



Humana

Everyone is entitled to a good life.

Interim Report

Q1 2024

April 25, 2024

Diversification creates long-term profitable growth



Humana



Adjusted operating profit of SEK 100m in line with previous year



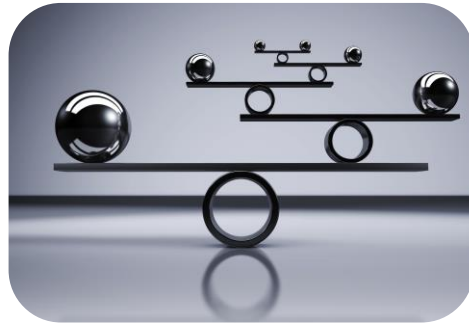
Strong improvement in Finland



Reduced overhead costs and lower net customer losses in personal assistance in Sweden



Good performance in elderly care in Sweden



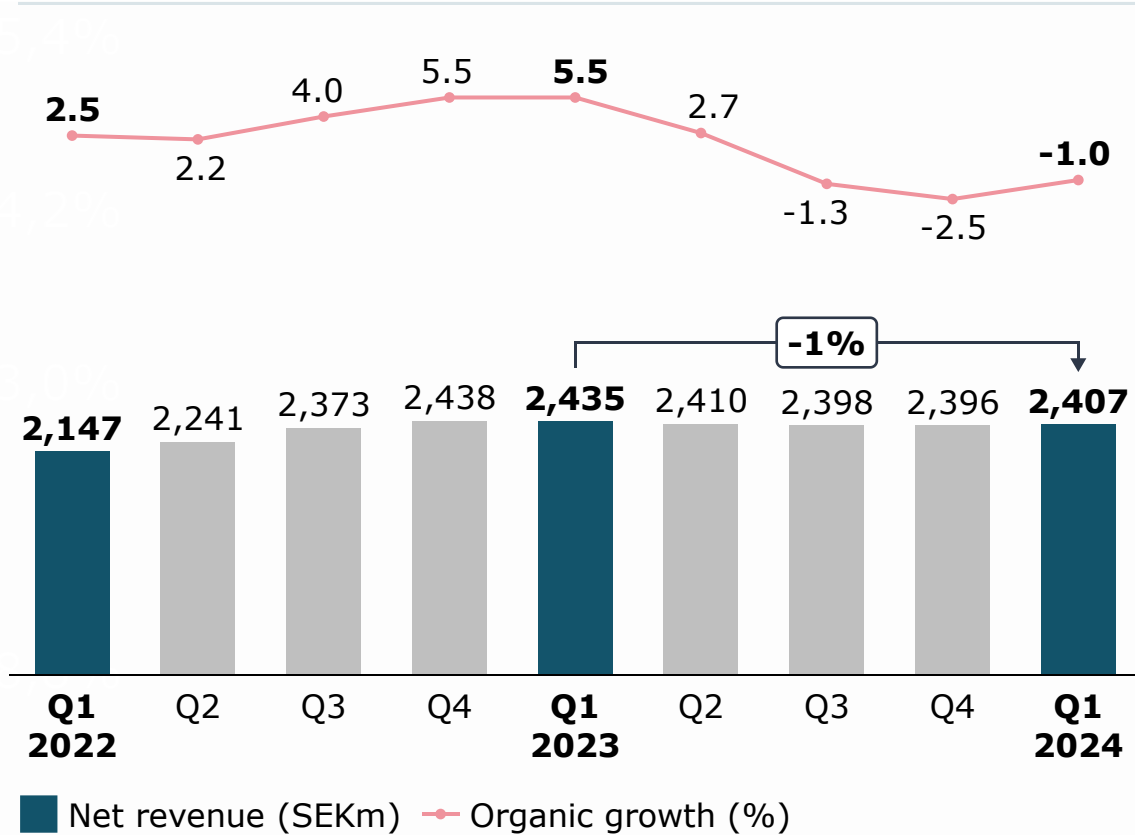
Agreement to acquire Team Olivia Norge AS



