

# **Terveystalo Group Half-Year 2024 Results**

Ville Iho, President & CEO

Juuso Pajunen, CFO

# Welcome

## AGENDA TODAY



### **Ville Iho, President & CEO**

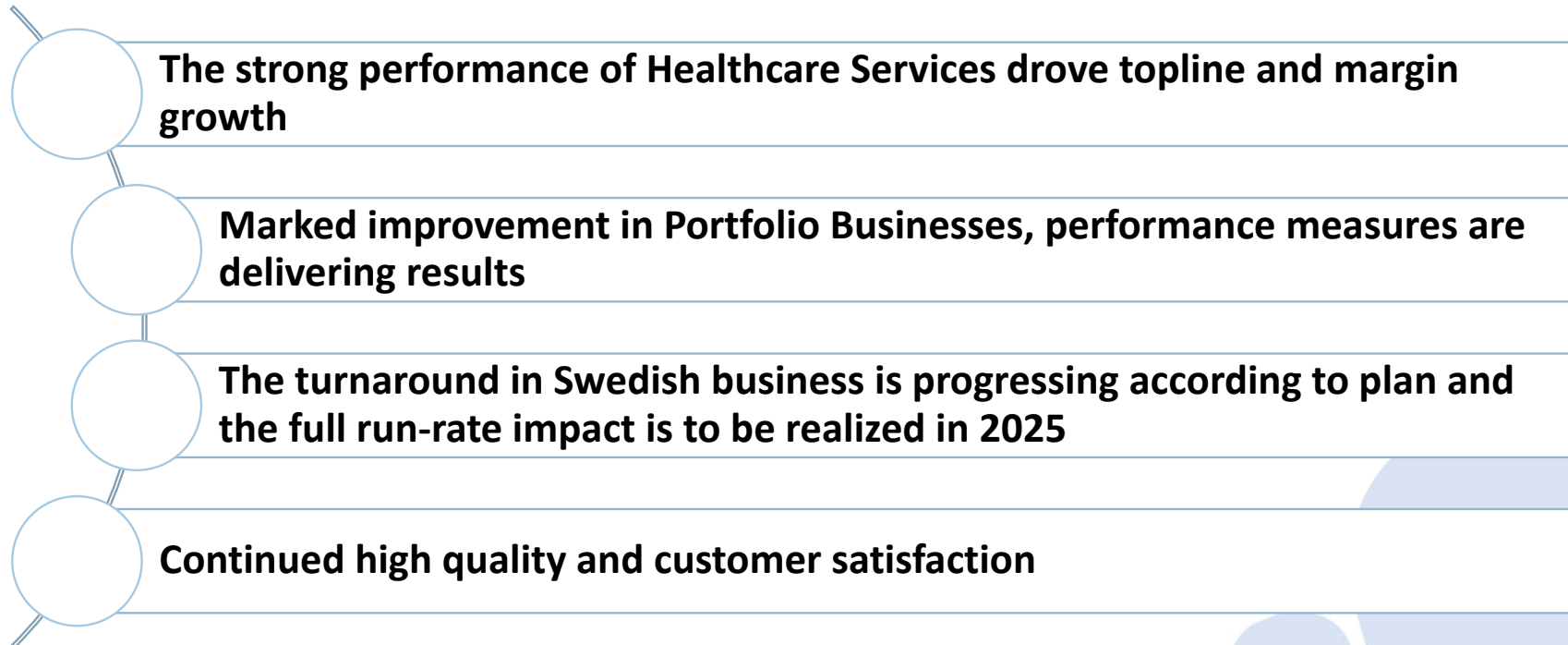
- Q2 2024 Financial & operational highlights



### **Juuso Pajunen, CFO**

- Q2 & H1 2024 Financial performance analysis
- Outlook & Guidance

# Strongest second quarter ever



# Q2 2024 highlights

Revenue (MEUR)

**340.1**

+5.5% y-o-y

EPS (EUR)

**0.11**

+90.8% y-o-y

Adj. EBITA (MEUR)

