

# CHAIRPERSON'S STATEMENT



Dear Shareholders,

On behalf of the Board of Directors, I am very pleased to share with you our latest financial results.

The financial year was marked by the reopening of the borders in October 2021, a long-awaited event for our country. Mauritius had to face a mini-resurgence of Covid-19 cases which affected C-Care operations on the traditional activity, but we managed to play an active role in supporting our Covid patients when needed. We also had to face other challenges due to the aftermath of the Covid-19 pandemic and the economic repercussions of the Russo-Ukrainian conflict, which has led to significant inflationary pressures as well as bottlenecks in the supply chain of certain commodities.

Nevertheless, the Group realised a strong performance which was mainly driven by revenues generated from Covid-19 activities. As such, turnover increased by 16%, resulting in an improved profit of Rs 385m compared to Rs 277m in FY21.

## COMPLETED PROJECTS

As part of our constant drive for excellence, it was important to better position our Group and our brand in Mauritius and in the region. Indeed, the 'C-Care One Brand, One Group and One

Family' vision has finally come to fruition with the renaming of our flagship facilities in C-Care Darné and C-Care Wellkin. Besides on the 28 July 2022, we proudly launched our new dedicated and patient-friendly website which brings together all of our brands and services under one single roof. As such, patients are now able to better understand the extent of our services, our areas of operation and request an appointment/a cost estimate, book a lab test or even call an ambulance at the click of a button.

As you are aware, Patient Experience is at the heart of our operations. At C-Care, we have implemented various initiatives, especially in regard to the improvement of our greetings and grooming standards when welcoming patients. After undergoing the necessary training to meet our enhanced patient's experience objective, all of our internal stakeholders have happily adopted the C-Care greeting, to the great delight of our patients who are at the receiving end of a professional, warm and personal welcome when entering the premises of our facilities. This is the start of our comprehensive Patient Experience Improvement journey.

Aware that Healthcare is an ever-evolving sector, the Group has put in the required efforts to obtain the Comprehensive Health Knowledge System (CHKS) certification. While this well-recognised UK certification clearly demonstrates our efforts towards continuous quality improvement, rest assured that we remain committed to retaining this certification through the future reassessments in order to continuously ensure quality culture throughout our institutions.

After almost 70 years of existence, C-Care Darné, which is one of the oldest and yet most modern hospitals of the island, has undergone some recent refurbishment works. As part of our efforts to improve our services, the Pre-Admission Counselling Services Department and the Billing Department, as well as the entrance and counter of the Radiology department, have all undergone changes to improve the pathway of our patients. While the fourth floor has been completely renovated with new rooms and a new nurses' station, a fresh juice-bar, The 1953, has been set-up in the lobby of the clinic to cater for the well-being of our patients and their families. The most modern of hospitals needs not only updated infrastructures, but also state-of-the-art medical equipment. Indeed, acquiring the best medical expertise and technology for our patients is a sine qua non in improving their experience. As such, we have invested in the acquisition of the SuperPulsed Thulium, a revolutionary laser system for urological and soft tissue treatments which enables a quicker recovery period for our patients.



In addition, C-Care Wellkin has also been boosted with a new MRI and CT-Scan machine for the better diagnosis and treatment of patients. Likewise, we have acquired 2 ACLS Ambulances to better respond to the growing needs of our population. After renovating the rooms on the 3<sup>rd</sup> and 4<sup>th</sup> floors, the waiting area of the CT-Scan Department as well as the cafeteria, we have also brought in new audiology equipment in order to improve ear diagnostics, while the ophthalmology department has been revamped thanks to a brand-new operation theater. As part of our continuous investments in achieving the highest standard of medical care, we are constantly training our medical and non-medical personnel, setting up new rooms, and acquiring new machines for the benefit of our patients.

### UPCOMING PROJECTS

In order to respond to the growing demand of the population for better cancer treatment, we are currently investing in our Cancer Project at C-Care Darné among other strategic projects. While the first phase of the project has been completed, I am happy to inform you that the second phase is progressing well. Upon completion, C-Care Darné will thus be equipped with a world-class radiotherapy facility. In terms of cancer treatment facilities, this project will position C-Care Darné as a center of medical excellence not only in Mauritius, but also in the Region.

Another project which will be of utmost importance to the Group during the upcoming financial year concerns the relocation of C-Care Grand Baie. In March 2022, the construction of a new C-Care medical center at the heart of Mont Choisy's Smart City was kickstarted. Strategically located at the entrance to Grand Baie on the M2 Freeway, near the Mont Choisy Le Mall, it will open in 2023 and will offer a large array of medical services.

Furthermore, since patients' experience is at the heart of the Group's priorities, C-Care has decided to relocate its western facility, currently in Cap Tamarin, in order to offer them a larger and more comfortable space. The new facility, which is expected to be operational by the end of 2023, will be located in the heart of Black River, at La Mivoie, on the coastal road.

### MAIN CHALLENGES

Nonetheless, let us bear in mind that we are still facing important challenges. If the current inflationary pressures are affecting the purchasing power of the population and the availability of certain drugs, at our end, we are also facing a shortage of nursing officers on the island.

Despite our best efforts and considerable investments towards the training and development of nursing personnel through the creation of our Learning & Development department combined with partnerships with Polytechnic Mauritius and Charles Telfair Institute, this particular issue has remained a major obstacle over the last few years. However, I am confident that the combined

efforts of both the private and public sectors should be more than enough to tackle this challenge head-on.

### APPRECIATION

All those projects and achievements would not have been possible without a strong and committed team. I wish to express our sincerest thanks to the entire C-Care family, from our doctors to the clinical staff and the non-clinical personnel, for their utmost dedication in going the extra-mile for our patients and their relatives.

I would also like to reiterate our appreciation towards our insurance partners who have assisted many patients in obtaining the best healthcare services available in Mauritius.

Before concluding, I wish to extend my gratitude to all Board members for their invaluable contributions, support and guidance in helping me fulfill all my duties as Executive Chairperson of the leading private healthcare group in Mauritius.

Lastly, but certainly not least of all, I would like to thank our patients for their renewed trust in our unparalleled medical expertise and innovative services. As we continue our journey towards self-improvement, we will leave no stone unturned in providing the best healthcare in the region.

**Hélène Echevin**  
Chairperson