Reorganisation in Sweden to improve efficiency



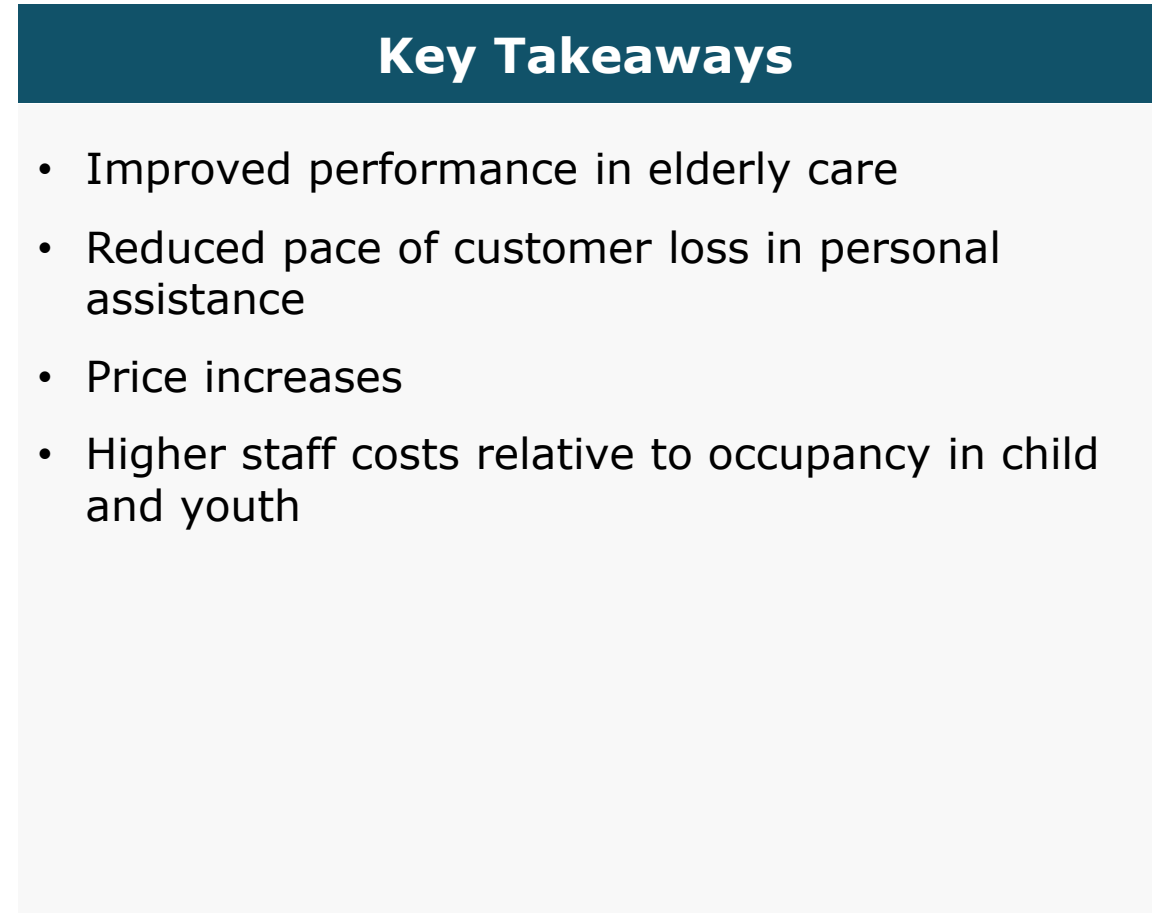
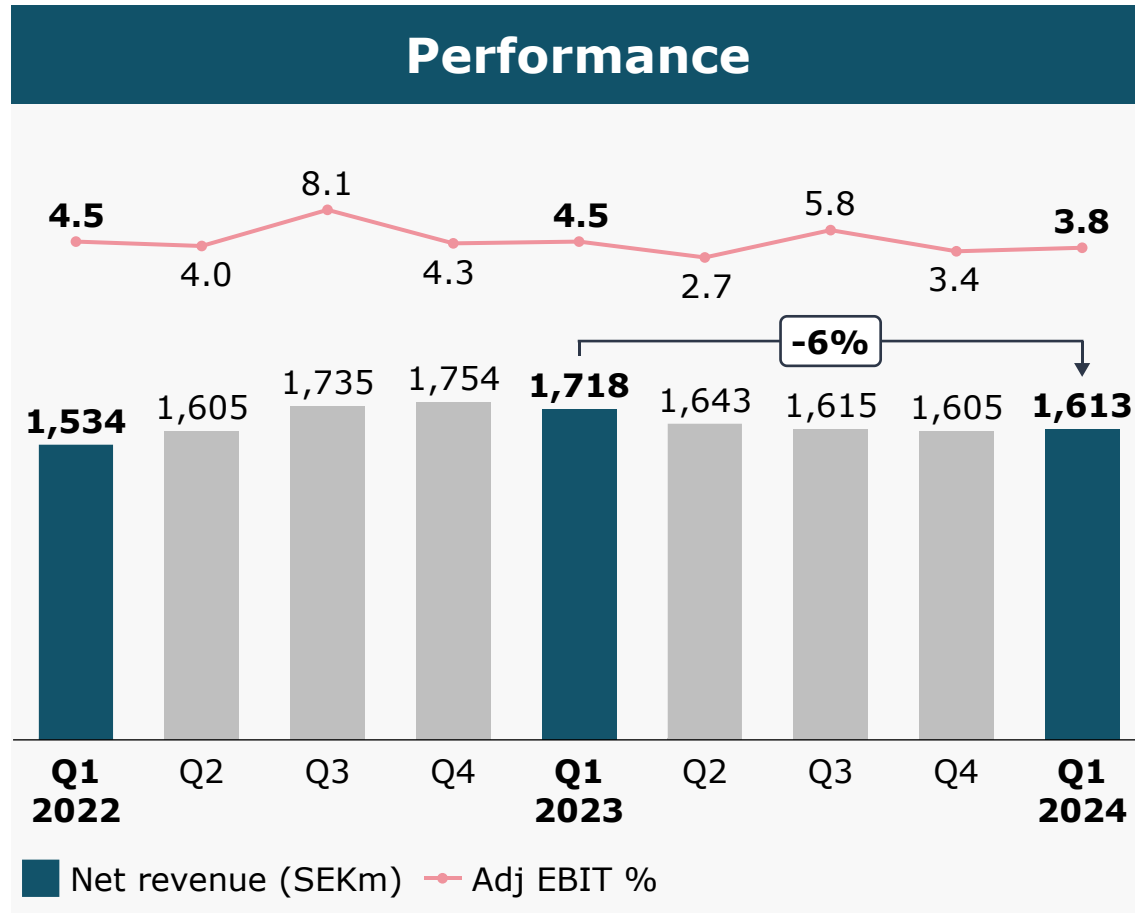
Performance