**42.5**

+49.1% y-o-y

Adj. EBITA margin

**12.5%**

+3.7%-p. y-o-y

NPS, appointments

**86.4**

+0.7% y-o-y

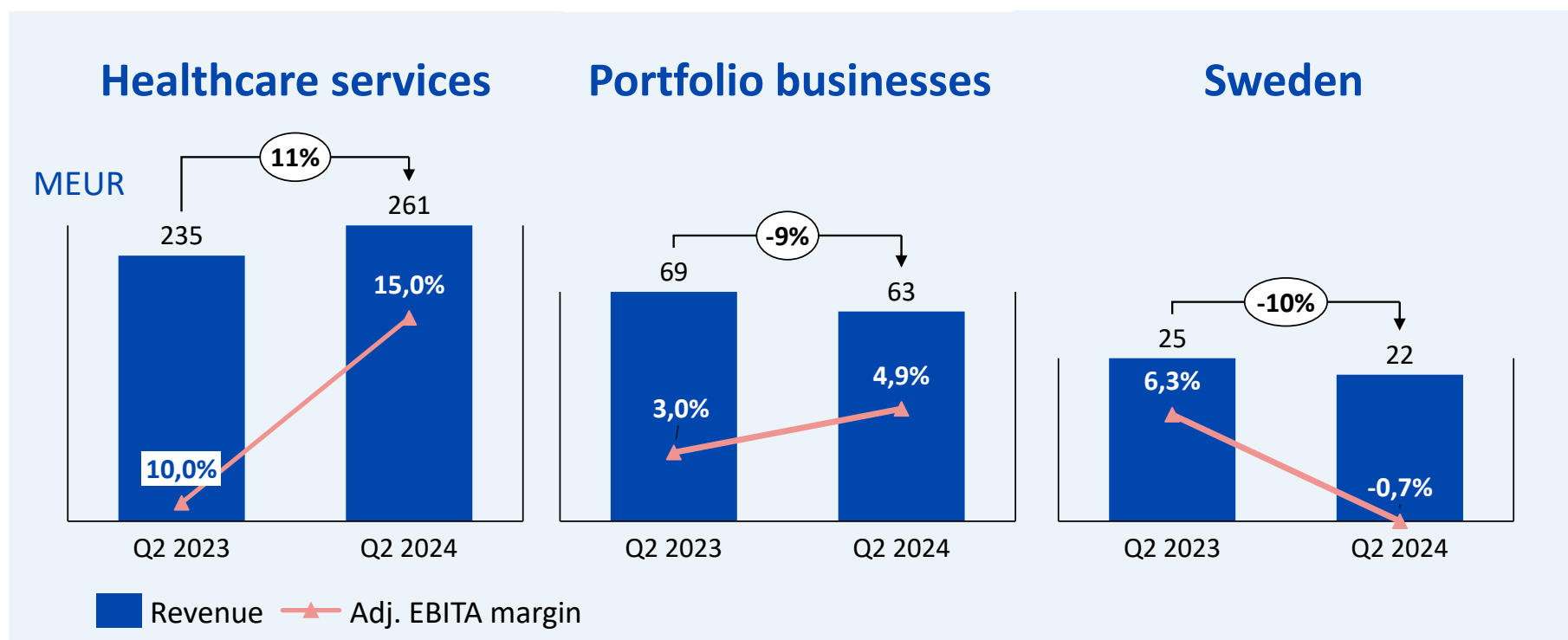
Operating cash flow (MEUR)

**44.4**

+71.4% y-o-y

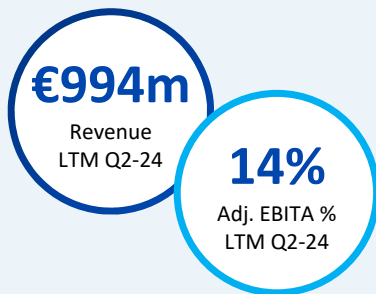


# Marked improvement in Healthcare services drove the Group performance



# Sequenced turn-around of our business portfolio offers multiple paths to value creation

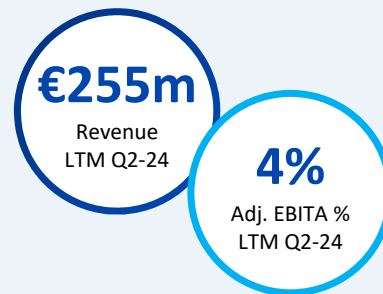
## Healthcare services



**AT MARKET GROWTH AND  
MARGIN UPLIFT**

#1 in Occupational healthcare  
#1 in Private-pay HC services  
300+ clinics of which 18 hospitals  
FOKUS units in specialty care  
World-class digital HC platform

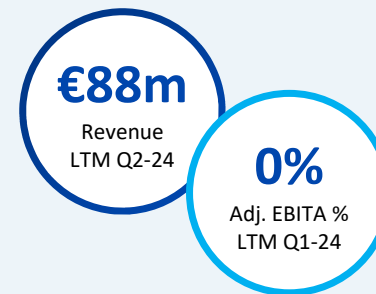
## Portfolio businesses



**PUBLIC MARKET REFOCUS,  
GROWTH IN PRIVATE PAY**

Public partnerships incl. HC center  
and specialty care outsourcing  
Staffing services  
Dental care network with 30+ clinics  
Other businesses in e.g. massage,  
child welfare, and rehabilitation

## Sweden

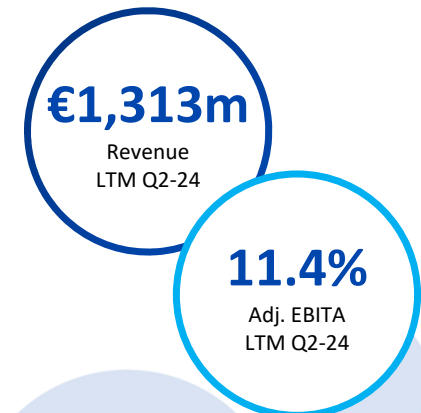


**RAPID TURNAROUND AND  
VALUE CREATION**

#2 in Occupational health services  
Services in:

