

Cleopatra Hospital Company

Investor Presentation 2Q19

Table of Contents



- 1. At a Glance
- 2. Key Investment Highlights
- **3. Recent Business Updates**
- 4. Strategy 2020
- 5. Expansion Strategy
- 6. Governance & Shareholder Information



Today's Presenters





Ahmed Badreldin Non-Executive Chairman



Dr. Ahmed Ezzeldin Chief Executive Officer



Hassan Fikry Corporate Strategy & Investor Relations Director



At a Glance: Revolutionizing Egypt's healthcare industry

Mission

Delivering the finest quality of healthcare in a safe, reliable and caring environment, through highly trained healthcare providers, state of the art facilities and the latest medical technology, putting patients and their families' first

Vision

Become the leading integrated healthcare provider in Egypt through a platform of world class quality medical facilities and services to enhance patients' quality of life

Integration

Efficiencies

Patients Quality of Life



At a Glance: Revolutionizing Egypt's healthcare industry



Cleopatra Hospital Group (CHG) is Egypt's largest private hospital group by number of its hospital beds and operating hospitals.

Over the last five years, the Group has **revolutionized the Egyptian healthcare industry by bringing high quality, integrated healthcare solutions** to a growing number of patients across a constantly expanding geographical footprint.

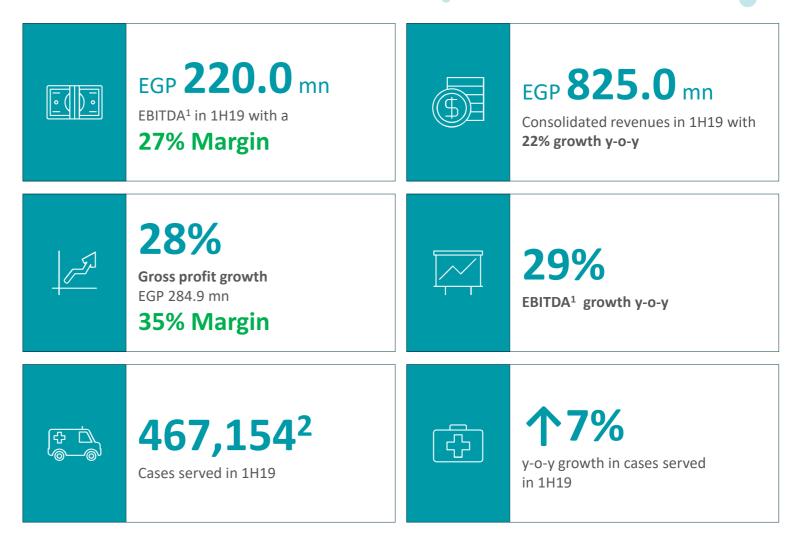
Since inception, we have been able to consistently evolve and adapt to changing market dynamics to remain at the industry's forefront. We have expanded our asset base and product offering, integrated our platform to achieve higher efficiencies, all while putting our patients' and their families' needs first every step of the way.



At a Glance: CHG financial highlights

In 2018, CHG reported solid year-on-year growth in both its top and bottom line, with the Group generating revenue growth from **all its operating facilities**

In 2019 revenues are **expected to continue delivering strong growth** as the Group's expansion efforts begin to bear fruit over the coming quarters.



¹EBITDA, Earnings before Interest, Tax, Depreciation and Amortization adjusted for provisions, impairments, LTIP, acquisitions expenses, pre-operating expenses and excluding contributions from other income. ²Cases served includes number of in-patients, outpatient visits and ER visits.

At a Glance: CHG facilities and staff

Cleopatra Hospital Company, is the largest private hospital group in Egypt and consists of **four operational hospitals all in Cairo (2018)**, namely:



During the last few months, the Group further expanded adding:



4₍₂₀₁₈₎ + **2**

Operational hospitals

+ 198 (Beni Seuf²)

across our platform

 (2019^{1})

¹ Al Katib hospital acquisition is subject to final closing

 2 In August 2019 , CHG signed a SHA with Nahda University to develop a 198-bed hospital in Beni Seuf





2 Polyclinics

operational as of February 2019.

