

ASX ANNOUNCEMENT

31st March 2023

RAMSAY HEALTH CARE LIMITED – INVESTOR PRESENTATIONS LONDON

Enclosed are presentations on Ramsay UK and Elysium Healthcare to be made in London on Friday 31st March.

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The release of this announcement has been authorised by the Ramsay Health Care Disclosure Committee

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RAMSAY HEALTH CARE

Ramsay UK

Nick Costa Chief Executive Officer



People caring for people

Important Information

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This presentation contains forward looking statements. These forward looking statements should not be relied upon as a representation or warranty, express or implied, as to future matters. Prospective financial information has been based on current expectations about future events and is, however, subject to risks, uncertainties, contingencies and assumptions that could cause actual results to differ materially from the expectations described in such prospective financial information. The Ramsay Group undertakes no obligation to update any forward-looking statement to reflect events or circumstances after the date of this presentation, subject to disclosure obligations under the applicable law and ASX listing rules.





01	Market Overview
02	Ramsay Health Care UK
03	Strategy
04	People
05	Outlook
06	Questions



UK Healthcare Market

£6.8bn ¹ Total UK private acute care market (2019)	7.2m ² On the NHS Waiting List (March 2023 Data)	£4.8bn Spending on PMI schemes 3,990,000 Policies covering 6.8m people 10.3% of UK population (2018)	£2.5bn Annual value of private insured UK healthcare market (2019) £1.1bn Annual value of private healthcare self-pay market (inc. Cosmetic	
477k NHS patients waiting for CT/ MRI diagnostic imaging scans (Jan '23) ²		641k patients on the Trauma & Orthopaedics NHS waiting list ²	Surgery) £636m Annual value of private healthcar self-pay sector into NHS private patient units	

¹ Includes independent acute hospital care (market valued at £5.5bn in 2019), NHS Private Patient Units and other healthcare services e.g., independent fertility treatment ² NHS Waiting List Data, published March 2023 for January 2023 - <u>Link</u> All other data sourced from Laing Buisson Market Reports: 1) LaingBuisson Healthcare Self-Pay UK Market Report April 2021 and 2) LaingBuisson UK Healthcare Market Review 34th Edition March 2023



Ramsay 2030 Strategy



Ramsay Health Care UK

OUR PEOPLE	 OO C 	2,800 Doctors choose to partner with us	مریک ~300 Apprentices developed in The Ramsay Way
OUR OUTCOMES	හිත් ම7% 'Good' CQC₃ Rating	O CYQ NJR ^₂ Quality Data Provider (2019 – 2022)	95% JAG Accreditation¹
OUR REPUTATION	83 Ramsay UK Average Net Promoter Score	4.3 / 5 Ramsay UK Average Online Ratings Score	95% Ramsay UK Average Friends and Family Score
OUR BUSINESS	O Treating over 200,000 patients annually	72% NHS & 28% Private* activity *Self-Pay & PMI	C. 20% NHS Market Share for e-RS₄ in the Independent Sector



¹ Hospitals with JAG accreditation where Endoscopy services provided. JAG - Joint Advisory Group on GI Endoscopy ² National Joint Registry (NJR) ³ Core Outbit Comprising (COC)

³Care Quality Commission (CQC) ⁴NHS e-Referral Service (e-RS)

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Ramsay Health Care UK

Infrastructure



Ramsay Health Care

(8)

NHS Market

Funding flows



Funds voted for by Parliament **Department of Health & Social Care**

Planned spending for the Department of Health and Social Care in England was £180 billion in 2022/23²

NHS England / NHS Improvement

£153 billion in 2022/23 was passed to NHS England for spending on health services, of which the majority (£108bn) is allocated for commissioning local health services through Integrated Care Boards (ICBs)

Integrated Care System (ICS) ³

42 Integrated Care Boards (ICB) accountable for NHS spend & performance within local systems

Providers (including acute care hospitals, Mental Health services et al)

+

Ramsav

Health Care

1 NHS waiting list data, published march 2023 for january 2023 - link 2 source: the kings fund - article 3 source: https://www.England.Nhs.Uk/publications/businessplan/our-2022-23-business-plan/our-funding/

Engaging with our Customers



Customer Experience

Ramsay UK Average NPS of 83

Online Reputation Management

Structured Consultant Engagement

PMI Relationships



Customer Access

National Enquiry Centre handling c20,000 enquiries each month

Direct booking established with leading PMI groups

Only Independent Sector provider on all HPA Networks (Spinal, Hip & Knee, Cataract)

BUPA 4 Year contract agreed, supporting growth initiatives including specialist cancer centres and our day case model