- Occupational health
- Organization and leadership
- Harmful use
- Private health

## Group



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# **Save the Date – Capital Markets Day**

To be held in Helsinki & online 4 December 2025

# Financial performance

Juuso Pajunen, CFO

# Continued margin recovery in Q2

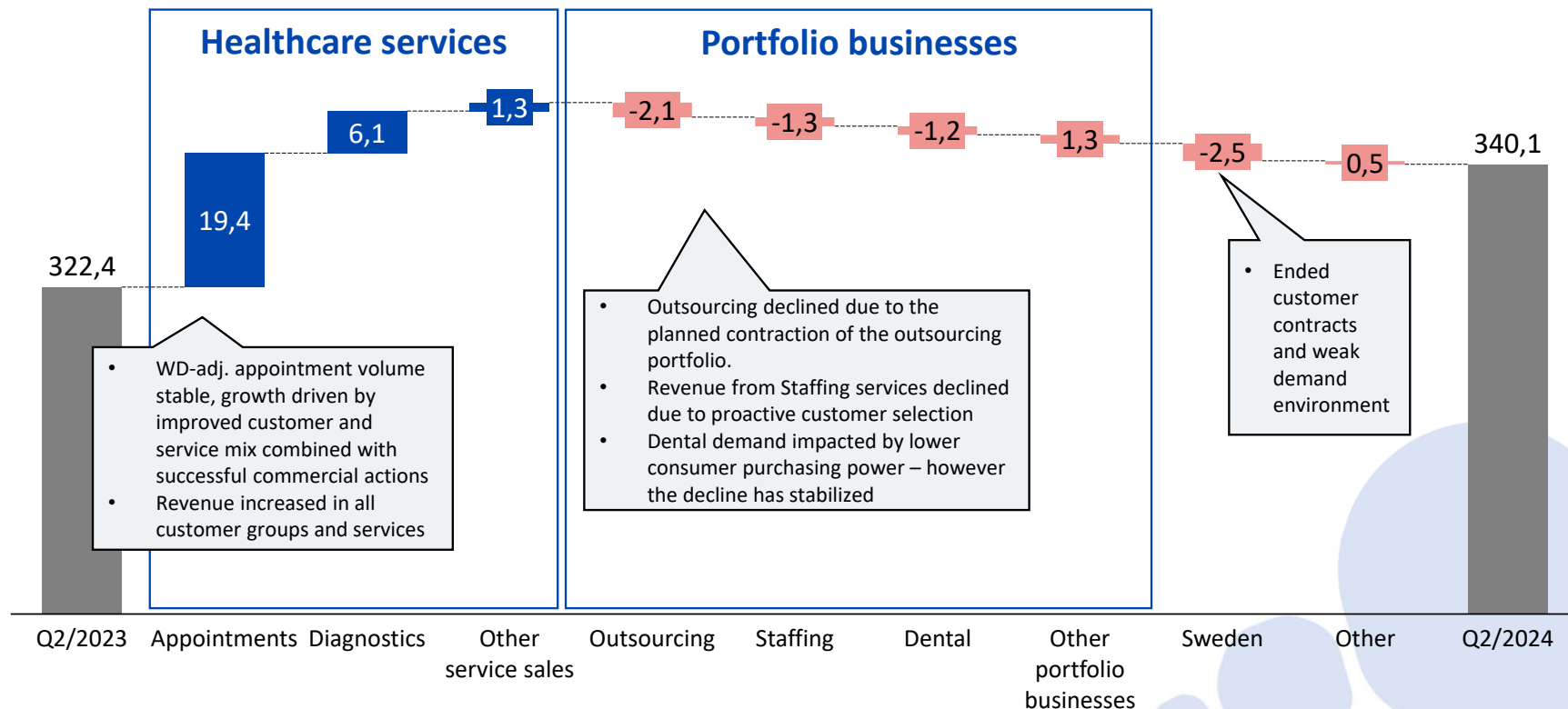


**Performance improvement continued for fifth quarter in a row – Adj.EBITA +49%, EPS +91%, Net Debt / Adj. EBITDA at 2.5**

**Strong performance in Finnish segments, Sweden profit improvement program progressing as planned but not yet visible in figures**