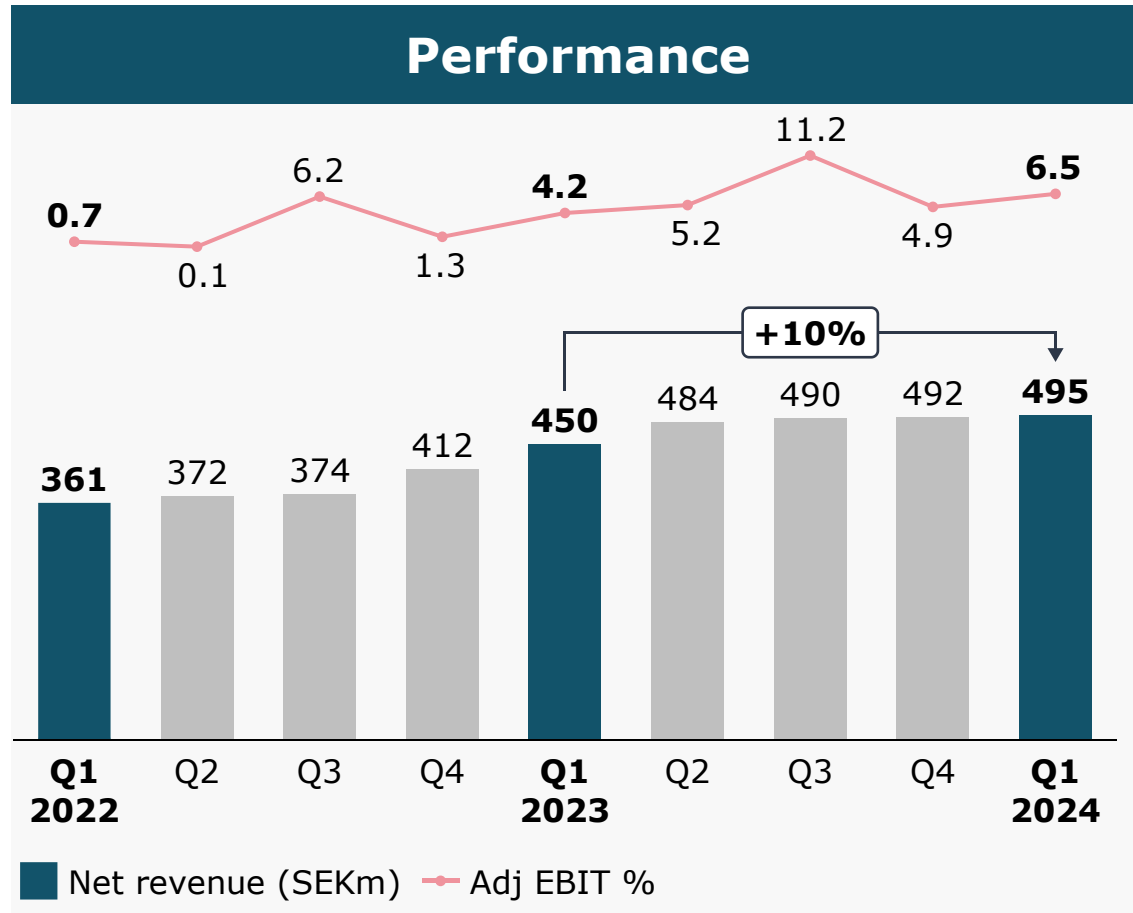
Organic Growth & Adj. EBIT % Q1

	Organic Growth	Adj EBIT margin
Sweden	-6.3%	3.8%
<i>whereof individual and family</i>	2.1%	6.2%
<i>whereof personal assistance</i>	-16.2%	2.1%
<i>whereof elderly care</i>	7.1%	2.0%
Finland	9.1%	6.5%
Norway	16.0%	4.3%
Total	-1.0%	4.1%
excl PA	7.1%	5.0%