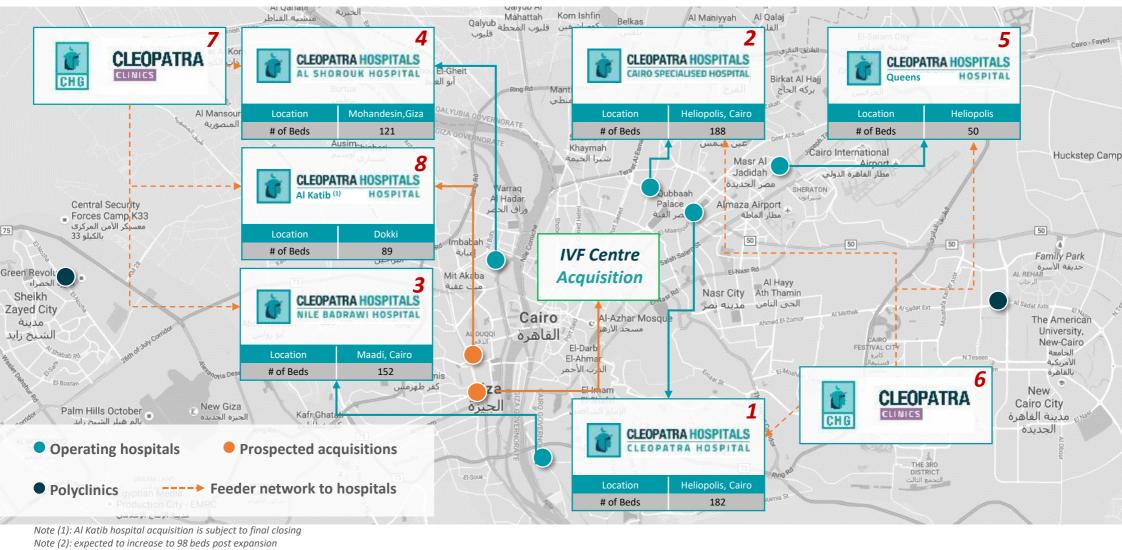
East Cairo Polyclinic is

West Cairo Polyclinic is

643 (4 hospitals) + 50 (Queens) + 89 (Al Katib¹)

operational as of July 2019

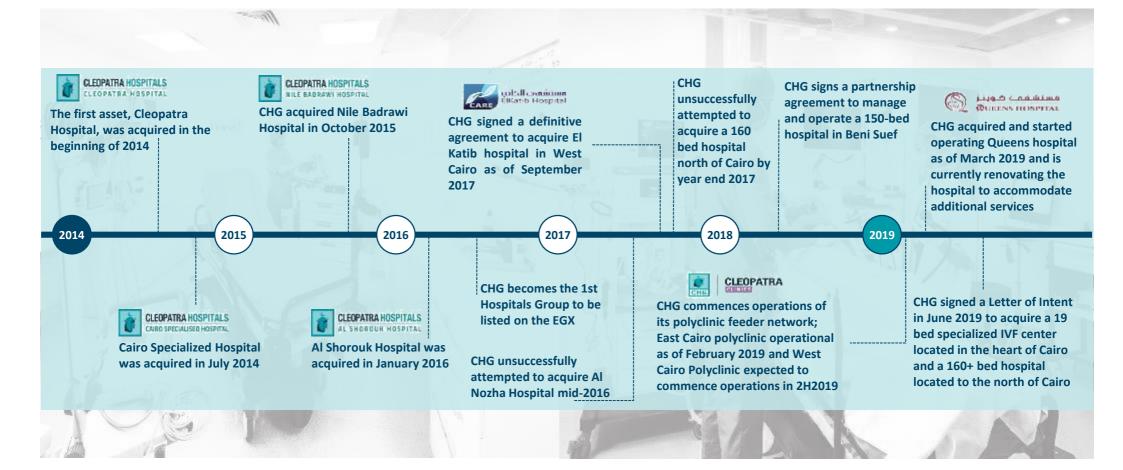
At a Glance: A network of hospitals located strategically across greater Cairo



Note (3); IVF Centre Acquisition subject to final closing and Due Diligence completion

A Scalable Platform, with a History of Transformational Acquisitions | Six Acquisitions to Date







