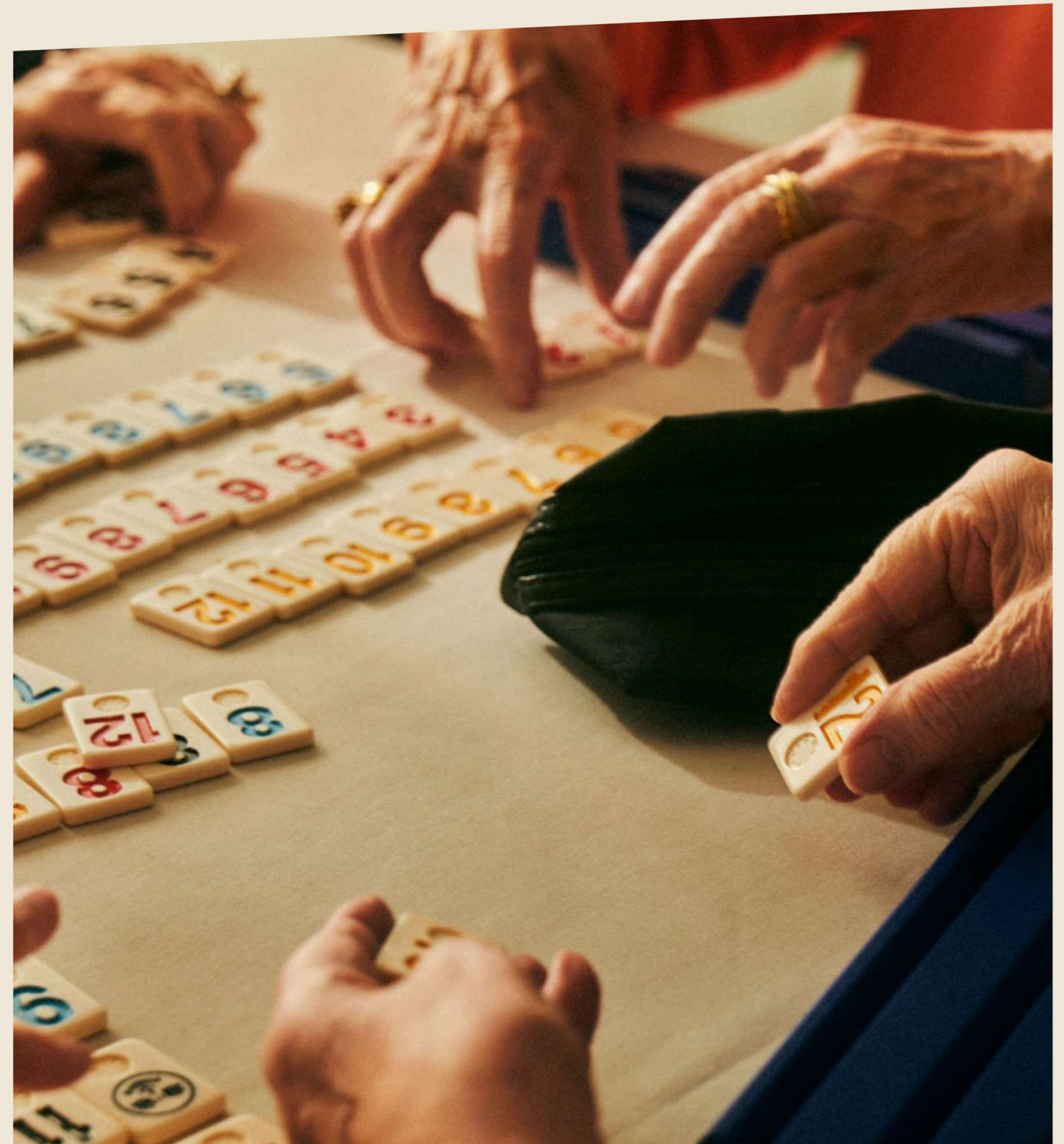


COLISEE

Summary of the Stakeholders's Dialog on ESG.

Carried out between 15th of April and 15th of
June 2024.



In a few words.

