



# Humana

Everyone is entitled to a good life.

## Interim Report

### Q3 2023

October 27, 2023

# Stability and recovery in the third quarter



Humana



**Stable Group  
profitability**



**Personal  
Assistance  
stabilising**



**Strong growth  
and profitability  
in Finland**



**Price  
adjustments and  
salary increases**



**Result  
adjustments**



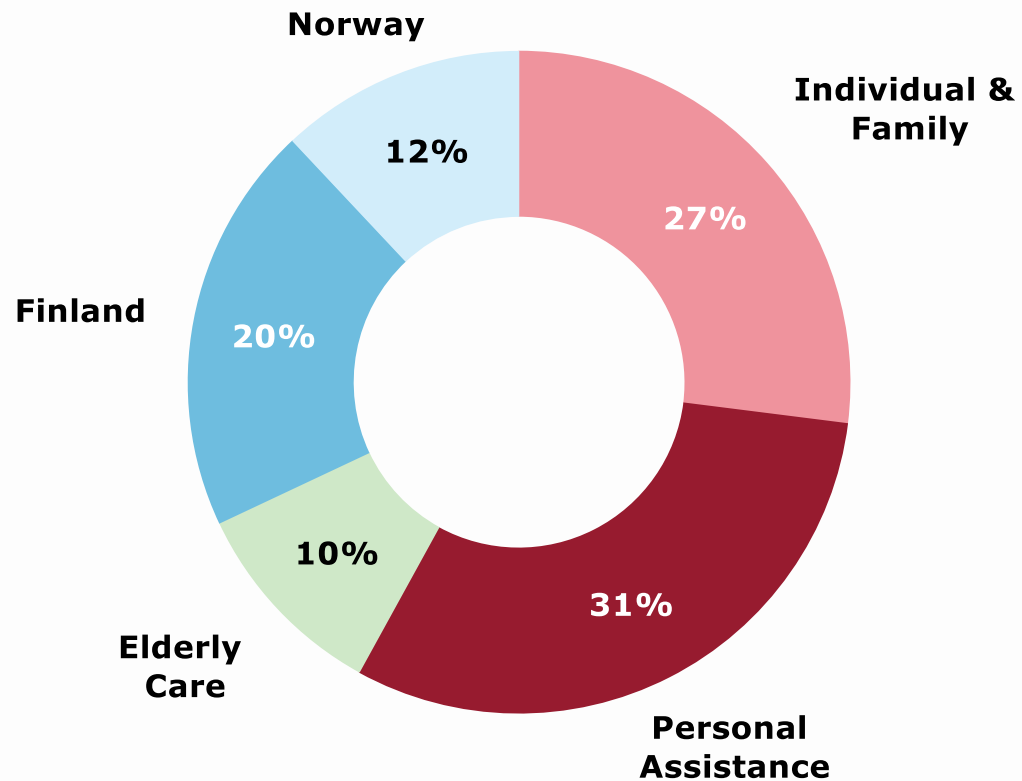
**Fine-tuned  
strategic  
