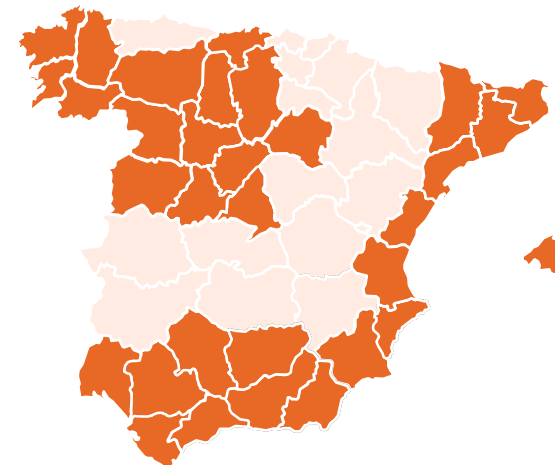
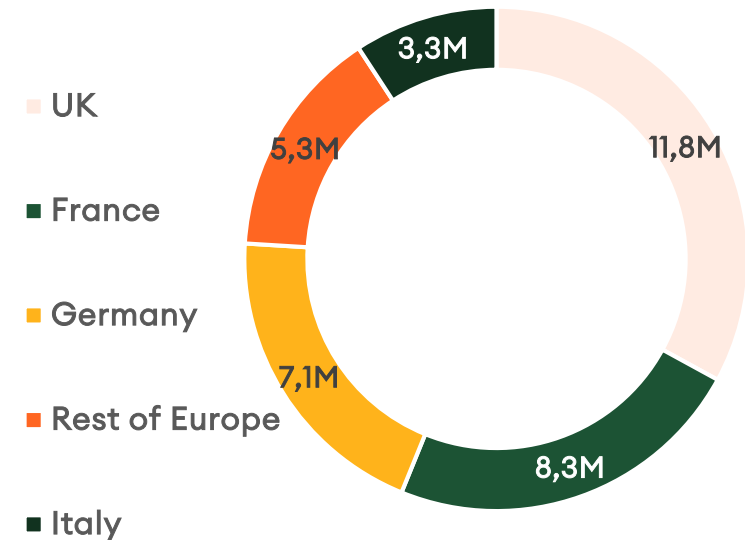
Tourism industry in Spain



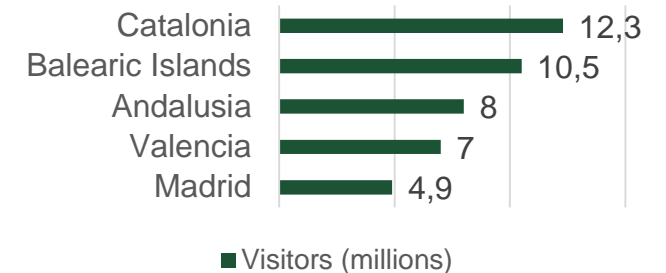
TOP 5 COUNTRIES WITH MOST VISITORS



TOURISTS' HOME COUNTRY



TOP 5 REGIONS WITH MOST VISITORS



*Data: INE report "Movimientos Turísticos en Fronteras", Oct 2023 (Acumulated data 2023)

**Data: Hosteltur report, Sept 2023

Why Diaverum Spain?



Experience & high quality medical care combined with ...



... attractive holiday destinations

Experience & high quality medical care

Experience as a base for our d.HOLIDAY process

Key process

Key issues

1

Planning

- Building bridges (Patient associations, Travel Agencies)
- Holiday Coordinators network (clinic, national & international)
- Digitalisation (i.e. website, newsletter, booking platforms)
- Internal & External promotion (i.e. Patient Travel Guide)
- Worldwide destinations (23 countries & 435 clinics)

2

Vacation dialysis booking process

- Easy & standardised process in all our clinics
- Individualised care & direct contact with patient clinic
- Easy adaptation to patients' shift needs
- Opening of additional shifts for organised groups
- Local contacts to get better offers (transport & accommodation)
- d.HOLIDAY booking digital platform

3

Treatment at our facilities

- Individualised treatment with higher quality standards of care
- Highly qualified and continuously trained staff
- State-of-the-art facilities
- Direct work with our reference hospitals
- We give the patients all information relevant to the reservation, emergencies as well as other holiday information
- Our clinics are concerted with public regional healthcare systems