Clearly Defined Core Growth Strategy

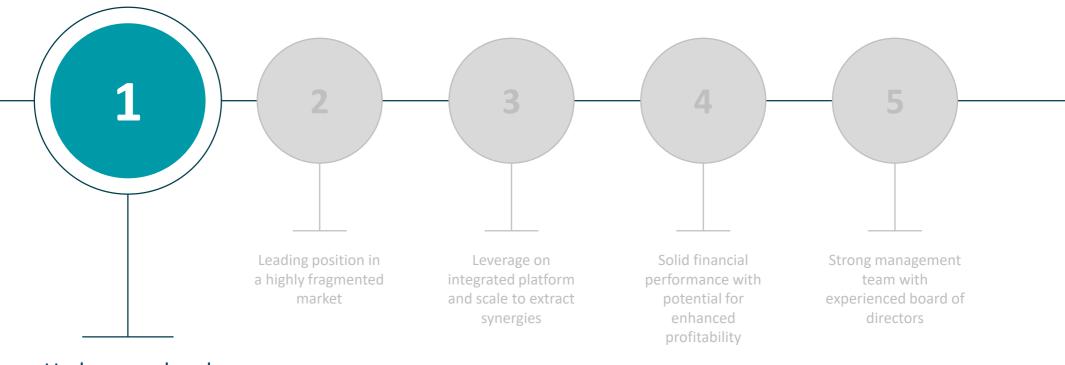




Key Investment Highlights

Key Investment Highlights

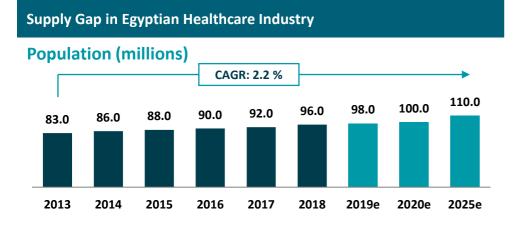




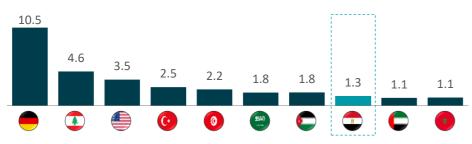
Underserved and under-penetrated market with steady demand growth



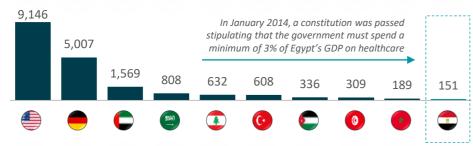
Underserved and Under-penetrated Market with Steady Demand Growth



Hospital Beds (/1,000 people) | 2017



Healthcare Expenditure per Capita (USD) | 2017



Sources: World bank, Business Monitor International (BMI), CAPMAS, FROST & SULLIVAN