direction**



**Social impact  
bond offered**



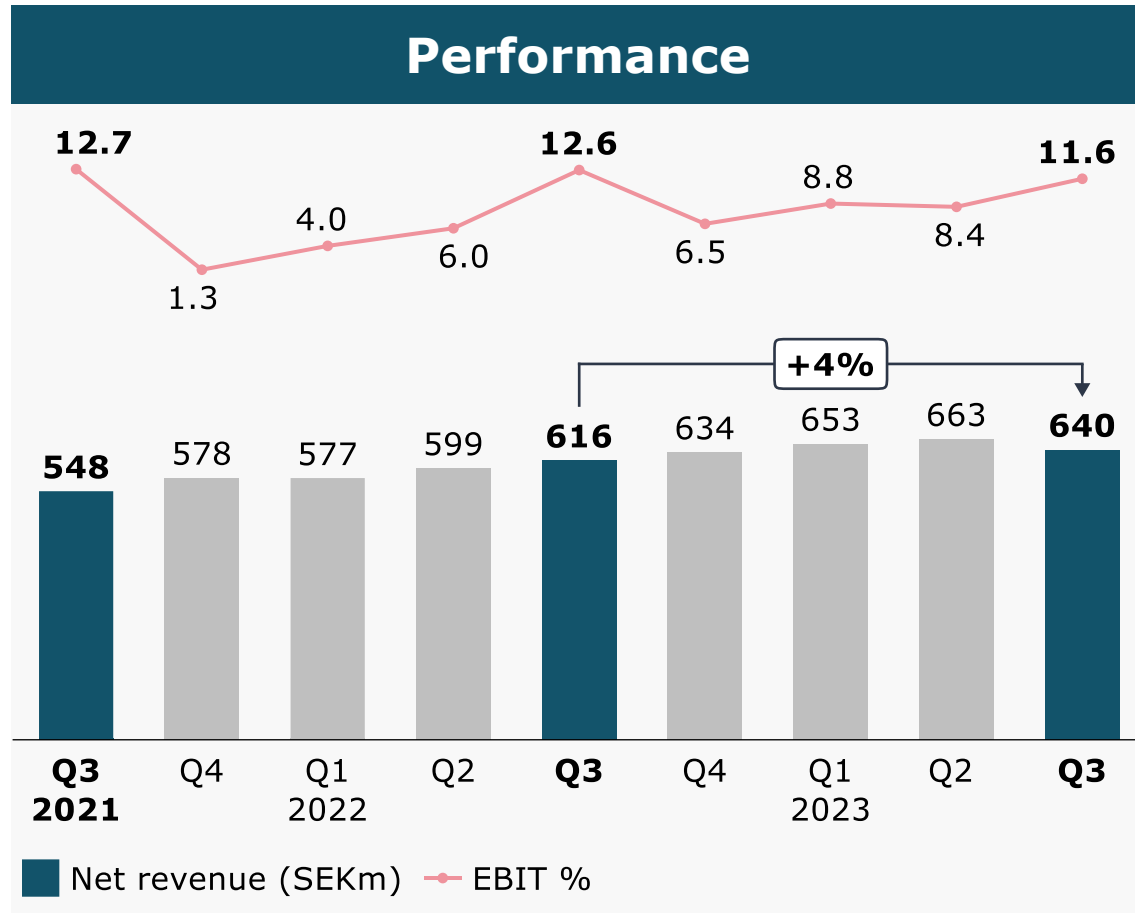
## Share of Net Revenue



## Organic Growth & Adj. EBIT

	Organic Growth	Adj EBIT
Individual & Family	1.6%	11.6%
Personal Assistance	-18.3%	2.0%
Elderly Care	10.5%	1.6%
Finland	18.2%	11.2%
Norway	14.0%	8.9%
<b>Total</b>	<b>-1.3%</b>	<b>7.3%</b>

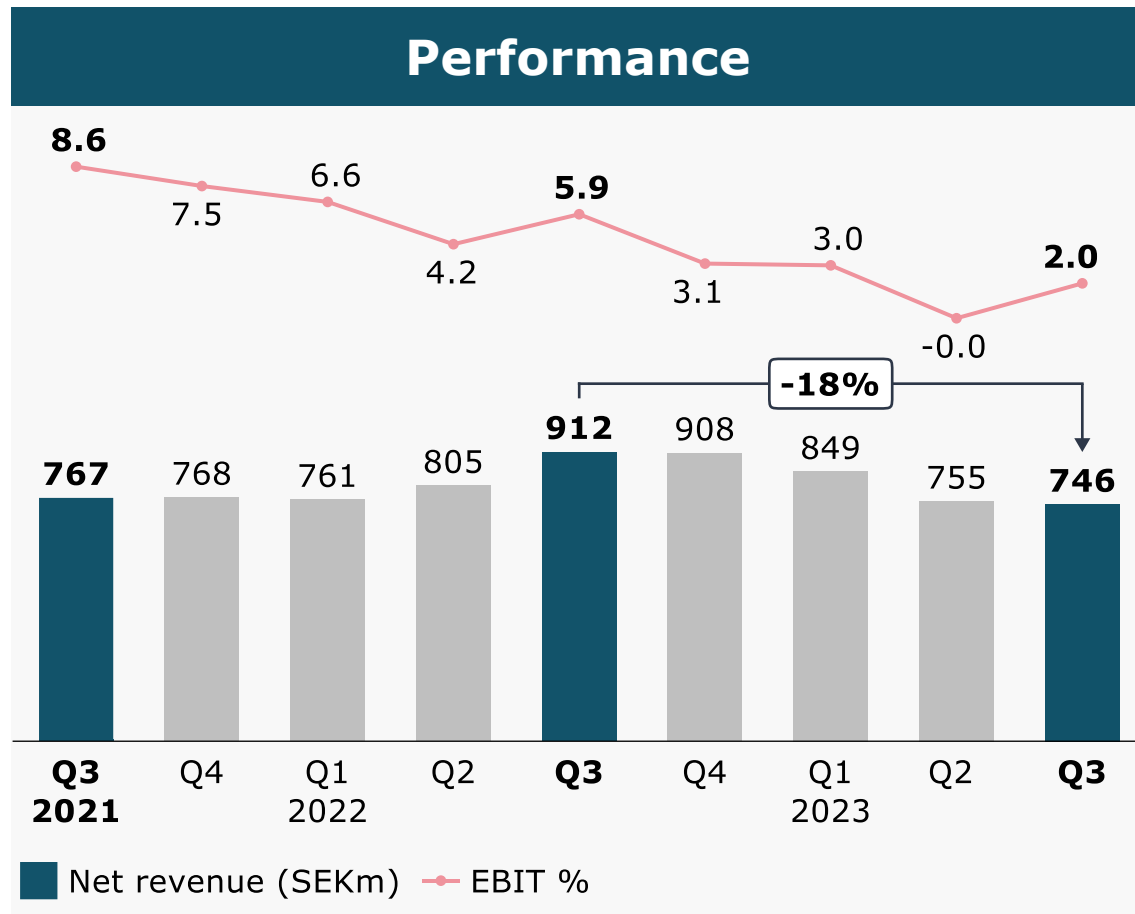
## Price adjustments balancing lower occupancy levels