4

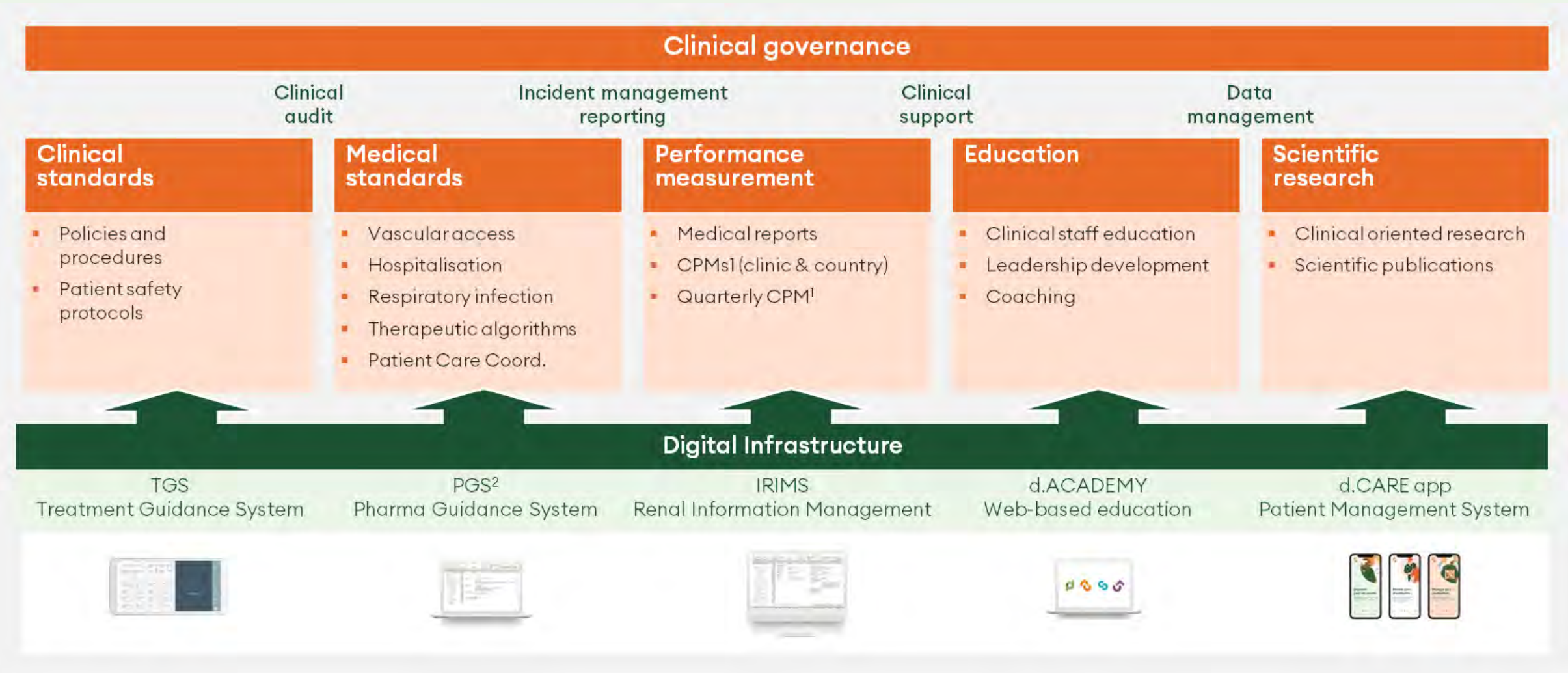
Feedback

- Patients are offered to take the exit/satisfaction survey
- Numerous patients testimonials

- ✓ We inspire patients to travel
- ✓ We ensure patient safety and inspire confidence
- ✓ Worldwide destinations
- ✓ We facilitate booking processes
- ✓ We meet patient needs
- ✓ Individualised treatment with the highest quality standards of care & facilities
- ✓ Feedback
- ✓ Improve patient experience & quality of life

