



HÉLÈNE ECHEVIN



Dear Shareholders,

On behalf of the Board of Directors, I am pleased to present to you the results for the financial year ended 30 June 2021.

This past year has been very challenging due to the ongoing Covid-19 pandemic and its enduring effect on our lives, on our economy, and mostly for us, on our operations. After having been Covid-free for several months, Mauritius was faced with a resurgence of the virus in March 2021 which had a lower national impact than the year before thanks to the successful vaccination campaign of the Government in which C-Care has participated.

DEMONSTRATING OUR RESILIENCE

The second national lockdown has had a significant lower negative impact on our Group, despite Clinique Darné having been in a Covid-19 red zone for few weeks. The Group managed to grow its turnover by 26% hence improving profit to Rs 276m from Rs 42m in FY 21. This performance was also boosted by the Covid-19 PCR tests, the additional rooms and better operational efficiency. This performance shows the extent to which our operations, and our organisation at large, can be resilient.

Thanks to the experience gathered and the strict protocols in place since the first lockdown in 2020, our staff, both medical and non-medical, were well prepared to effectively and efficiently manage the crisis. Our priority was to ensure that our patients and team members were working in a safe environment as far as possible. Once again, our team has demonstrated its commitment and passion to serve our patients in their best capacity despite the challenges and stress they were confronted to.

I also wish to highlight the good synergy that was reinforced between C-Care and the Ministry of Health and Wellness as well with the Government regarding important national health subjects. Indeed, as the leading private healthcare group in Mauritius, we worked very closely with the Government as we deemed that it was our responsibility to fully support the authorities and the Mauritian population.

In light of this commitment, the Group has been investing to improve its infrastructure as well as its testing capacity. With C-Lab, we are now able to collect samples at home, offices or even at hotels for patients who cannot move around, regardless of the region where they live.

The Group also partnered with public authorities to support the national vaccination campaign in a strong combined effort to rapidly achieve herd immunity. Clinique Darné and Wellkin Hospital, as well as C-Care Clinic Cap Tamarin and C-Care Clinic Grand Baie made the necessary arrangements to inoculate thousands of Mauritians.

COMPLETED PROJECTS

Despite the difficult context, we did our utmost best to deliver some important projects which will better serve the health landscape in Mauritius. This is how we have been able to successfully inaugurate our second satellite outpatient centre, C-Care Clinic in Tamarin in October 2020. The facility aims to provide our patients living in the region with the best healthcare services, thus allowing them to access medical consultations, including routine check-ups at their doorstep. At the same time, should there be any emergency, patients from C-Care Clinic Tamarin or Grand Baie will immediately be transferred to our main hospitals, Clinique Darné or Wellkin Hospital, where they will have access to our complete range of medical services for continuum of care. We have received great testimonials from people who acknowledged the importance of having this secondary medical facility, with a fully equipped emergency service, in their vicinity.

At Clinique Darné, we have introduced a new MRI in February 2021. This equipment, which required substantial investment, helps our doctors to provide our patients with a more precise diagnosis, and therefore most accurate treatment. Furthermore, renovation works were also carried out to uplift existing infrastructure with a view to offering quality care in a safe environment. At Wellkin Hospital, additional rooms were proposed to deliver on our commitment to better respond to our patients' needs.

IN THE PIPELINE

Extension at Clinique Darné:

We are committed to extend our existing service proposals at Clinique Darné by creating a Cancer Centre and a Wellness Centre. This new Cancer Unit is the next logical step following the launching of the C-Lab Molecular Laboratory Unit, thanks to which our medical staff are now able to devise bespoke and more effective treatment for cancer patients.

Relocation of C-Care Clinic in the North region:

In February 2021, we have signed a partnership agreement with Mont Choisy Group to develop a new state-of-the-art medical facility in Mont Choisy La Destination offering quality in-patient care. In fact, this project stems from our holistic approach and patient-centric culture.

Nursing School:

Training and development have also been an important area of focus, especially when it comes to tackling the issue of shortage of nursing officers. To that end, we have created a Medical School with the collaboration of Curtin Mauritius and signed a partnership agreement with Polytechnics Mauritius. The aim is to complement theoretical courses with on-the-job training and bring solutions to a fundamental need of additional nurses worldwide.

CHKS Accreditation:

We also acknowledge that healthcare is an ever-evolving sector, and that is why we are continuously investing to ensure we deliver quality care. We are currently working to obtain the Comprehensive Health Knowledge System (CHKS), a well-recognised UK certification, for all our facilities, including our C-Care clinics and C-Lab. We are confident that this will further improve the care we provide our patients with.

APPRECIATION

During this financial year, we have reassessed our operations and reviewed our Patient Promise, which now relies on five pillars namely: Right Medical Treatment, Safety, Caring, Clarity & Honesty and Simplicity. This sums up very well the C-Care way of doing things and daily commitment towards our patients and their relatives.

I wish to thank the entire C-Care family comprising of our Doctors, clinical and non-clinical staff for their commendable work and commitment.

I would like to reiterate our appreciation to our insurance partners for their assistance and collaboration. Thanks to them, many patients have been able to benefit from the best healthcare services available in Mauritius.

To conclude, I wish to extend my gratitude to all Board members for their contribution to our different committees as well as their support and guidance, without which I would not have been able to fulfil all my duties as Executive Chairperson of the leading private healthcare group in Mauritius.

Last but not least, I would like to thank our patients for trusting us and we renew our engagement as a Group to continue in this journey to continuously provide quality healthcare in Mauritius and in the region, always innovating.



A handwritten signature in blue ink that reads "H. Echevin".

Hélène Echevin
Chairperson