### Key Takeaways

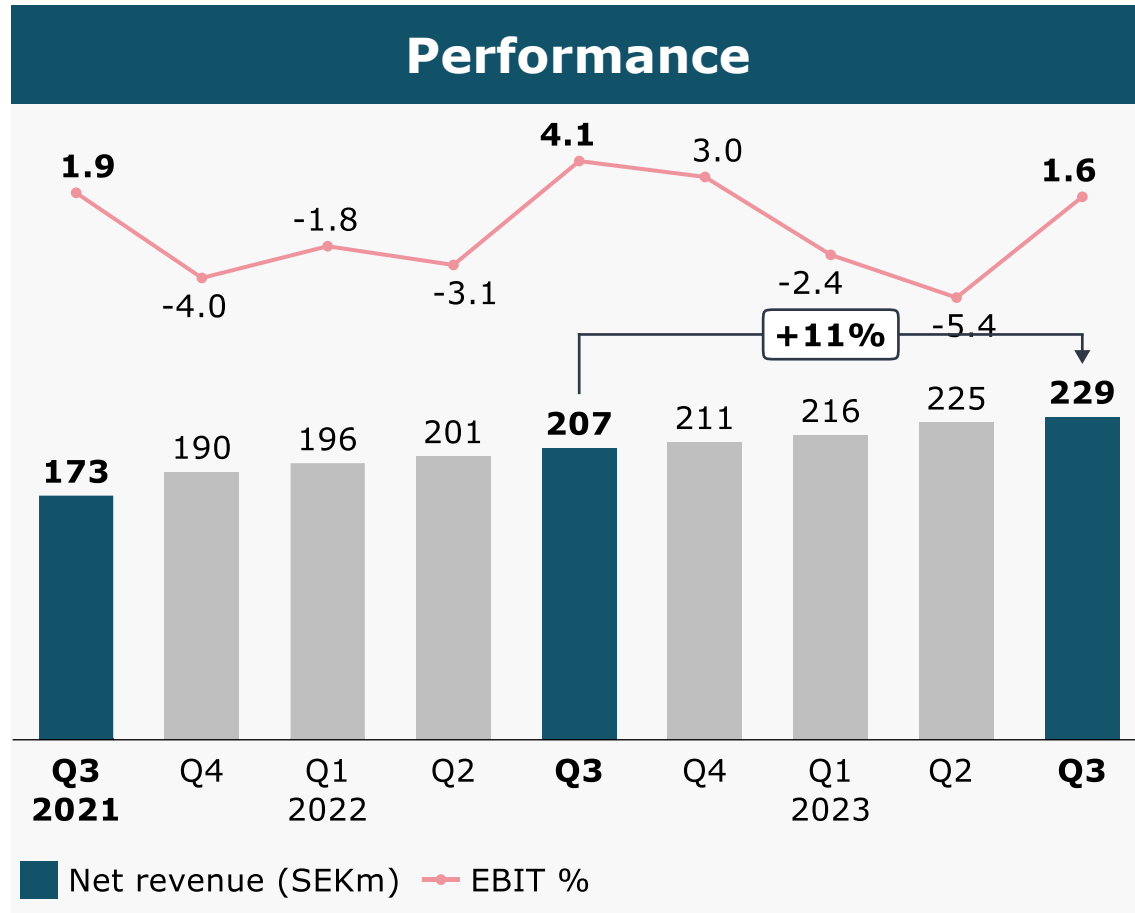
- Organic growth mainly due to price adjustments
- Strong new segment healthcare continues to expand
- Proportion of highly complex clients continues to increase
- Price adjustments balancing lower occupancy levels and increased salary levels