Brand Awareness

National self-pay campaign

'Always On' digital campaign

Website Consolidation

Digital PR



Digital Experience

Enhancing digital accessibility and 'front door' to services for:

Customers & Patients

Doctors

Partners

With an ability to selfserve and own information to tailor experience and interaction with Ramsay



Private Revenues: Insured and Self Pay (Annual rolling average)



Strategic Investment

- Capital expenditure in FY23 is expected to be in the range £28m-£48m
- Four new units have been opened since 2018 as part of our hub & spoke model
- A fifth new day case facility and decontamination hub is **due to open in Summer 2023** in Kettering
- **Rolling investment programme** of brownfield expansion across our existing portfolio, including new theatre and ward capacity, chemotherapy suites and CT/ MRI diagnostic capacity
- Future focus: Selective greenfield expansion, additional brownfield theatre capacity and maximising clinical capacity through ambulatory theatres. Increasing demand for diagnostics including imaging modalities (MRI / CT) and developing our capability to deliver chemotherapy in and out of hospital





Transformational Digital & Data Investment

reinforcing the Ramsay's Strong Organisational Foundations



Digital Infrastructure & Data

Embedding our core systems of record Electronic Patient Record (EPR / Maxims), Finance & Procurement (SAP S/4)

Establishing a cloud/laaS platform to deliver digital services to our partners & customers in the future

Strategic review of our data platforms ongoing – to consolidate into cloudbased solution

Future focus on driving "faster time to market" digital services on mature & secure cloud infrastructure



Digital Innovation

Continual improvements to enhance functionality

Cloud based Imaging & Reporting solution (Radiology & Endoscopy)

Functional enhancements & upgrades to optimise our EPR platform

Delivering new clinical collaboration solutions such as electronic Multi-Disciplinary Teams (e-MDT)

Future focus on providing colleagues, partners & patients with secure, effective & relevant digital solutions



People Transformation

Implementation of core cloud based HCM solution (Workday) – with a roadmap of enhancements to be invoked

> Ongoing training to support user learning & transformation

Prioritised focus on supporting user **digital literacy journey**

Future focus on digital literacy, Workday enhancements & intuitive digital tools to enhance employee experience



Security & Compliance

Cyber Essentials Assurance Standard achieved

NHSDSP - Data Security & Protection Toolkit – Licence to operate

Ongoing focus on our surveillance of threat landscape, ensure new digital services are secure & address increasingly rigorous regulatory frameworks







Clinical Excellence

reinforcing the Ramsay's Strong Organisational Foundations

Ramsay



Consultant Information Sharing

New & Adjacent Services

moving purposefully into New & Adjacent Services

Ramsay



Diagnostics

Upgraded PACS & RIS systems, which support remote reporting capabilities

Rolling investment in diagnostic modalities in the last year including:

Static and mobile MRI Static and mobile CT Digital X-Ray 3D Mammography

Ultrasound



Orthopaedics

Building on group initiative for Clinical Excellence, determining Orthopaedic Gold Standards through Quality Assurance Framework

Enhancing orthopaedic MDT

Two new orthopaedic surgical robots to be launched in the year

Enhanced recovery pathway defined & adopted



Cancer Services

Network model for end-toend delivery of care for cancer services within a key geography

New Systemic Anti-Cancer Treatment (SACT) unit in Oaks Hospital

Upgrades of new modalities to support cancer pathway

Enhancing digitisation of pathways using iQemo

Springfield and Oaks Hospitals recognised by Bupa as Breast Specialist Centres

Operational Excellence

extracting the highest potential value by Operational Excellence

Key Projects

 Strategic sourcing including partnering and innovation

Optimisation of M365 including SharePoint Communications and Teams Telephony

CONTINUOUS IMPROVEMENT

EFFICIENCY

- Hub & Spoke model for cross-site sharing of key services
- Digital support of pre-operative assessment and for the reduction in cancellations

QUALITY

- Clinical data capture and integration using our electronic systems to improve clinical outcomes e.g VTE reporting
- Electronic Multi-Disciplinary Teams (e-MDT)
- Document Management

Leveraging our Digital and Data investments to achieve highest levels of quality, safety, productivity while minimising costs

Continual and incremental improvement to existing processes to achieve better outcomes Streamlining our administrative pathways to improve patients' and partners' experience



Industry Leading Talent



Ramsav

Health Care

People Caring for People

The challenge

- UK shortfall of 103,000 FTE healthcare workers (7% of demand)¹
- 12% of NHS England nurse vacancies unfilled
- 76% of healthcare workers report exhaustion and burn-out²