At Colisée, we are convinced that we can continually improve by listening to all our stakeholders – internal and external. This stakeholders' dialogue has enabled us to gain a better understanding of the perception of our ecosystem, and of society as a whole. This approach is based on one key concept: impact.

As a mission-led company since 2021, Colisée has integrated environmental, social, societal and governance (ESG) objectives into its operations.

Thanks to the participants who took the time to talk to us or complete the online questionnaire, Colisée was able to gather their expectations and assess the priority of various topics.

As usual, we are providing a transparent summary of this stakeholder dialogue.

In a few figures.



Interviewed profiles.

External (50%)

Partners, representatives of the general public, SSE and associations, experts from companies, independant experts or academic reserachers, and members of Colisée's external governance.

Internes (50%)

Team members, facility directors, management representatives, heads of departments and employees' representatives.

Summary.

Attention must be paid to all individuals, and on business practices.

Internal and external stakeholders unanimously considered the following topics to be priorities for Colisée:

- The safety and quality of care provided to **residents in the facilities**.
These are « non-negotiable » topics. Transparency, availability of information, personalised support and the possibility of expressing oneself, for example in a CVS (Conseil de la Vie Sociale in France) were also mentioned.
- The working conditions, treatment and environment of the **company's employees**.
In addition to financial rewards, training, support and/or counselling were also mentioned.
- Working **ethically and in compliance**, and applying key processes such as the whistleblower protection.

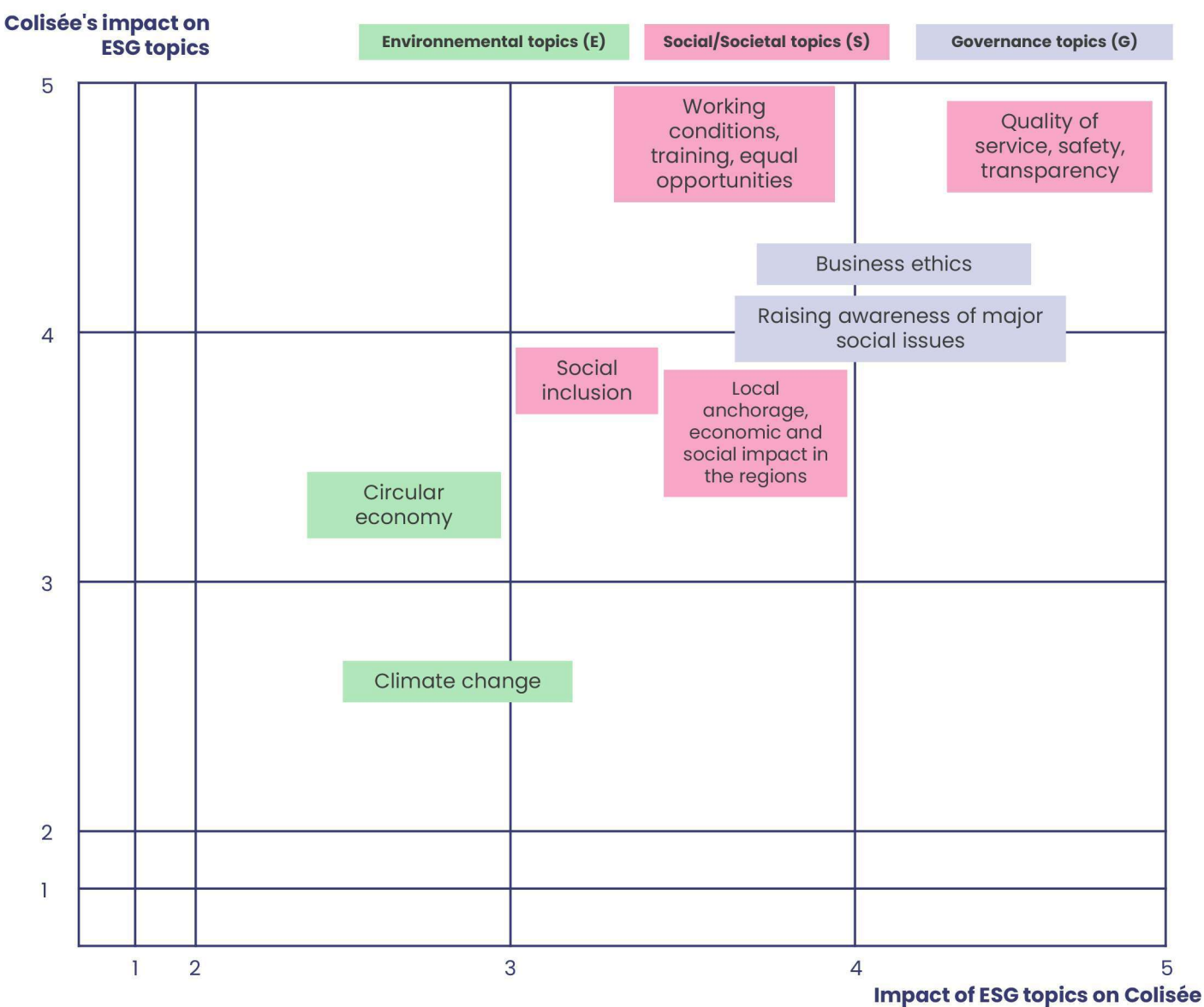
A social and societal role.