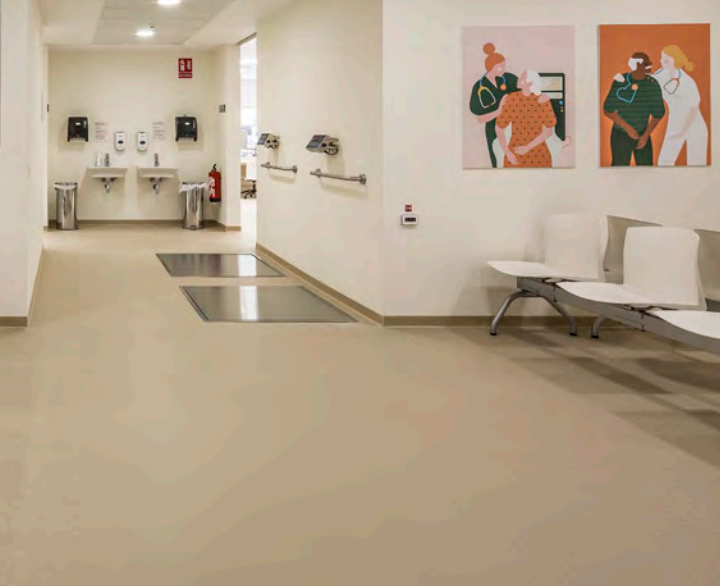
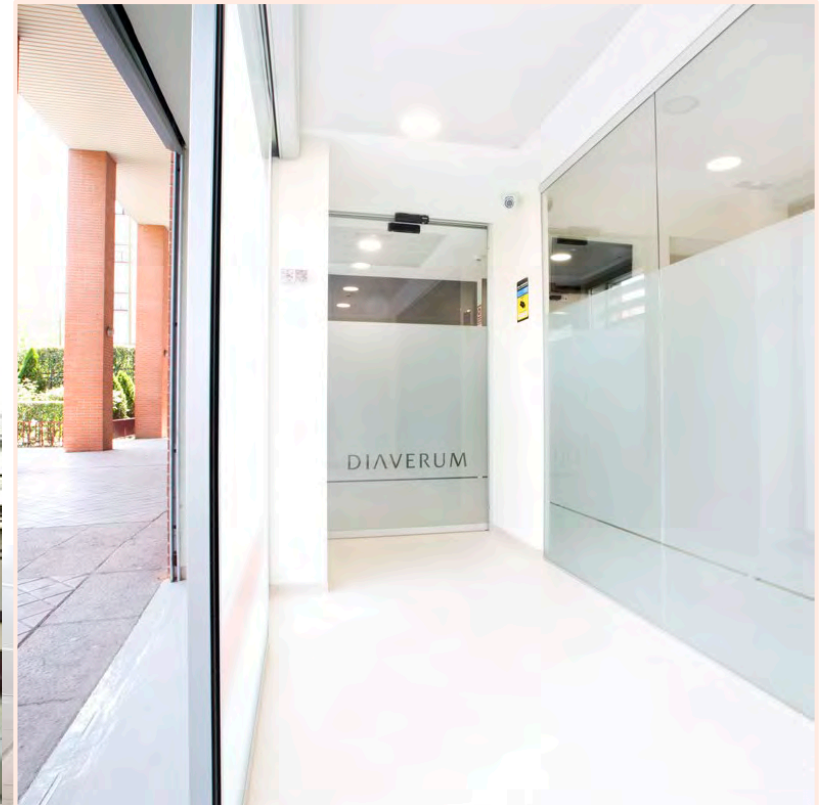
High quality medical Care Delivery Model & evolving Digitalisation

Governed by a robust clinical governance framework and enabled by a continuously evolving digital infrastructure



State-of-the-art Facilities

All our clinics
are certificated
by UNE ISO
9001:2015 and
14001:2015



All clinics follow our internal guidelines to create a warm and comfortable atmosphere for both, patients and staff



Technology,
equipment and
facilities under
the highest
quality standards



Sustainability
commitment

Carbon- footprint
reduction



We have implemented several energy efficiency initiatives, such as different water reduction measures or the solar panels installation to reduce our environmental impact and make a positive contribution to climate protection

Spain strategic location, attractive touristic destinations



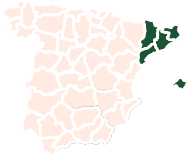
Added value of Diaverum Spain as a touristic destination

Territorial diversity

49 clinics in Spain

Iconic destinations



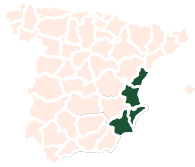


Catalonia and Balearic Islands



1. Rotellar
2. Nephros
3. Virgen de Montserrat
4. IHB
5. Palau
6. Maresme
7. Mataró
8. Badalona
9. Baix Llobregat
10. Palma de Mallorca
11. Inca