## Volume decrease affecting performance



- ### Key Takeaways
- Permit regained as of 21<sup>st</sup> of June
  - Net client outflow has clearly slowed down
  - Negative sales development of -18%, negative organic contribution of -18%
  - Recovery program including cost control
  - Reenergised management
  - EBIT of 2.0%
    - Increased staff costs due to new collective salary agreement
  - State compensation increase 2.5 % for 2024

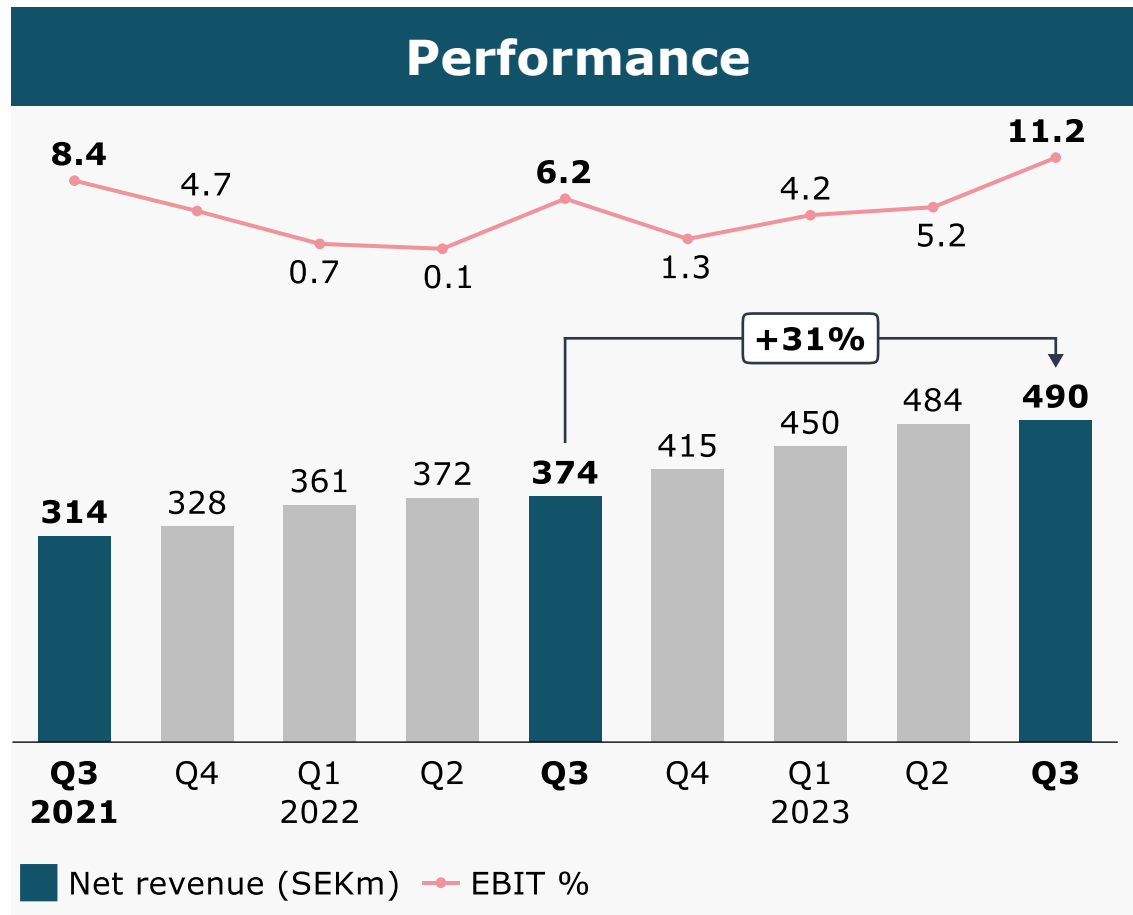