The stakeholders interviewed emphasised the importance of that Colisée facilities' are embedded into their local communities, its role in social inclusion and in raising awareness among the general public.

- Depending on the size of the urban area, the impact of a facility varies. Its **economic role** (employment, local partnerships, etc.) and **social role** (collaboration with associations, openness to the outside world) or even **civic role** (relations with public bodies, local elected representatives, internal governance through family councils or CVS in France) was recognised.
- **The accessibility** of services was often raised as a major expectation, whether financial or through customer relations (e.g. digital divide).
- **Raising awareness** of the issues surrounding old age was considered a lower priority but remains an important one. This can also involve « opening up » facilities to the general public.
- Colisée will have to **meet society's expectations**. In the face of an increasingly aware public taking climate change into account is an expectation that sometimes came up in discussions.

Review of topics classified as priorities.

N.B. – The other topics (e.g. partnership management, suppliers, value chain or resources such as water or biodiversity) were all addressed and rated at 3 or below. For the sake of clarity, they are not shown in the table below.



- « A great deal of freedom for residents on sites is fundamental, because it forces us to **question our practices** and helps to **change the way we look at things** ».
External, Expert.
- « We're **creating jobs**, but by contracting with many **local suppliers**, we're adding value to their work. For example, with the on-site marketplaces we organise. That benefits everyone! »
Internal, Team.
- « The nursing home must be an **open, lively place that finds innovative solutions** to bring the outside world into its midst. »
External, General Public.
- « We have come to expect a great deal of **transparency** since the recent scandals. »
External, Relative.
- « Colisée has a real impact on **social inclusion**: its populations can be isolated, and suffer from a loss of independence. »
External, Expert.
- « At Colisée, for example, we are aware of **the need to sort waste**, and we already do a lot, but we certainly need to go further, and we need to **adapt**. »
Internal, Equipe.
- « The general public is becoming more and more **aware**, and expects companies to be **transparent. Quality and safety** are fundamental and need to be priorities. »
External, Partner.
- « Our **anti-corruption** policies are paramount, and well communicated internally. »
Internal, Team.
- « The **question of ethics** in this sector has, especially in recent years, become just as fundamental as other topics. So has the possibility of **reporting incidents**, to ensure that they are transferred internally and, above all, dealt with as effectively as possible. »
External, Expert.
- « We have a real role to play in providing support and **raising awareness**, for example by organising Alzheimer's Cafés that are open to everyone, and which relatives appreciate. We have expertise that will also benefit them. »
Internal, Team.
- « With the staff shortages, **working conditions are a determining factor** in the attractiveness of jobs, and consequently in the quality of the services provided. But that's not enough!
We need to be creative. **Training** is also an essential issue, as is **equal opportunities**: it's a lever for staff retention. »
External, Partner.

**Thank you very much for your
participation.**

If you have any questions about this stakeholders' dialogue,
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