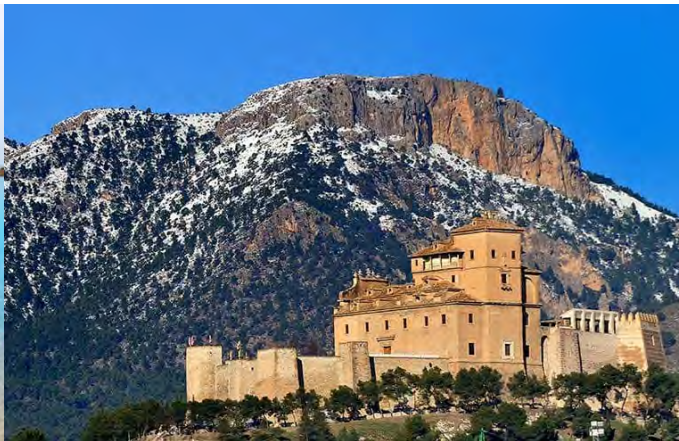


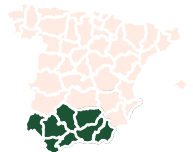


Valencian Community and Murcia



1. Valencia
2. Gamapal
3. Nefrolcub
4. Burjassot
5. Alfafar
6. Gandía
7. Xirivella
8. Sagunto
9. Requena
10. Paterna
11. Oropesa
12. Vinaroz
13. Liría
14. Castellón
15. Catarroja
16. Torrent
17. Elche
18. Orihuela
19. Alicante
20. San Vicente
21. Murcia



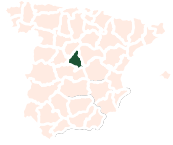


Andalusia



1. Torremolinos
2. Estepona
3. Málaga
4. Torre del Mar
5. Huelva
6. Cartaya
7. Minas de Riotinto
8. Sevilla
9. Motril
10. Jaén



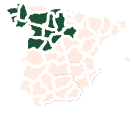


Madrid

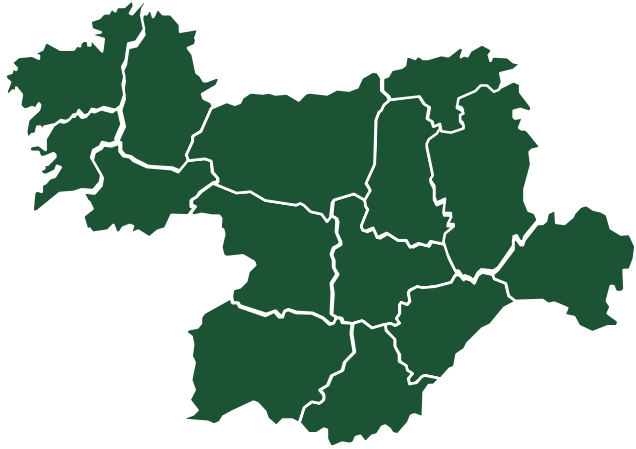


1. Madrid






Galicia, Santander and Leon



1. Santiago de Compostela
2. Pontevedra
3. Vilagarcía de Arousa
4. Ponferrada
5. Santander I
6. Santander II



Patients testimonials




Hello Diaverum Instituto de Hemodiálisis Barcelona,

There is a new review for your clinic.

Overall score 10

Text What a great location again. Perfect hygiene, nice staff, and a fantastic mindset. Location easy to reach. Compliments and thanks!



Hello Diaverum Torremolinos Dialysis Clinic,

There is a new review for your clinic.

Overall score 10

Text Excellent service. I will always use Bookdialysis.com. Thank you so much. Look after me so well.



9.2 bookdialysis.com traveller 04/06/2023

The nursing staff and Dr Pablo were all very professional, efficient and caring. Despite my lack of Spanish they went out their way to ensure we understood each other.

The booking of the dialysis could maybe be improved as the communication was difficult due to the language barrier, but again the admin team were very helpful.

10 bookdialysis.com traveller 11/11/2022

Nice location with modern equipment. Friendly, but above all very competent staff. Compliments and thanks.

10 bookdialysis.com traveller 03/09/2022

Nurses are very helpful and good dialysis treatment for foreigners. Thanks for helping!

To the management of Diaverum Spain

At Diaverum everything went well. But that is also due to Paulina Walkowiak. She works from the clinic in Torremolinos and has helped us enormously. She is a sweetheart. We met her in Torremolinos, of course. She is very involved and always reassures us. She even solved our NephroCare problems!!! Of course we will come back next year. We chose Diaverum as much as possible and hope that Paulina will continue to work for you. Don't let her go. She is irreplaceable.

Once again thank you very much for all the possibilities and for the excellent help. Attached is a picture of us with all the Diaverum publicity. We are big fans of yours.

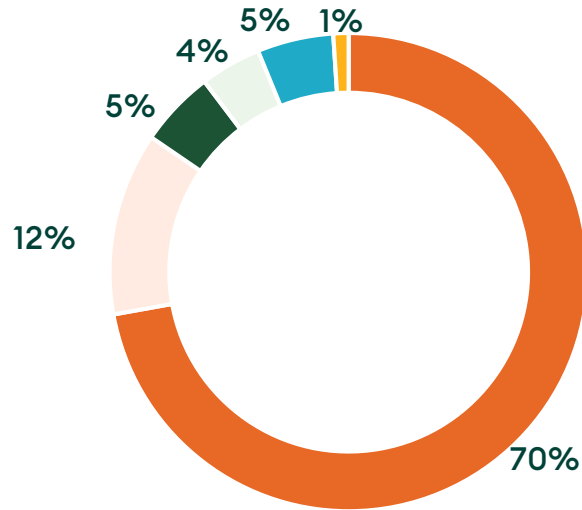
Best regards and see you next time.