## Slow improvements in profitability



**Key Takeaways**

- Organic growth of 11%
- Profitability
  - Start-up costs for Täby
  - Low ramp-up pace
- Accelerated change activity initiated, including but not limited to;
  - Increased specialization in some units,
  - Increasing local support; and
  - Centralizing processes linked to key KPIs
- Care home in Ängelholm disposed to municipality

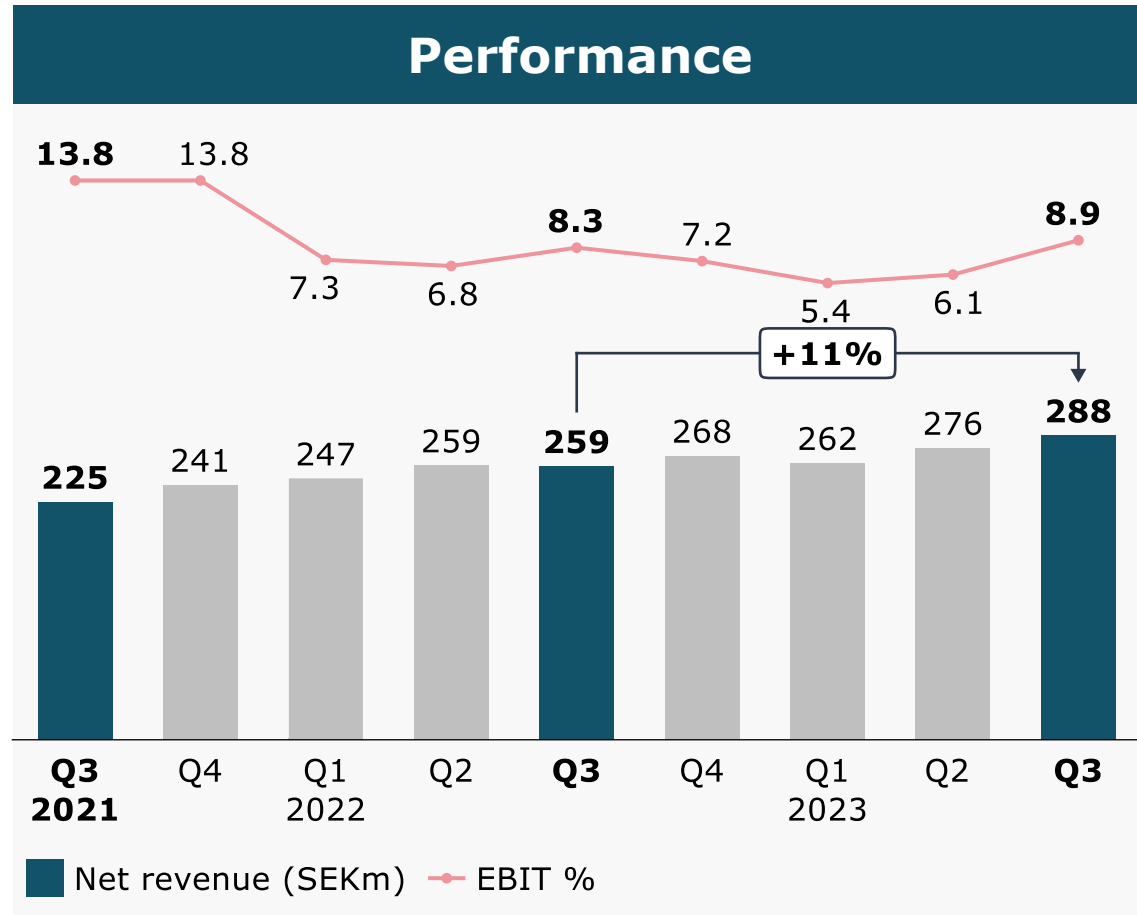
## Strong quarter with price adjustments and high occupancy levels