Our strategic priorities



Sources 1 Health Foundations REAL Centre, 2022 2 NHS Digital Data

People Focus Attraction, Retention & Development







Employee Benefits

Attraction, Retention & Development

reinforcing the Ramsay's Strong Organisational Foundations

Health Care





Ramsay Cares

Programmes and Initiatives





People & Culture Forum: Eight representatives from different parts of the organisation, elected to lead our approach to establishing a supportive, welcoming and positive culture

People Resource Groups: Five volunteer, employee-led groups – Disability, Ethnicity, Generations, Pride and Wellbeing – enabling those who share a common identity to connect

Inclusion Awareness Training: a cascaded organisation-wide programme conducted by experts in diversity, equity & inclusion

Purpose Coalition partnership: Spotlighting the work we are doing within our UK business to create a sustainable operation

Reduced CO2 Emissions: 19% decrease in like-forlike carbon emissions vs. 2020/21, with an 8.9% decrease in gas consumption.100% renewable for electricity

Sustainable procurement: Increased recycling opportunities achieved , with more opportunities being explored around anaesthetic gas capture; Desflurane removed from business, September

2022. Theatre waste, plastic waste and cardboard waste under review



Giving Back Day: An additional day of leave for all employees to give their time to community and charity initiatives close to their hearts

Central fundraising: £6,358 raised through our One Employee, One Voice staff engagement survey, donated to three charities chosen by staff

Local fundraising: Local causes supported across the organisation and celebrated quarterly through the Ramsay Way magazine



People Resource Groups

caring for our

people



Ramsay Cares

Regulatory

- Energy Savings Opportunity Scheme (ESOS) required by December 2023 Phase 3 compliance. Mandatory assessment every fourth year. Working with Ricardo (external assessor)
- Task Force on Climate Related Financial Disclosures (TCFD) reporting for June 2023

Net Zero Roadmap

• Working with Ricardo to provide a UK decarbonisation plan to achieve net zero by 2035 to determine the carbon, energy reduction measures and financial savings potential. It will also outline steps towards the net zero strategy and potential capex investments

Carbon Reductions Initiative - Green Theatres

- Anaesthetic gas capture system implementation (70%-90% capture). Desflurane already removed from business
- Rigid containers reducing sterile plastic wrap
- Waste reduction to continue at end of Dec 2022,13% reduction YoY; clinical and general waste down with increased recycling

Caring for our people, planet and communities 2040 Net Zero



Outlook







Questions



and and

Ramsay Health Care

UK Facilities

- 1. Ashtead Hospital, Ashtead
- 2. Beacon Park Hospital, Stafford
- 3. Berkshire Independent Hospital, Reading
- 4. Blakelands Hospital, Milton Keynes
- 5. Boston West Hospital, Boston
- 6. Buckshaw Hospital, Chorley
- 7. Clifton Park Hospital, York
- 8. Cobalt Hospital, North Tyneside
- 9. Duchy Hospital, Truro
- 10. Euxton Hall Hospital, Chorley
- 11. Exeter Medical, Exeter
- 12. Fitzwilliam Hospital, Peterborough
- 13. Fulwood Hall Hospital, Preston
- **14.** Glendon Wood Hospital, Kettering (Opening Summer 2023)
- 15. Mount Stuart Hospital, Torquay
- 16. New Hall Hospital, Salisbury
- 17. North Downs Hospital, Caterham

- 18. Oaklands Hospital, Salford
- 19. Oaks Hospital, Colchester
- 20. Park Hill Hospital, Doncaster
- 21. Pinehill Hospital, Hitchin
- 22. Renacres Hospital, Ormskirk
- 23. Rivers Hospital, Sawbridgeworth
- 24. Rowley Hall Hospital, Stafford
- 25. Springfield Hospital, Chelmsford
- 26. Stourside Hospital, Stourbridge
- 27. Tees Valley Hospital, Middlesbrough
- 28. West Midlands Hospital, Halesowen
- 29. West Valley Hospital, South London
- 30. The Cherwell Hospital, Banbury
- 31. The Westbourne Centre, Birmingham
- 32. Winfield Hospital, Gloucester
- 33. Woodland Hospital, Kettering
- 34. Woodthorpe Hospital, Nottingham
- 35. The Yorkshire Clinic, Bingley



RAMSAY HEALTH CARE

Elysium

Joy Chamberlain Chief Executive Officer



People caring for people

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01	Formation of Elysium
02	Funding Flows
03	Market Landscape
04	Current Priorities
05	Future Potential
06	Questions