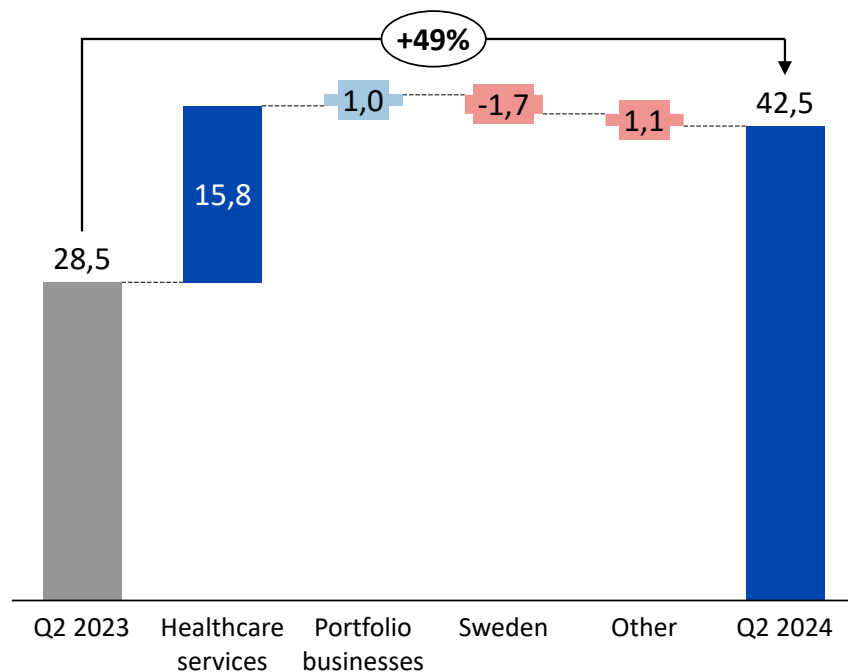
**Guidance updated – Adj. EBITA expected between 11.5% and 12.5%**

# Q2: Strong supply, improved sales mix, and successful commercial actions drove revenue growth



## Q2: Strong profit development in Healthcare services and Portfolio businesses

Adj. EBITA(MEUR)

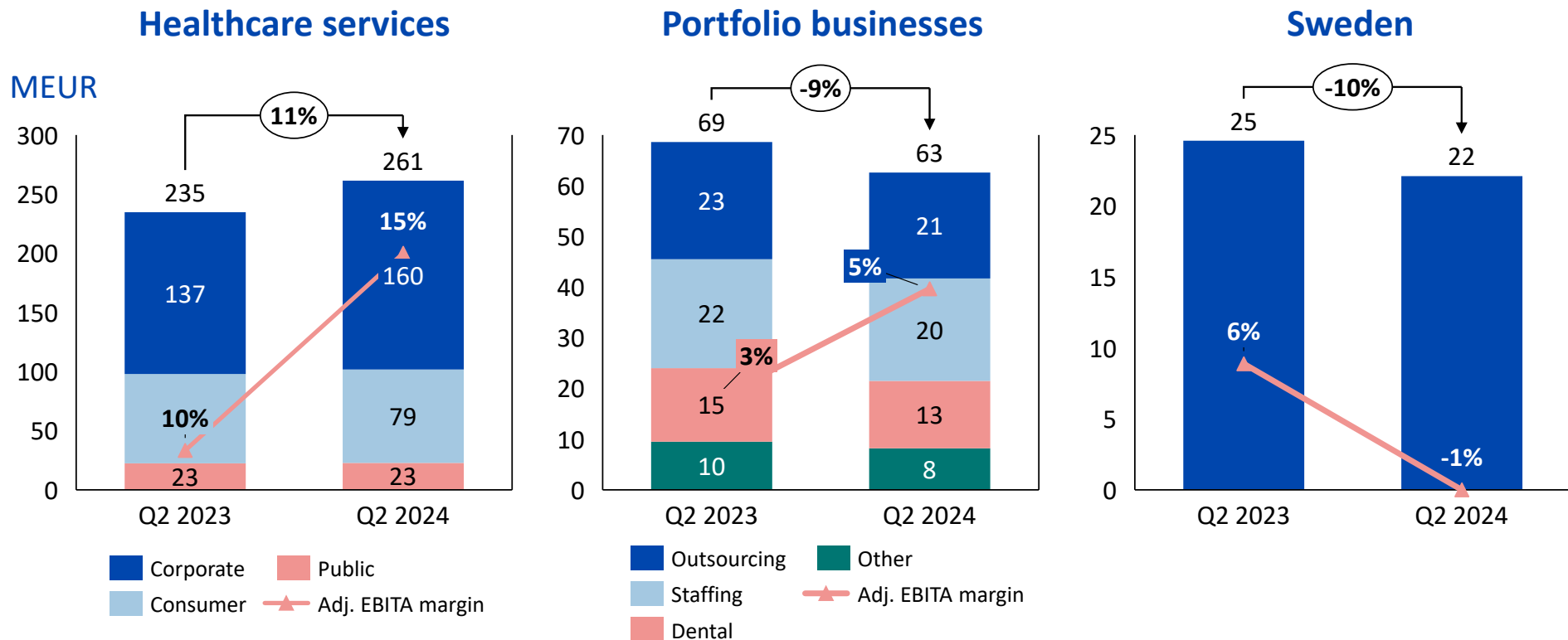


- In **Healthcare services**, EBITA was impacted by:
  - Continued operational efficiency also in low-demand months
  - Strong sales mix
  - Successful commercial actions
  - Continued cost control
- **Portfolio businesses** saw positive development in Staffing and Outsourcing
  - Successful commercial actions
  - Improved operational efficiency and adaptation to demand in consumer-driven business
  - Termination and ending of low-margin contracts
- In **Sweden**, EBITA decreased due to a decrease in revenue and cost inflation.
  - The profit improvement program progressing as planned.