### Key Takeaways

- Strong demand and high organic growth of 18%
- Improved profitability
  - Price adjustments
  - Higher occupancy levels in Child and youth and Housing services for adult segments
  - Partly mitigated by increases in staff costs and inflation-driven costs
- Continued shift towards more specialized care within Child and youth segment

## Strong organic growth and improved profitability

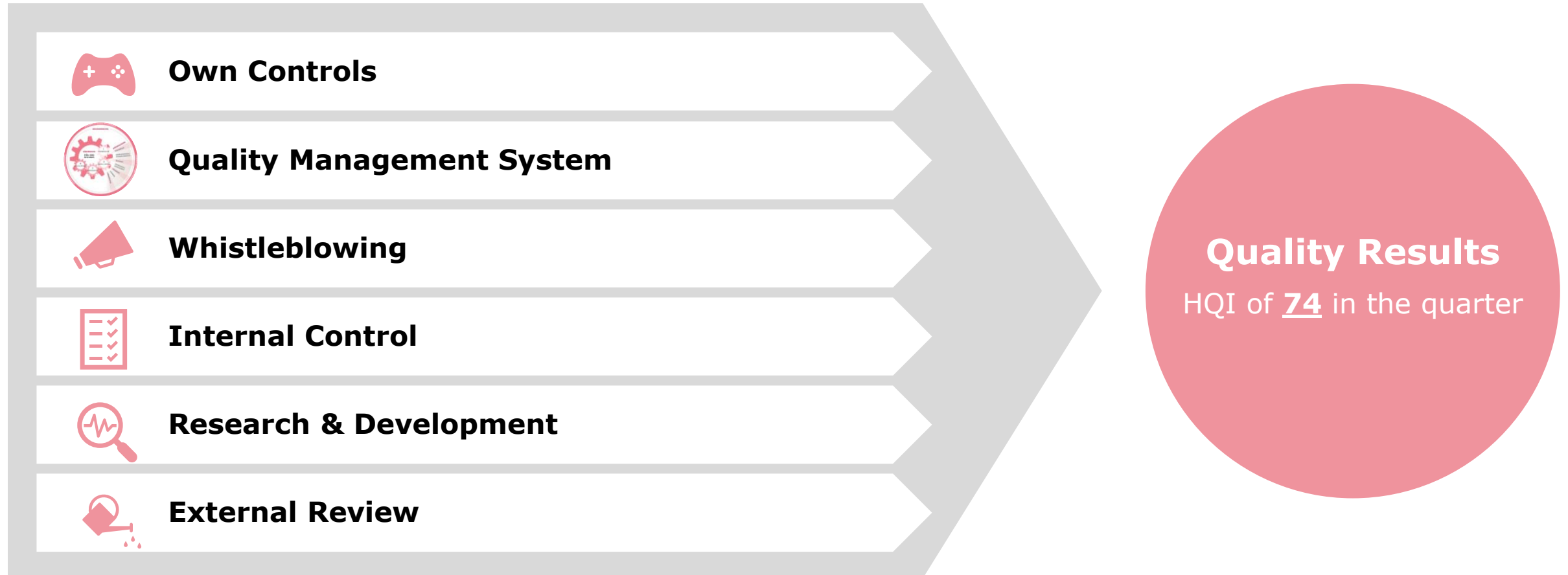


### Key Takeaways

- Continued good demand for our services with organic growth reaching 14 %
  - Higher share of clients with complex demands
  - Increase in clients within personal assistance
- Profitability
  - Improved due to more clients and increased share of clients with complex needs