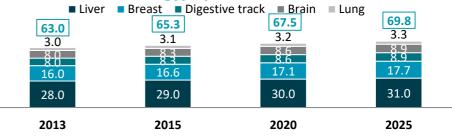
Healthcare Expenditure in Egypt

Public vs. Private Healthcare Expenditure | EGP bn

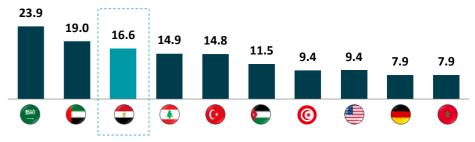


Lifestyle Disease Profile in Egypt

Cancer Prevalence in Egypt | 000 cases



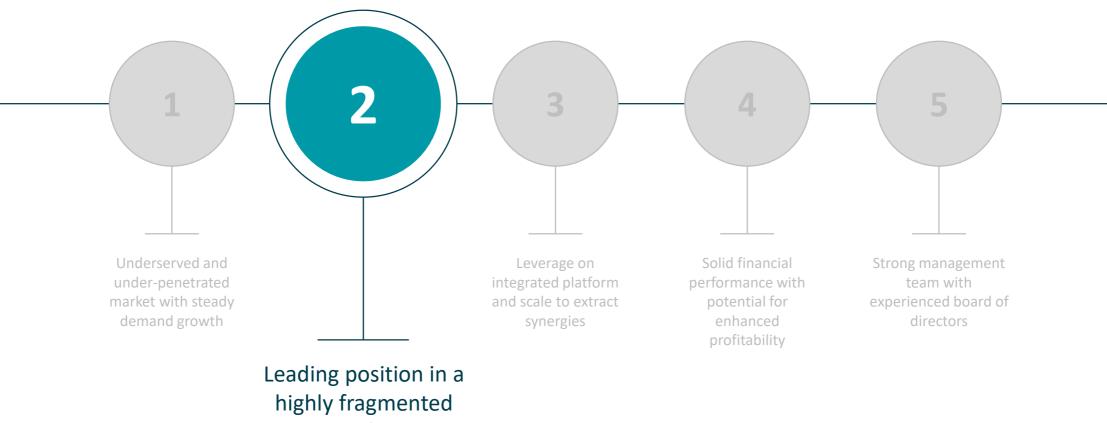
Diabetes Prevalence in the 20-79 Age Group



CHG

Key Investment Highlights

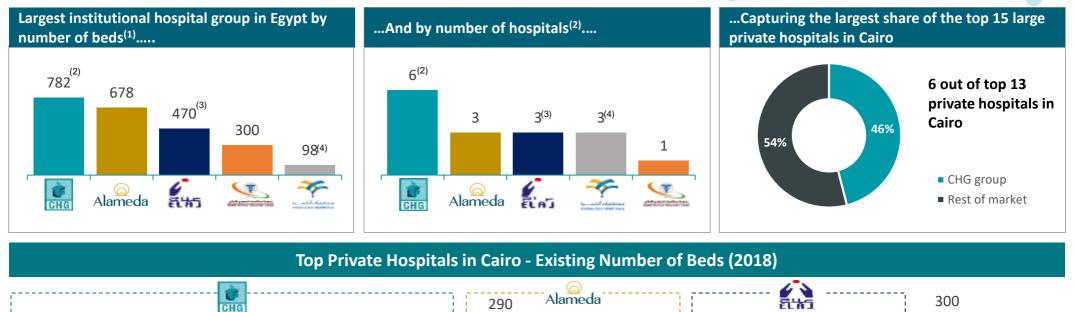


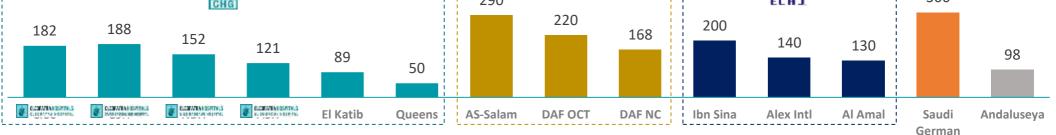


market



Leading Position in a Market with High Barriers to Entry





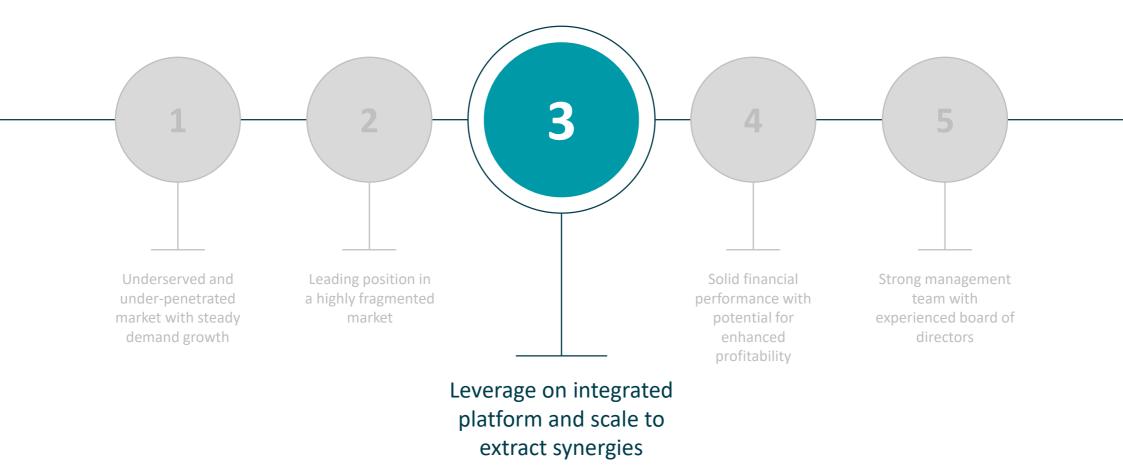
- Integration advantage over other group's hospitals
- Reputable institutional brands , capturing largest share of the top hospitals
- Geographical spread & comprehensive service offerings.