[Redacted Name]
Germany

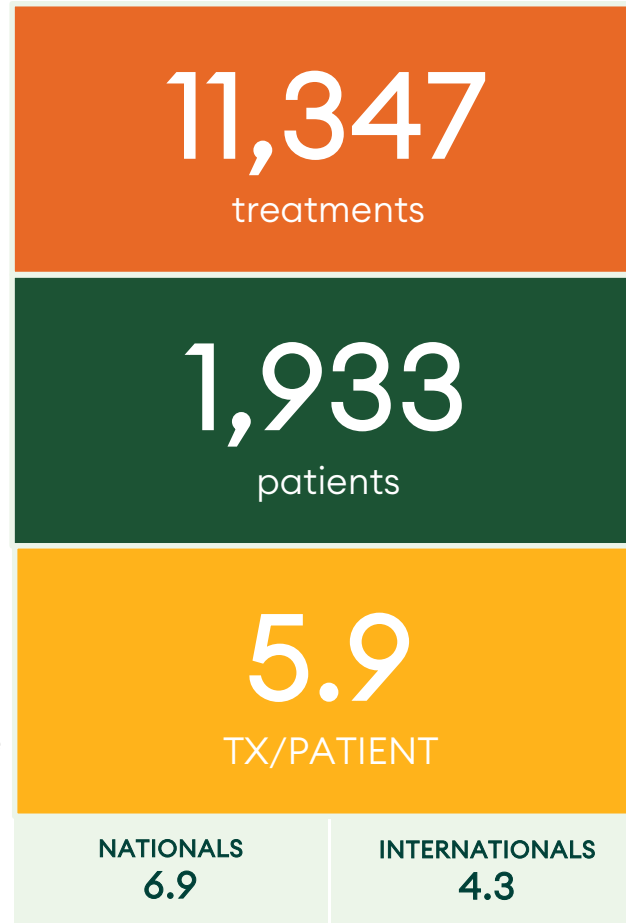


Holiday Dialysis in Diaverum Spain (YTD2023)

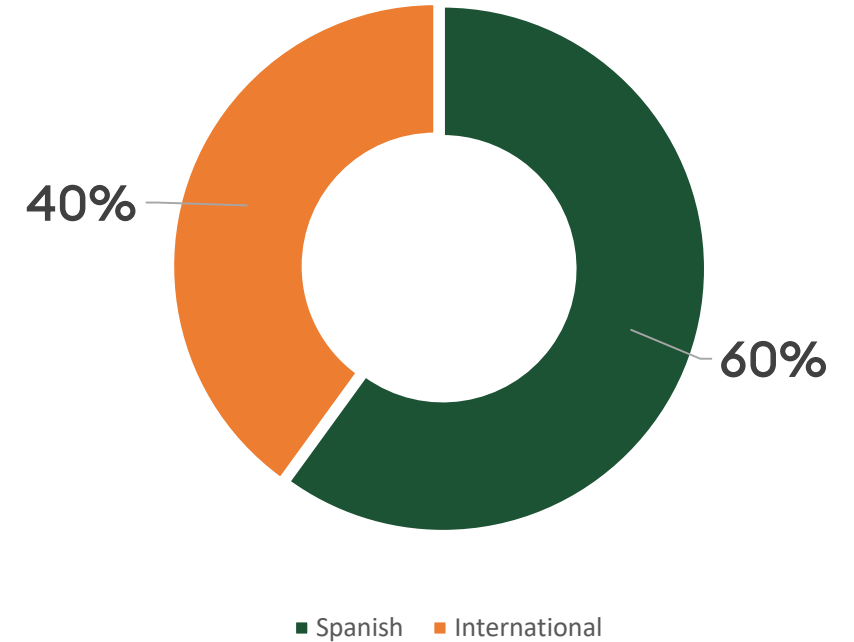
TREATMENTS HOME COUNTRY



Spain UK Scandinavia Belgium Germany France



PATIENT ORIGIN



Spanish International

+13.2%
number of patients increase vs FY 2022

19.3%
of the total of d.Holiday treatments worldwide are attended in Spain

Our human capital





Our staff ... Our core value



You deserve Spain





Thank you

Questions