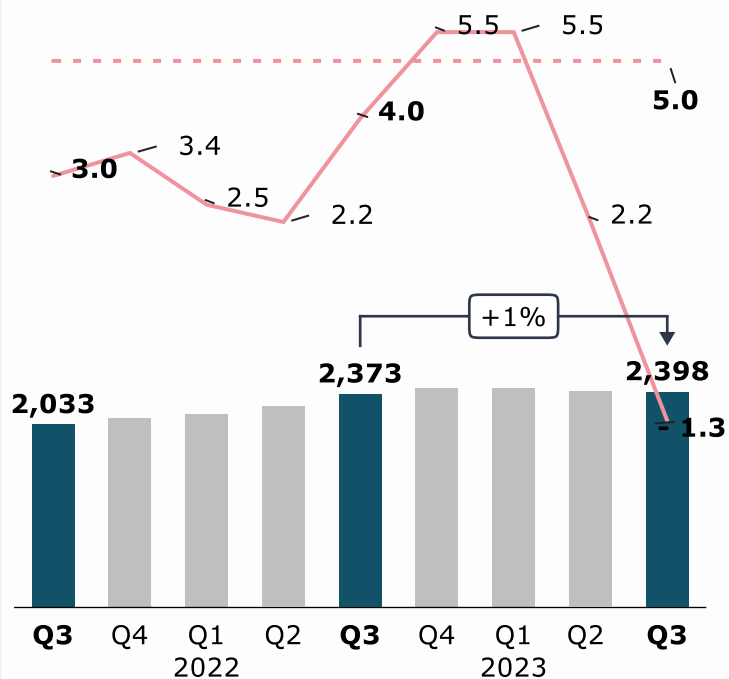


## HQI trend remains positive despite challenges



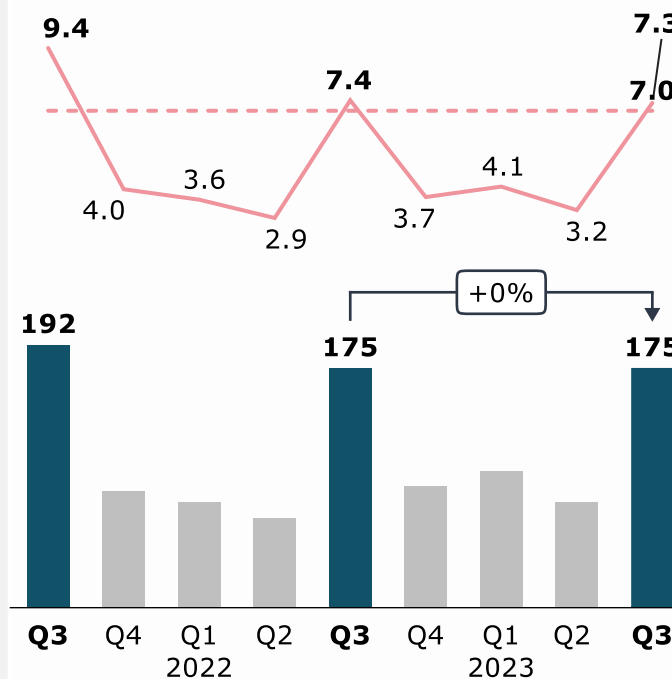


## Organic Growth



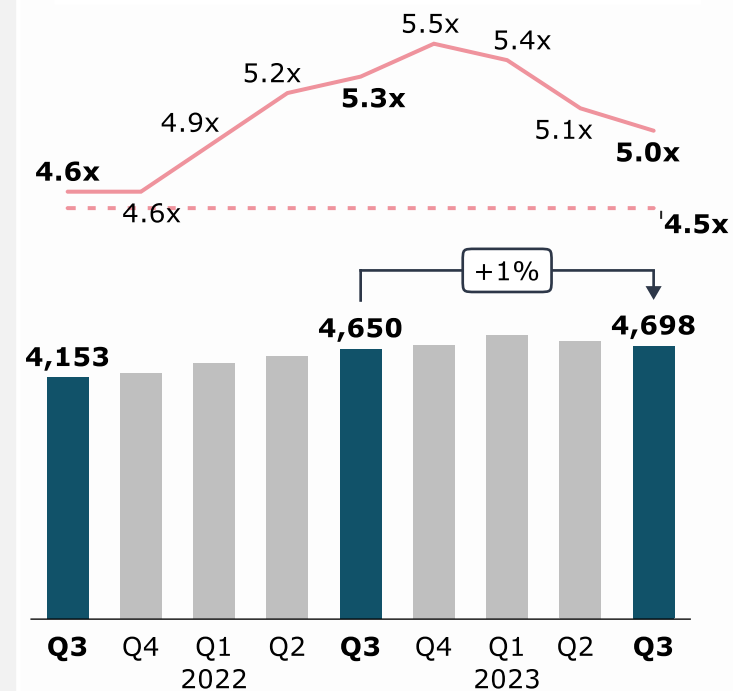
■ Net revenue (SEKm)  
 — Organic Growth (%) - - Target (%)

## Profitability



■ adj. Operating Profit (SEKm)  
 — adj. Operating Margin (%) - - Target (%)