Improvement programmes increasingly shows effect



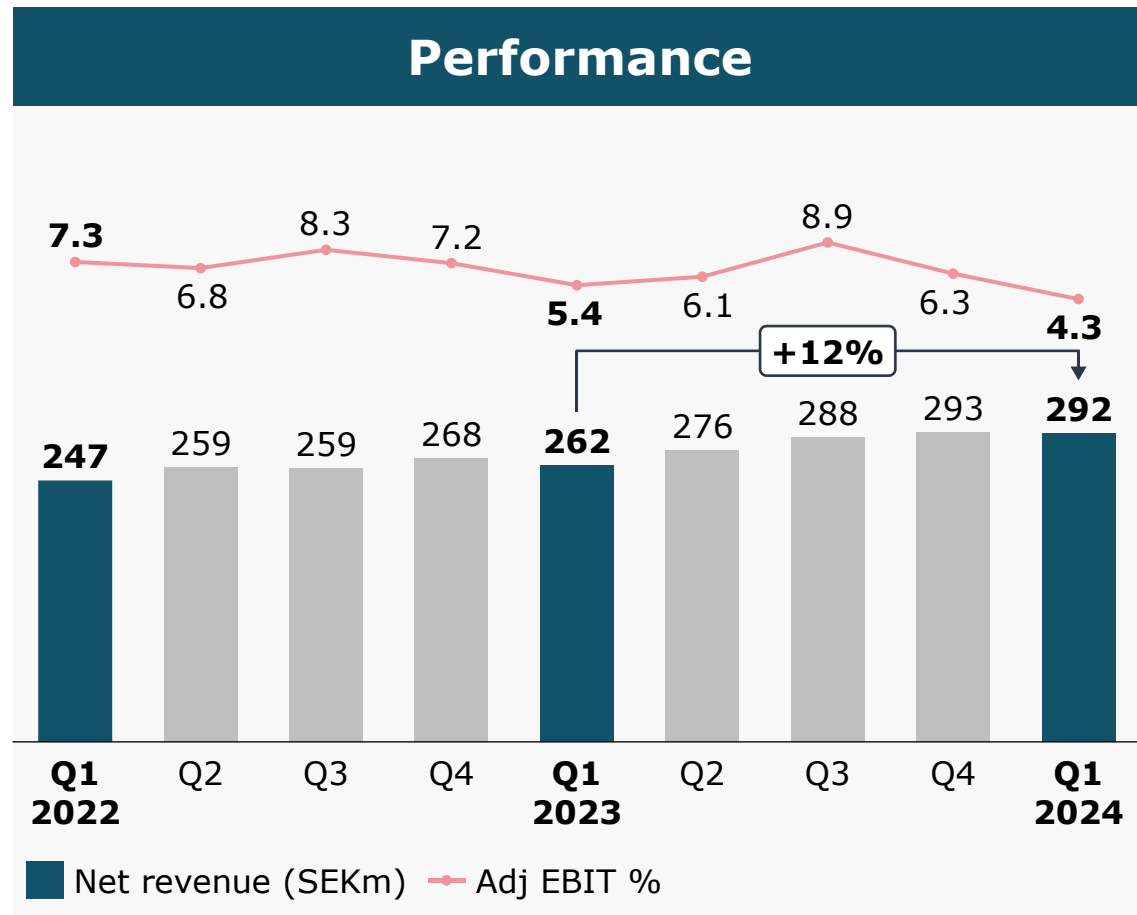
Specialisation strategy paying off



Key Takeaways

- Strong demand and high organic growth of 9%
- Improved profitability
 - Price increases
 - Higher occupancy levels in child and youth and housing services for adult segments
 - Higher proportion of customers with complex needs in child and youth
- Continued shift towards more specialised care within child and youth segment