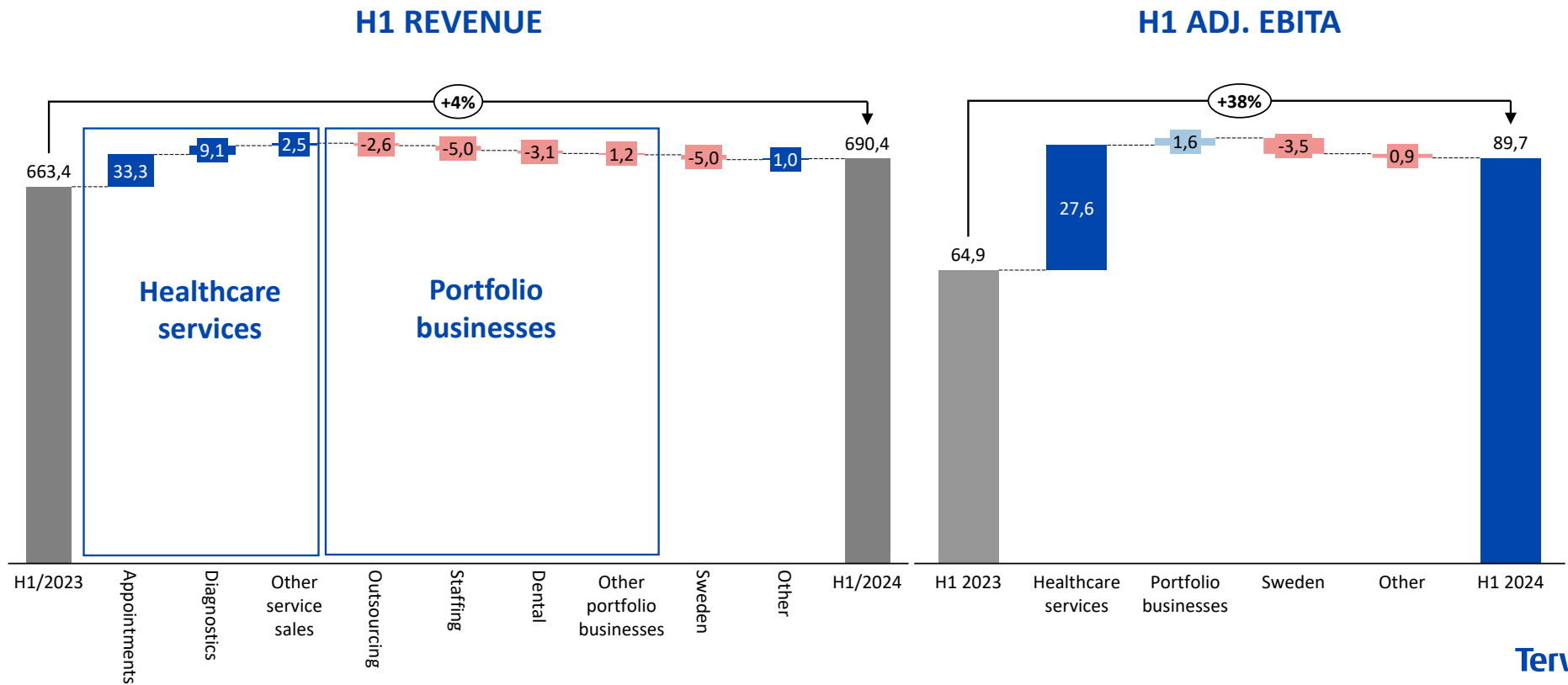
ADJUSTMENTS ARE MATERIAL ITEMS OUTSIDE THE ORDINARY COURSE OF BUSINESS, ASSOCIATED WITH ACQUISITION-RELATED EXPENSES, RESTRUCTURING-RELATED EXPENSES, GAINS AND LOSSES ON THE SALE OF ASSETS, IMPAIRMENT LOSSES, STRATEGIC PROJECTS, AND OTHER ITEMS AFFECTING COMPARABILITY. ADJUSTMENTS RELATED TO THE PROFIT IMPROVEMENT PROGRAMS WERE APPROXIMATELY EUR 4.9 MILLION DURING THE SECOND QUARTER AND EUR 9.4 MILLION DURING JANUARY-JUNE.

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# Q2: Sales mix improved in Finland, headwinds in Sweden