## Capital Structure



■ Net Debt (SEKm) — Leverage (x)  
 - - Target (x)



## For the third quarter 2023

**-8m - Other: Costs related to review of the Groups organisation and governance**

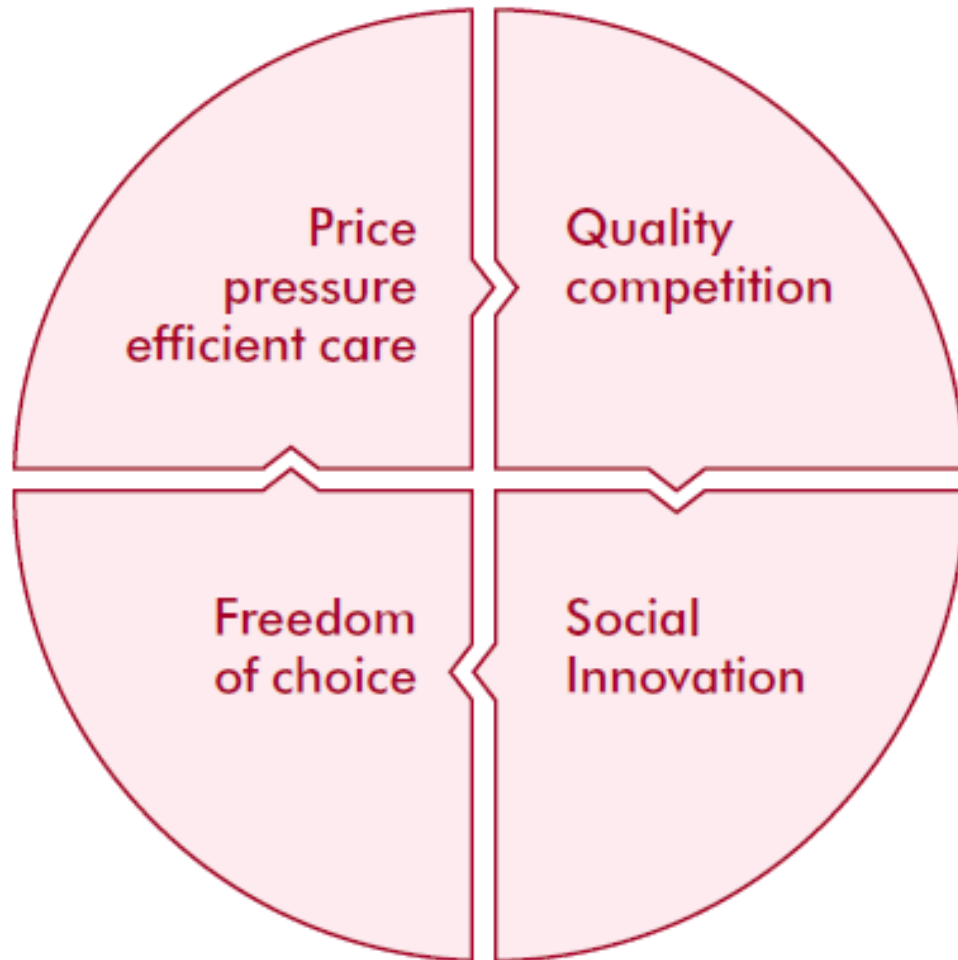
**-5m - Other: Costs linked to IVO's revocation of PA permit**

**Total -13m**

## Decreased operating cashflow due to changes in working capital

	Q3 2023 (SEKm)	Q3 2022 (SEKm)
<b>Operating profit</b>	162	171
Depreciation and impairment	127	117
Change in working capital	-259	-129
Investments in non-current assets, net	-17	-35
<b>Operating cashflow</b>	14	124





## Driving the future of welfare

- Humana's ambition to create a new standard of care remains
- Continued disclosure of social outcome measurements from Child and youth segments in Sweden and Norway, more areas to be included by end of year
- Social impact bond now offered to municipalities together with Utfallsfonden



## Focus going forward

### Humana Assistans

**Acceleration plan!**

**Energized Management**

**Quality development; improving insight without compromising integrity**

### Humana Group

**Elderly Care turnaround**

**Executing on strategy**

**Continue to develop social outcome measurements and work towards social impact contract**

# Thanks!



Humana



## Financial Calendar

Interim report Jan-Dec, Q4 2023 8 Feb 2024

## Further Information

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