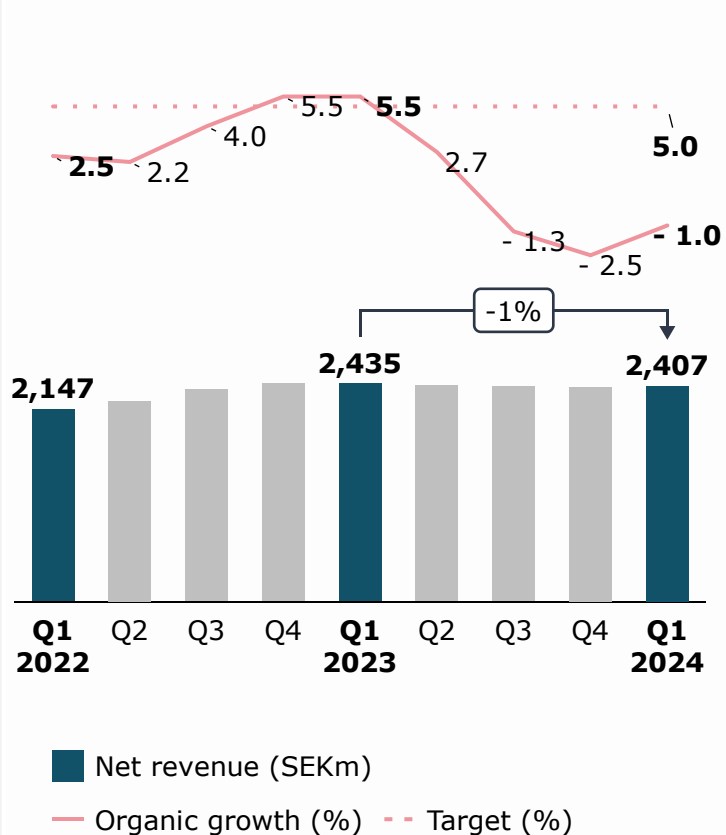
Strong organic growth



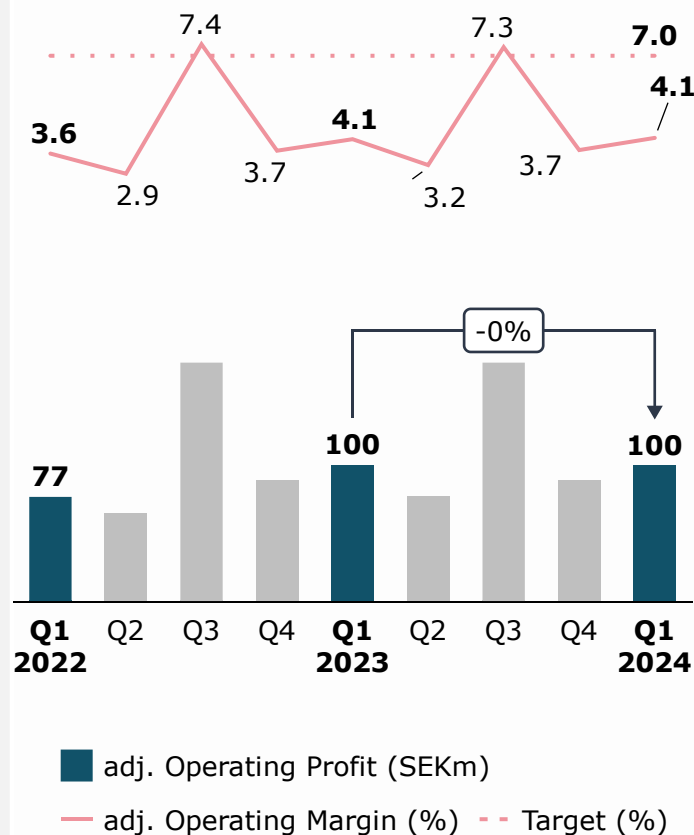
- ### Key Takeaways
- Continued good demand for our services with record high organic growth reaching 16 %
 - Price increases fully compensation inflation effects
 - Higher share of clients with complex demands
 - Increase in clients within personal assistance
 - Increased staff costs
 - Preparation for integration of Team Olivia Norge