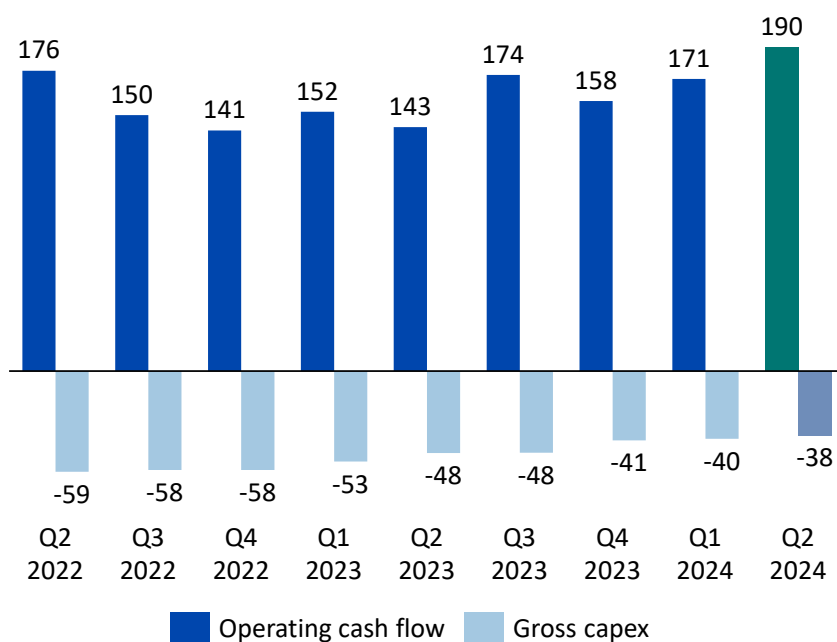


# H1: Topline growth, strong profit development in Healthcare services

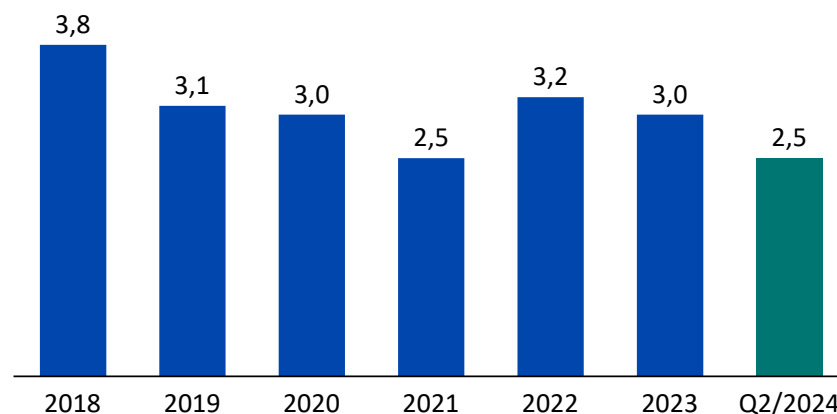


# Record strong LTM EBITA converted to strong cash flow

OPERATING CASH FLOW (LTM), MEUR  
GROSS CAPEX (LTM), MEUR



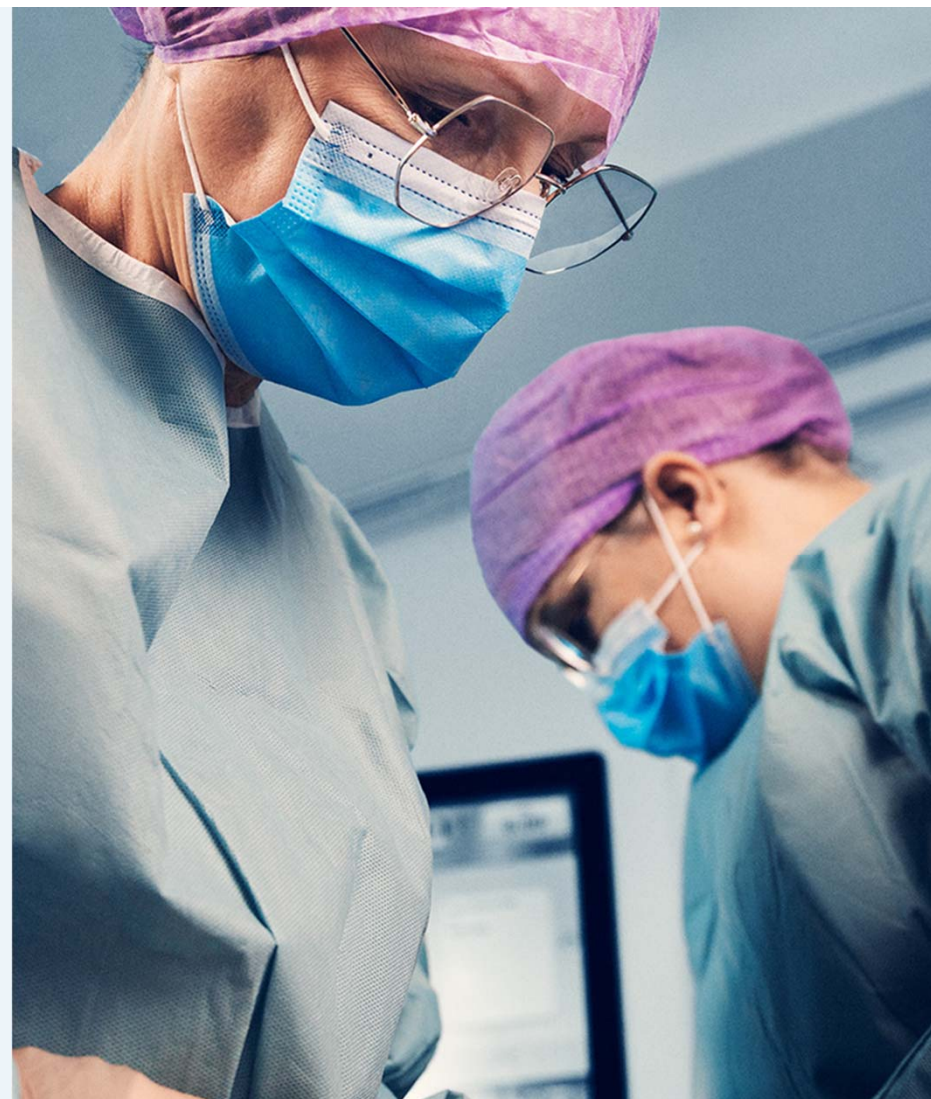
NET DEBT/ADJUSTED EBITDA (LTM)