Formed in Originally 2016 22 Carve-out from Partnerships in Care cherry-picked sites and Priory (c.900 beds) Grown to 84 operational sites (c.2,300 beds) in six years **3** neuro facilities Mix of transferred from acquisitions & Ramsay UK developments July 2022

2,500 2,000 1,500 1,000 500 0 Dec-16 Mar-23

Growth in Beds since Inception

■ Base ■ Acquired ■ Greenfield ■ Transfer ■ Extension





Job type	Headcount
Healthcare worker	3,022
Nursing	1,380
Admin (inc head office)	901
Housekeeping	250
Occupational therapy	228
Catering	198
Psychology	160
Maintenance	159
Other qualified therapy	132
Psychiatry	99
Social worker	58
Education	12
TOTAL	6,585



Ramsay Health Care







Source: Company Information Note: Not all sites are shown on the map; 1 Includes Ground Rent from Offices Ramsay Health Care

Best CARE Best PEOPLE Best PLACE



Kindness – in everything we say and do

Integrity –

being honest and doing the right thing

Teamwork -

working together to deliver great care and outcomes

Excellence -

being outstanding at what we do



Funding Flows

Funds voted for by Parliament

Department of Health & Social Care

Planned spending for the Department of Health and Social Care in England was £180 billion in 2022/23 $^{\rm 1}$

NHS England / NHS Improvement

£153 billion in 2022/23 was passed to NHS England for spending on health services, of which the majority (£108bn) is allocated for commissioning local health services through Integrated Care Boards (ICBs)

Integrated Care System (ICS)²

42 Integrated Care Boards (ICB) accountable for NHS spend & performance within local systems **Providers** (including acute care hospitals, Mental Health services et al) Local Authorities (Learning Disability & Autism care homes, Neuro services)

> Ramsay Health Care

Source: 1 The Kings Fund – Article; 2 https://www.England.nhs.uk/publications/businessplan/our-2022-23-business-plan/our-funding/



Health Care

Market Landscape – Mental Health

Market Landscape – Complex Care



Ramsay



Current Priorities

Retooling Converting services to meet market demand

Funding 1/12th payment mechanism for Provider Collaboratives Negotiation with NHS for Inflation linked uplift

Workforce Recruitment Centralisation Hub International Healthcare Workers Net Zero 2040 100% renewable energy supply Solar PV



Current Priorities

Initiatives to increase substantive workforce:

- Centralised Recruitment Hub in Luton
- Regional Training Hubs



- International Nurse programme c.500 arrivals due 2023
- International HCW programme c.2,000 applications received to date





Future Potential



Historic trend of c30% ROCE performance

11 projects currently in progress expected to open over the next 18 months adding \sim £10m of incremental EBITDA once mature

Challenging labour market has delayed progress, with openings planned only once labour can be fully resourced

	Projects	Beds	Capex	ROCE
Mental Health	8	142	£22.2m	35%
(World Class Hospital Netw	vork)			
Complex Care	3	18	£6.5m	30%
(New & Adjacent Services)				



Future Potential

CAMHS Partnership collaboration between Elysium and Surrey and Borders NHS Partnership Trust (SABP)

Approached by Surrey Heartlands to develop a 12-bed inpatient service with a hybrid clinical and operational model

Building on the existing model of partnership with Greater Manchester Mental Health NHS Trust providing adult male inpatient care at Braeburn House

Surrey & Borders Partnership NHS Trust (SABP) provide the land to Elysium Healthcare at no cost, by way of capital contribution

Elysium invest development capital and hold the title deeds and freehold of the development

SABP would not have been able to develop the service without the input of financial investment and clinical expertise that is brought by Elysium Healthcare

Elysium's structure and access to capital enables us to develop quicker and spend less than the NHS would developing the site themselves









Ramsay Cares - Programs and Initiatives

caring for our people	Caring for our planet	Caring for our community
 People & Culture Forum established for Elysium employees to develop inclusion and diversity initiatives Elysium Cares teams being established in South West and Wales Elysium and RCN Conference – Climate Change & Healthcare 	Switched to 100% renewable electricity across our operations Net Zero emissions by 2040 Supporting Queen's Green Canopy national initiative	Commenced Sustainability assessments (EcoVadis) as part of target to achieve 40% of global external supplier spend in FY23 (target 80% by 2026) Supporting local sports and charity initiatives

Future Initiatives -

- Investigating costs for PV Panels at Thornford Park & Chadwick Lodge
- Installing EV chargers across the estate to support service users and staff
- · When required, replacing gas boilers with electric or bio mass
- Undertaking CEPC surveys to baseline services and identify recommended improvements





Questions