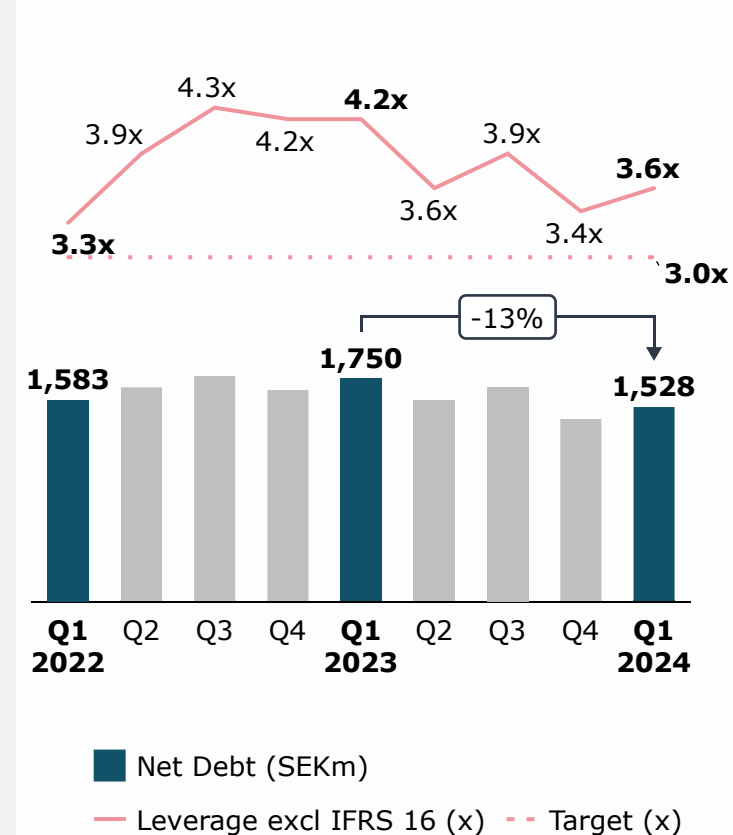
Organic Growth