- Net debt amounted to EUR 569.8 (601.7) million
- Net debt, excluding IFRS 16 (lease liabilities) amounted to EUR 365.2 (399.9) million

# We have raised our guidance for 2024

- Terveystalo expects its full-year 2024 revenue to grow (2023: EUR 1,286 million) and adjusted EBITA to be 11.5–12.5 percent of revenue (2023: 9.8 percent).
- The estimates are based on the second quarter of 2024 projections for inflation, consumer demand and employment, and normal morbidity.
- The performance improvement program has significantly exceeded its initial target and the measures are having an impact faster than previously estimated.
- The estimates include an annual decrease of approximately EUR 10 million in revenue in the Portfolio Businesses segment's outsourcing business.
- The Sweden segment's revenue is expected to decline due to macro weakness and the exchange rate is expected to remain stable.
- The increase in the VAT rate in Finland does not significantly impact the 2024 result.
- The estimates do not include material acquisitions or divestments.



# Terveystalo

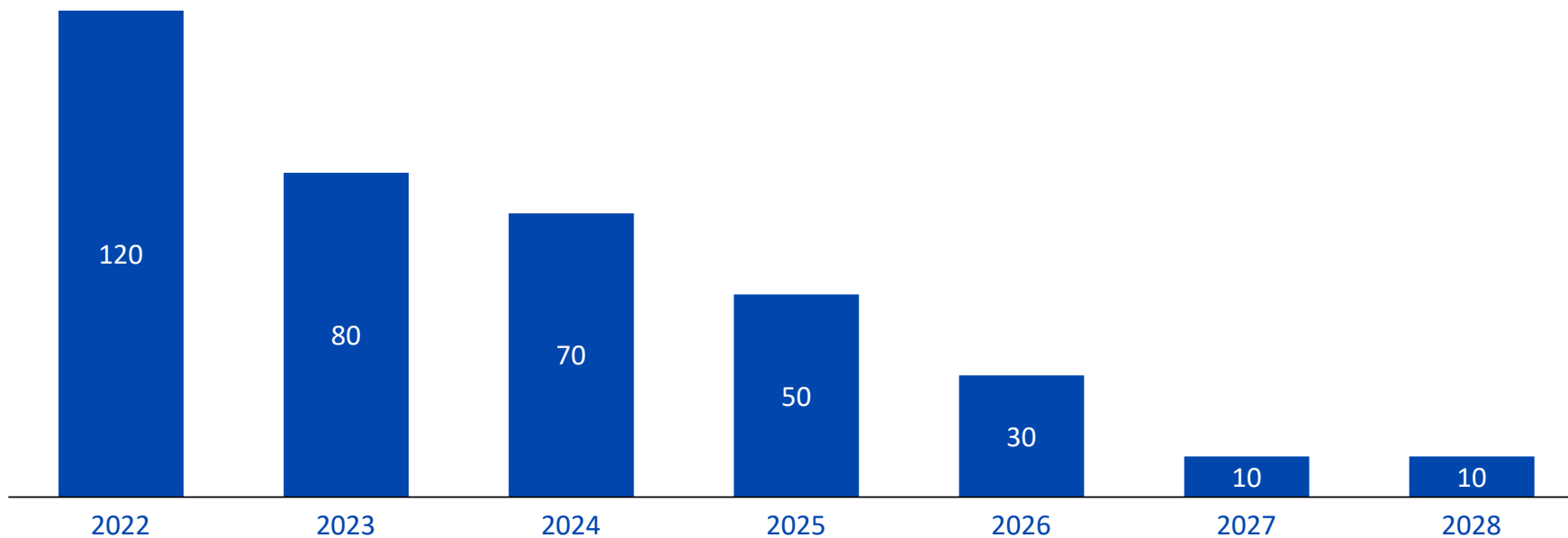
MEANINGFUL MATTERS

[terveystalo.com](https://terveystalo.com)