Note: 'DAF 'refers to Dar El Fouad and 'Alex Intl 'refers to Alexandria International Hospital

Note (1): The hospital groups shown above represent the hospitals with the highest number of beds; Note (2): Includes AI Katib hospital which is subject to closing; Note (3): ELAJ Group targets lower class segments; Note (4): Andalusia group has 3 hospitals that are all less than 100 beds each, two of which are in Alexandria and 1 in Cairo

Key Investment Highlights







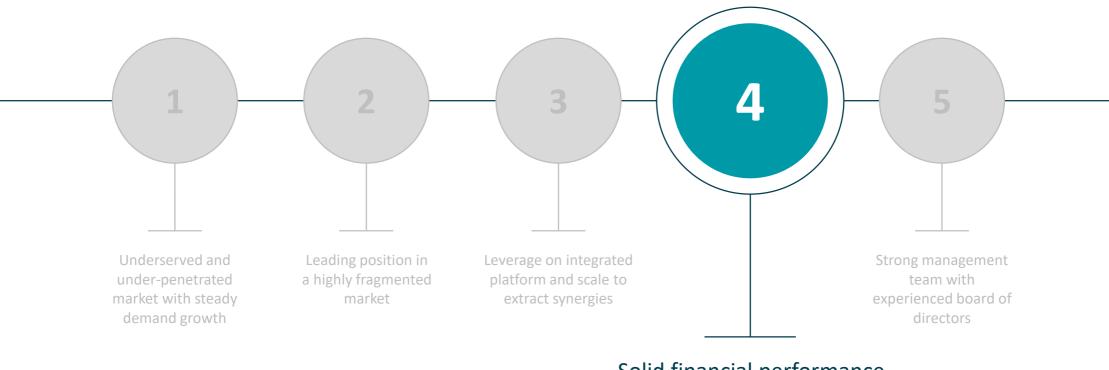
CHG's Integration model

Integration, Optimization of Operations														Effect on CHG	
	Institutionalizing the Group	Corporate Governance	Centralized Corporate Office	Unified Authority Mat		oansion Umbre rategy Individu		Each Positioning		Sc	d Financial ops & porting	Value Creation Plans		Optimize operations and management	
	Human Resources	Standard Organizational Chart / Matrix	Salary Scale Exercise	New Incentiv Schemes		Health Insurance Schemes		ning & Employ opment Satisfact grams Surveyi		n Profit Share Schemes		Appraisal System		Standardize and improve quality	
		Org						Surveying						Enhance margins	
	Supply Chain & Synergies	Group Wide Item Unifi Tenders		ion	umables ication	Standard Warehousing			Medical Capex Ter		tion g And nent	Material Planning		Stronger bargaining power	
	Infrastructure / Technology Upgrade	HIS/ERP System Roll Pacs System Facelifts Out		plitts			R Electromed ations Upgrad		ICU Upgrades And Extensions		gnostics & iliary Units pgrades			Establish Partnerships with leading companies	
	Business Development	One Stop Shop	COEs	Drug Formulary	Cross Asset Referrals	Docto Engager	ment I	Unified Insurance &	Revenue Manage		Surgical Packages			Attract high qualified medical staff	
	Development	51100		lonnulary	Referruis	& Refer	errals Corp De		Manage	inch	T dekages			Establish Centers of Excellence	
	Quality	CHG Medical JCI Roadmap Council		n	Unified Sops & Hospital Manuals		dized Kpis	Catering & Kitchen Upgrades		Specialty Club Meetings		Nurse & Medical Teams Training Programs		Shared cost benefits	
	Optimize Capacity and Patient Flow	Centralizing Non- core Functions Unified Call Centre		ntre Ambula	Unified & Integrated Ambulance & ER Protocols		tion ment All ents	Medical T	ourism	OPD Slot Management		ICU Bed Additions		Improve collection / billing	