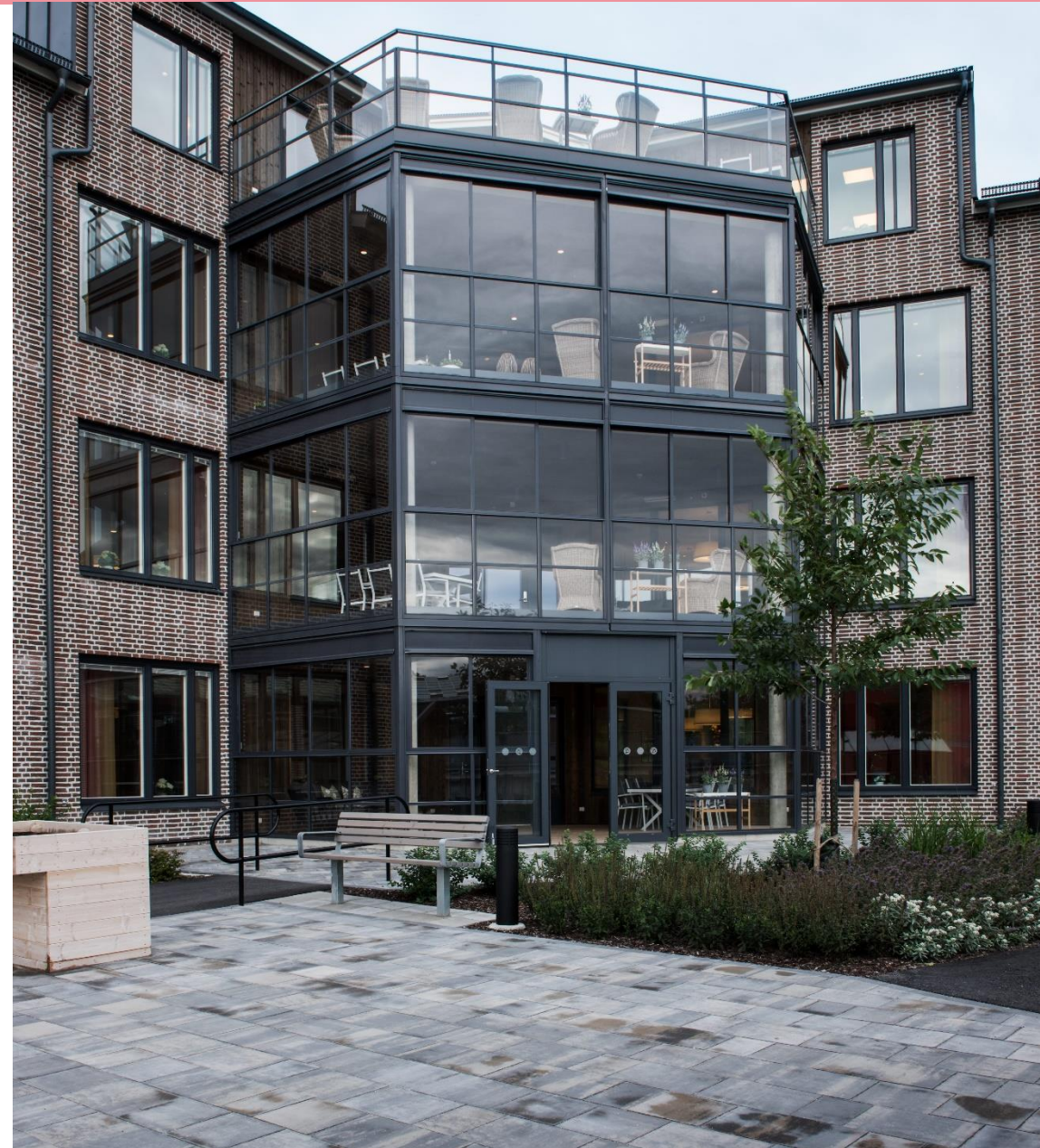
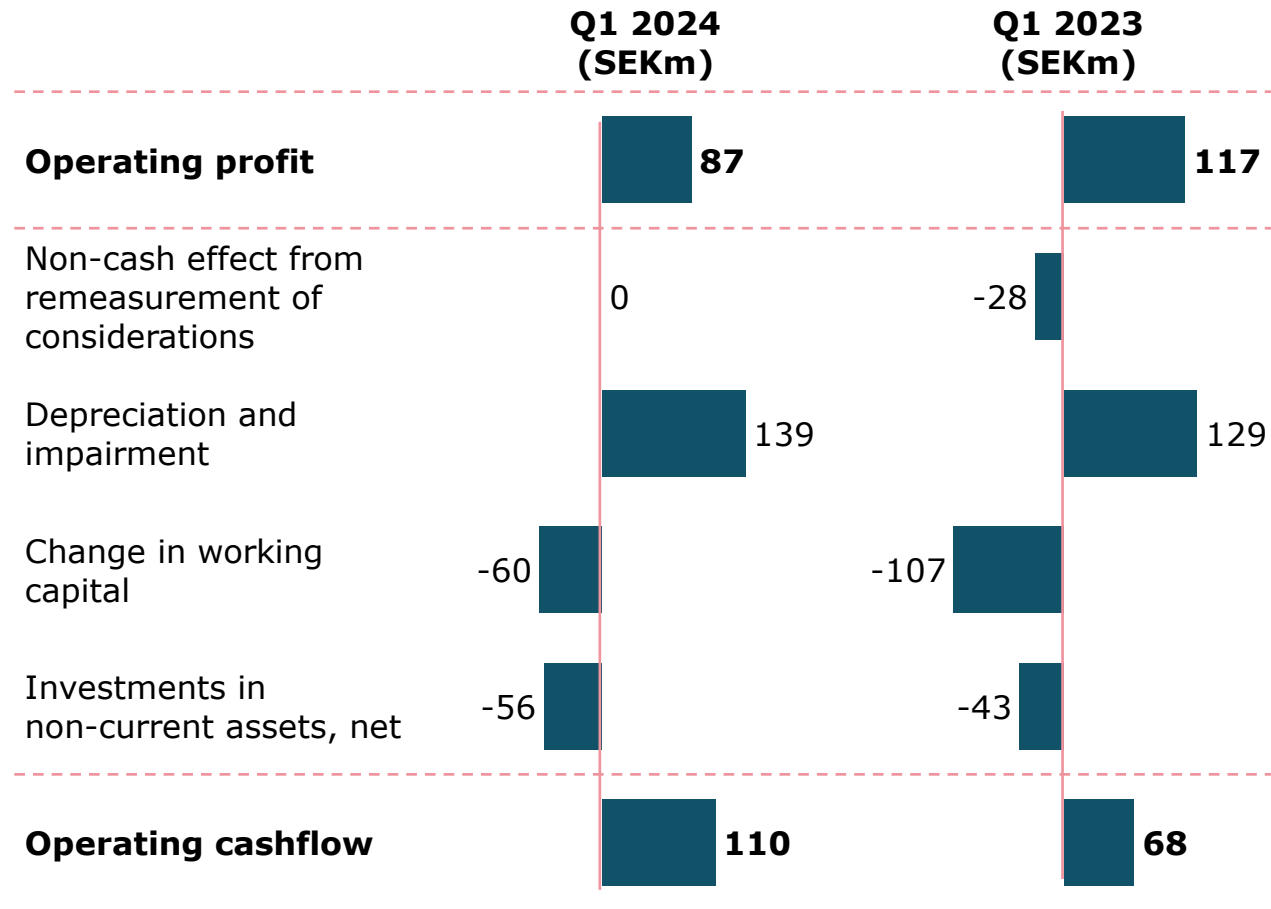
Profitability



