

## CHAIRPERSON'S & CEO'S STATEMENT



**Guillaume Dalais**  
Chairperson



**Hélène Echevin**  
CEO

Dear Shareholders,

We are pleased to present our Annual Report for the financial year 2023-2024. Indeed, it is with great satisfaction that we are proud to announce the positive financial performance achieved over the past year, which reflects the outcomes of our recent strategic initiatives as well as the positive impact of our key decisions.

### A YEAR OF GREAT ACHIEVEMENTS

After four years of relentless dedication, we are honoured to unveil our first cancer treatment facility: the C-Care Cancer Centre. This milestone transforms our vision into reality after four years of relentless dedication and hard work. Since March 2024, we are now able to provide a comprehensive, multidisciplinary, and holistic approach to cancer care, ensuring personalised treatment and support for every patient.

During the year under review, C-Care Wellkin and C-Care Darné have both upgraded their facilities and services. C-Care Darné now features a Hybrid Catheterisation (Cath) Lab, the first of its kind in Mauritius, offering a unique and comprehensive approach to cardiovascular and neurological care by combining diagnostic and interventional capabilities under one roof. In its continued efforts to uplift the quality of care, C-Care Darné has fully refurbished its maternity and neonatal unit, while C-Care Wellkin is establishing itself as a centre of excellence in ophthalmologic and orthopaedic care. Additionally, both hospitals have introduced new semi-private rooms, providing privacy and security at an affordable price.

Our satellite clinics, C-Care Grand Baie and C-Care Tamarin, were successfully relocated to new buildings. In July 2023, C-Care Grand Baie opened its doors at Boulevard de Mont Choisy in Official name is Mont Choisy La Destination, while C-Care Tamarin moved to its new quarters at District One at La Mivoie in Black River in January 2024 and plans to be operational 24/7. These relocations aim to enhance patient experience and the quality of care we provide in these regions. The CHKS accreditation from the UK has also been obtained by C-Care Grand Baie, highlighting the quality of our services.

Through C-Lab, our laboratory arm, we have continued our investments in new technologies in biomolecular and microbiology testing. We are also proud to close this year with 24 C-Lab collection centres, demonstrating our commitment to accessibility, while ensuring that every patient can easily find a collection centre near their location.

C-Care has demonstrated its unwavering commitment to innovation and technology by launching the C-Care App, the first healthcare app in Mauritius, allowing patients to securely view their medical history, including laboratory reports, radiology reports, prescriptions, and past procedures, anytime and anywhere.

### CARING FOR OUR PEOPLE

During the past year, we aimed to demonstrate our responsiveness to our staff by addressing their concerns with the utmost seriousness. To achieve this, we launched a series of internal campaigns and initiatives to address important issues like violence at work and mental well-being. We are continuously taking every possible step to ensure our employees are adequately equipped to tackle challenges head-on and perform their jobs to the best of their abilities.

Our training programs have once again been pivotal to our operations, with various Continuous Medical Evaluations ensuring that our doctors are informed about the latest developments in the medical sector and that our clinical staff maintain quality care at all levels and at all times.

We aim to have our C-Care Training Institute up and running soon. The institute is set to offer diploma courses for future healthcare professionals, which will greatly help us strengthen our teams and alleviate the pressure on our current staff.

### CARING FOR OUR CITIZENS and OUR PLANET

We are particularly proud of our teams for their increased community involvement and the rising number of open days and C-Care on the Road events organised during the past financial year. This year, we managed to provide free health services and screenings, mainly on non-communicable diseases that are diabetes, cardiovascular diseases and cancer, as well as health advice to more than 2,010 patients across the island, working for a healthier Mauritius.

We are also continuing our partnership with the NGOs we support, namely Link to Life, Enn Rev Enn Sourir, Caritas, and other organisations.

Last but not the least, we managed to reinforce our One Life One Tree program and we are pleased to share that the C-Care Group has planted more than 2,400 trees in Mauritius and Uganda.

### CHALLENGES PERSIST

However, we must also acknowledge the significant challenges we are currently facing. While competition is intensifying, the availability of skilled labour, particularly with regards to nurses, is becoming increasingly scarce in Mauritius due to stringent criteria for qualified and experienced staff. Furthermore, inflationary pressures still remain a major concern for the industry.

Despite these challenges, we are more determined than ever to enhance the quality of our services and the treatments we offer. Our commitment to maintaining the highest quality standards and improving patient experience in our facilities remains unflinching, as we owe it to our patients to provide them with the best possible care.

### THANK YOU!

We wish to seize this opportunity to express a heartfelt thank you to our patients, to our doctors, and to our nurses. Thank you to each and every member of our staff, both clinical and non-clinical. Thank you to our insurance partners who have always assisted us in providing healthcare services to our patients. Thank you to all our collaborators, suppliers, and each member of the ecosystem who helps us achieve our mission of "being the most caring medical experts."

Indeed, each chain link is crucial in ensuring that the best healthcare services are delivered to our patients and in driving the ongoing success of our beloved C-Care brand.

As such, we sincerely and warmly thank each and every one of you, our shareholders, for your continued support and renewed trust in us.

**Guillaume Dalais**  
Chairperson

**Hélène Echevin**  
CEO