ČHG

Key Investment Highlights



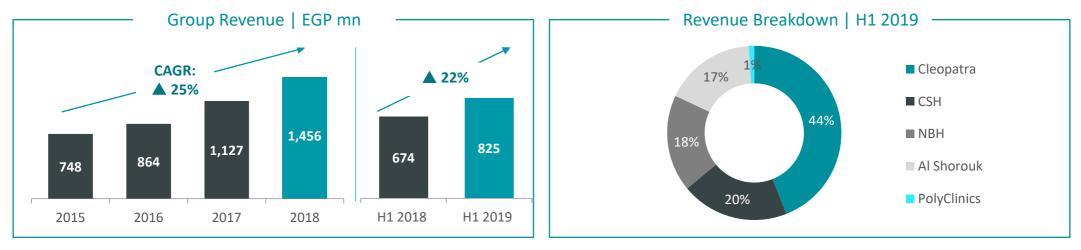


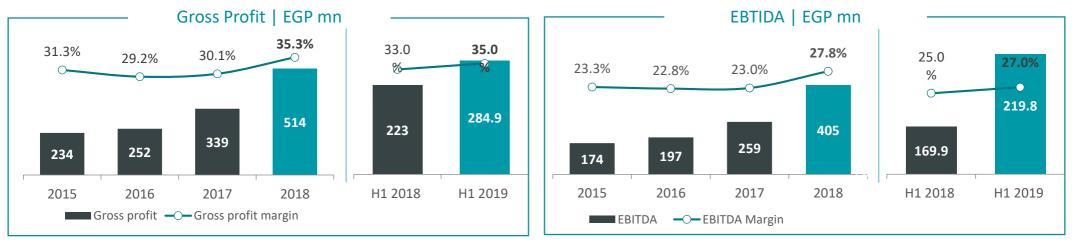
Solid financial performance with potential for enhanced profitability



Solid Financial Performance

While the group continues its focus on enhancing and maintaining margins organically, performance in 2019 reflected strong margins though additions of newly inaugurated and pre-integration assets. Group hospitals progressed with growth in the overall group revenues, gross profit and EBITDA.