Capital Structure



Strong cash flow due to improved change in working capital





For the first quarter 2024

Items affecting Comparability of EBIT

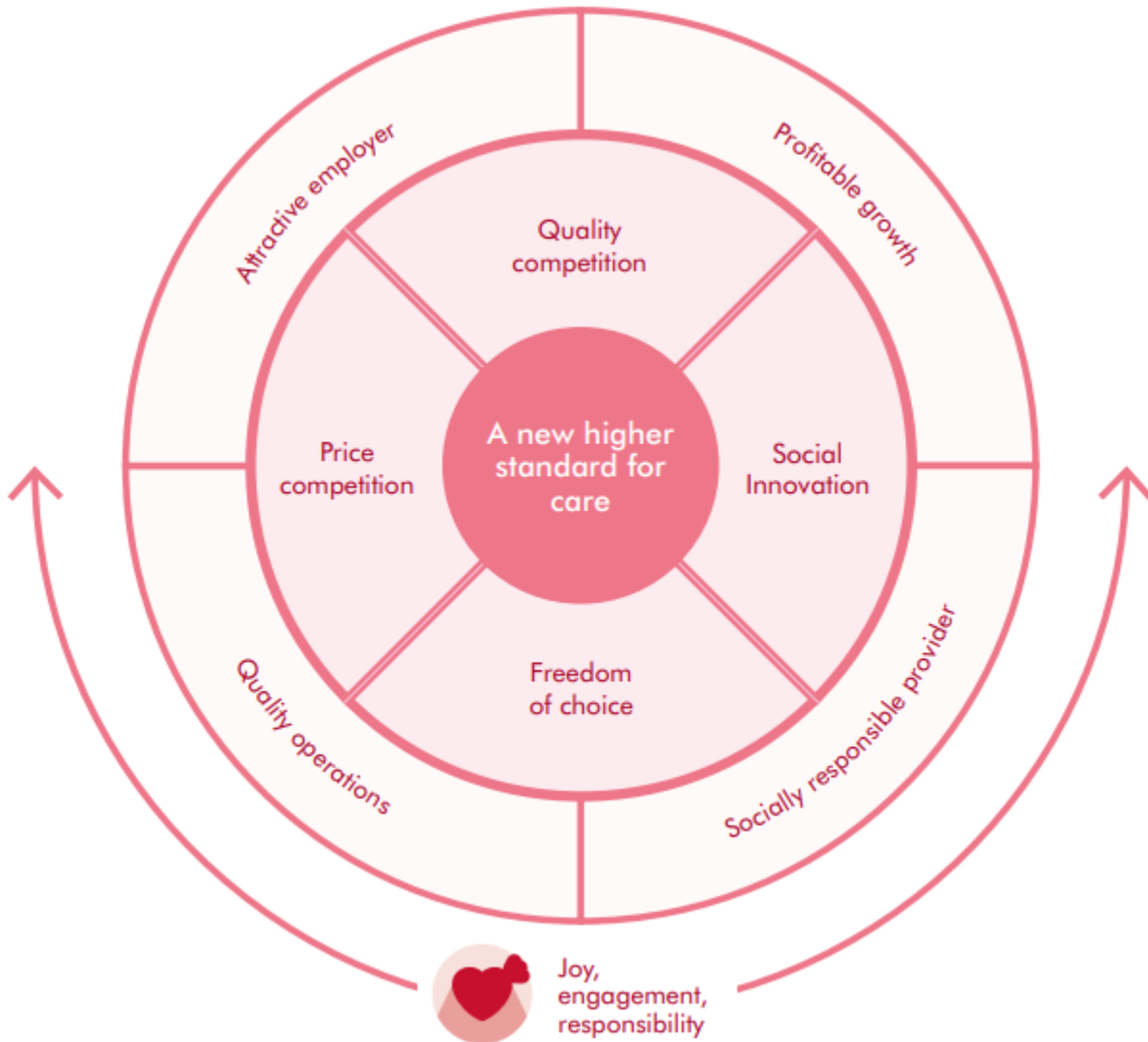
-3m - Sweden: Costs linked to IVO's revocation of permit

-10m - Other: Transaction costs

EBIT Seasonality effects

+14m leap day effect

-24m Easter effect



Driving the future of welfare

	Q1 2024	Q1 2023
Satisfied customers and clients	81	79
Satisfied employees	78	77
A safe service delivered	99.9	99.8
High quality educations	90	88

Proportion of completed placements that led to a lower level of care
Sweden

49% (44%)

Proportion of clients at all residential care homes who achieve the targets established in their implementation plans either in full or in part
Sweden

61% (63%)

Invest in the future of care in the Nordics



Humana

Increased demand for specialisation – where Humana is at the forefront

Growing non-cyclical market

Q1 Highlight
Need for highly complex services increasing, particularly in Finland

Higher margins are possible where Humana meets societal needs that are not met by the public sector

Skills and offerings where societal needs are the largest

Q1 Highlight
Increased proportion of customers with complex needs across the Group

A diversified portfolio creates a new level of stability at Group level

Clear strategy for growth

Q1 Highlight
Agreement entered to acquire Team Olivia Norge AS

Competitive advantages are achieved through a unique contribution to the progress of the care sector

Sustainable value creation

Q1 Highlight
Improved social outcome measurements. Making real impact on society

Low tied-up capital provides conditions for strong cash flow

Attractive cash flow

Q1 Highlight
Net debt reduced 13 % year over year



Focus going forward

Humana Group

Rebuild of personal assistance in Sweden

Occupancy and profitability in young in Sweden

Implementation of Swedish organisation

Executing on specialisation strategy

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

Integration of Team Olivia Norge AS

Thanks!



Humana



Financial Calendar

AGM	16 May 2024
Interim report Jan-Jun, Q2 2024	19 Jul 2024

Further Information

Ewelina Pettersson

IR manager

+46 73 074 7912

ewelina.pettersson@humana.se