# Appendix

# The outsourcing contract portfolio shrinks as old contracts expire or are terminated

CONTRACT VALUE, OUTSOURCING CONTRACTS, M€<sup>1</sup>



# Key figures

| EUR mill. unless stated otherwise                           | 4-6/2024 | 4-6/2023  | Change, % | 1-6/2024 | 1-6/2023  | Change, % | 2023    |
|---|----------|-----------|-----------|----------|-----------|-----------|---------|
| Revenue   | 340.1    | 322.4     | 5.5       | 690.4    | 663.4     | 4.1       | 1,286.4 |
| Adjusted EBITA * 1)   | 42.5     | 28.5      | 49.1      | 89.7     | 64.9      | 38.1      | 125.6   |
| Adjusted EBITA, % * 1)                                      | 12.5     | 8.8 -     |           | 13.0     | 9.8 -     |           | 9.8     |
| EBITA 1)  | 32.1     | 25.0      | 28.5      | 75.1     | 52.0      | 44.4      | 104.4   |
| EBITA, % 1)   | 9.4      | 7.7 -     |           | 10.9     | 7.8 -     |           | 8.1     |
| Operating profit (EBIT)                                     | 24.6     | 15.0      | 64.2      | 60.3     | 34.0      | 77.1      | -14.7   |
| Operating profit (EBIT), %                                  | 7.2      | 4.6 -     |           | 8.7      | 5.1 -     |           | -1.1    |
| Return on equity (ROE) (LTM), % 1)                          | -        | -         |           | -4.5     | 1.1 -     |           | -7.6    |
| Equity ratio, % 1)  | -        | -         |           | 36.9     | 39.0 -    |           | 36.5    |
| Earnings per share, EUR                                     | 0.11     | 0.06      | 90.8      | 0.30     | 0.15      | 103.4     | -0.33   |
| Weighted average number of shares outstanding, in thousands | 126,605  | 126,556 - |           | 126,605  | 126,554 - |           | 126,555 |
| Net debt 1)   | -        | -         |           | 569.8    | 601.7     | -5.3      | 598.1   |
| Gearing, % 1)   | -        | -         |           | 110.8    | 105.3 -   |           | 116.0   |
| Net debt/Adjusted EBITDA (LTM) * 1)                         | -        | -         |           | 2.5      | 3.3 -     |           | 3.0     |
| Adjusted EBITDA (LTM), excluding IFRS 16 * 1)               | -        | -         |           | 169.3    | 124.5     | 36.0      | 142.8   |
| Net debt, excluding IFRS 16 1)                              | -        | -         |           | 365.2    | 399.9     | -8.7      | 379.0   |
| Net debt/Adjusted EBITDA (LTM), excluding IFRS 16 * 1)      | -        | -         |           | 2.2      | 3.2 -     |           | 2.7     |
| Average personnel (FTEs)                                    | -        | -         |           | 5,956    | 6,563     | -9.2      | 6,426   |
| Private practitioners (end of period)                       | -        | -         |           | 6,020    | 6,145     | -2.0      | 6,092   |
| <b>Sustainability</b>                                       |          |           |           |          |           |           |         |
| PEI-index <sup>2)</sup>                                     |          |           |           | 3.0      | 2.9       | 3.4       | 2.9     |
| Net Promoter Score (NPS), appointments                      |          |           |           | 86.6     | 85.8      | 0.9       | 84.8    |
| Net Promoter Score (NPS), hospitals                         |          |           |           | 95.3     | 95.9      | -6.3      | 94.5    |
| Employee Net Promoter Score (eNPS) <sup>3)</sup>            |          |           |           | 10       | 23        | -56.5     | 18      |

\*) ADJUSTMENTS ARE MATERIAL ITEMS OUTSIDE THE ORDINARY COURSE OF BUSINESS, ASSOCIATED WITH ACQUISITION-RELATED EXPENSES, RESTRUCTURING-RELATED EXPENSES, GAIN/LOSS ON SALE OF ASSETS, IMPAIRMENT LOSSES, STRATEGIC PROJECTS, AND OTHER ITEMS AFFECTING COMPARABILITY.

1) ALTERNATIVE PERFORMANCE MEASURE. IN ADDITION TO THE IFRS FIGURES, TERVEYSTALO PRESENTS ADDITIONAL, ALTERNATIVE PERFORMANCE INDICATORS THAT THE COMPANY MONITORS INTERNALLY, AND WHICH PROVIDE THE COMPANY MANAGEMENT, INVESTORS, STOCK MARKET ANALYSTS, AND OTHER STAKEHOLDERS WITH IMPORTANT ADDITIONAL INFORMATION CONCERNING THE COMPANY'S FINANCIAL PERFORMANCE, FINANCIAL POSITION, AND CASH FLOWS. THESE PERFORMANCE INDICATORS SHOULD NOT BE REVIEWED SEPARATELY FROM THE IFRS FIGURES, AND THEY SHOULD NOT BE CONSIDERED TO REPLACE THE IFRS FIGURES.

2) PEI INDEX (PATIENT ENABLEMENT INSTRUMENT) IS USED TO MEASURE WHETHER THE PATIENT FEELS THAT HE IS COPING WITH HIS SYMPTOMS OR ILLNESS MUCH BETTER, BETTER, AS BEFORE, OR WORSE AFTER THE RECEPTION. THE SCALE IS 1-4.

3) INCLUDES ONLY FINLAND, AS IN SWEDEN ENPS IS MEASURED ONLY ONCE A YEAR.