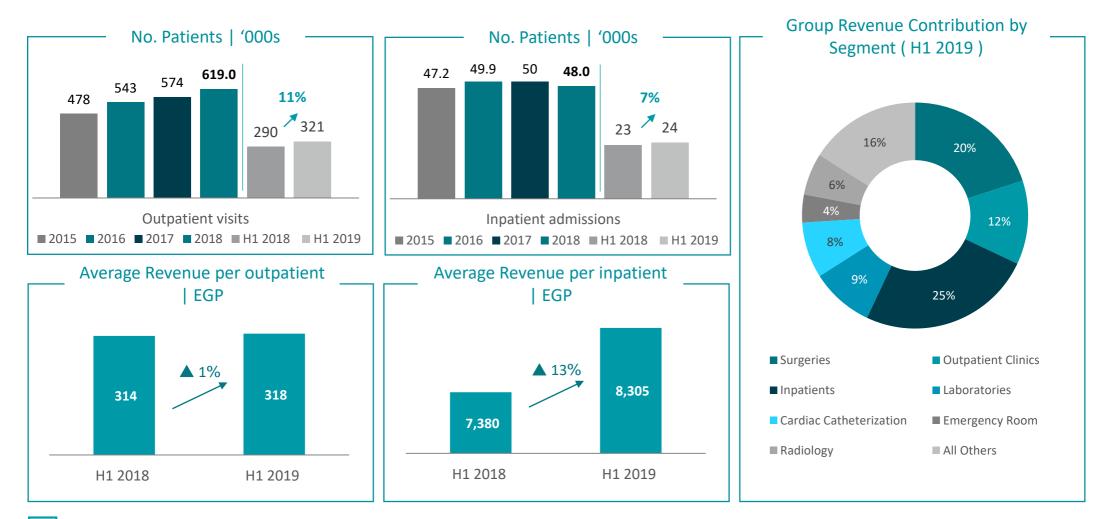






Key Revenue Drivers

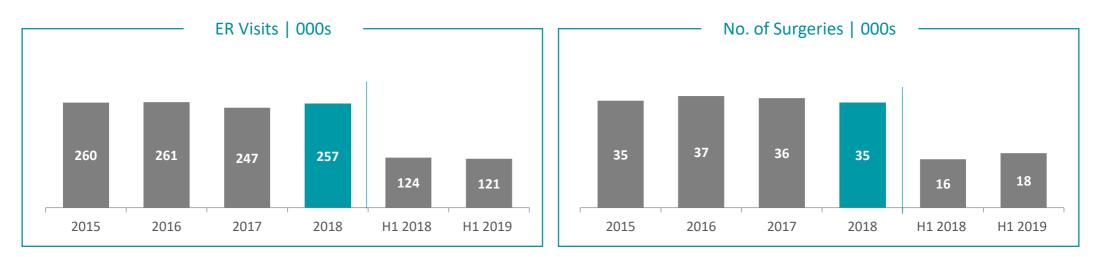
Revenue from inpatient admissions and outpatient visits have demonstrated growth y-o-y, at 7% and 11% respectively which reflects the groups volume and case mix strategy enhancement across its revenue streams

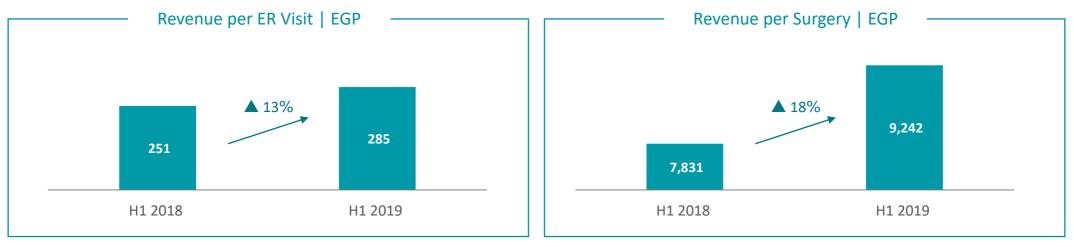


Key Revenue Drivers



Driven by surgeries and ER visits, and increasing revenue per visit of 18% and 13% respectively, revenues from each of the mentioned segments have witnessed a notable growth

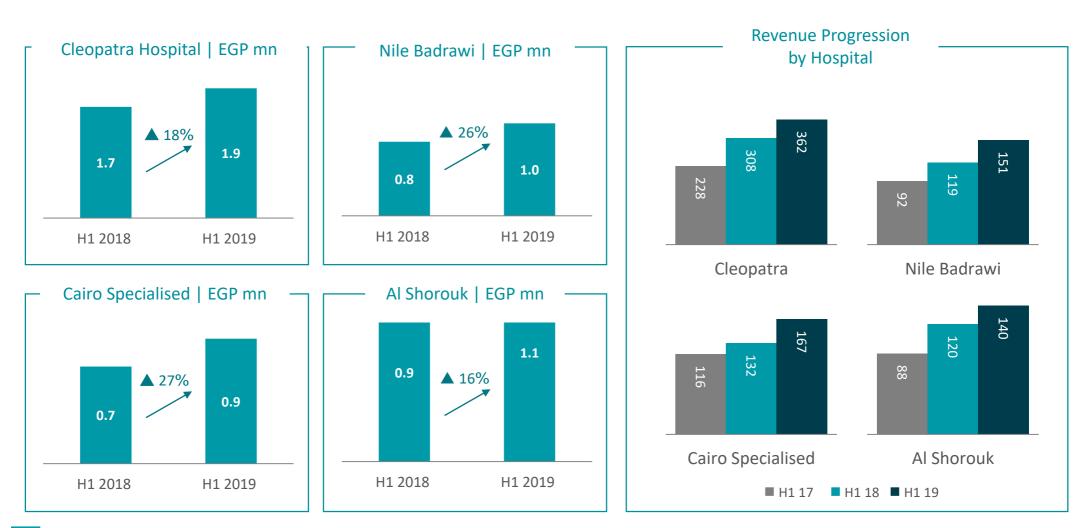






Key Revenue Drivers

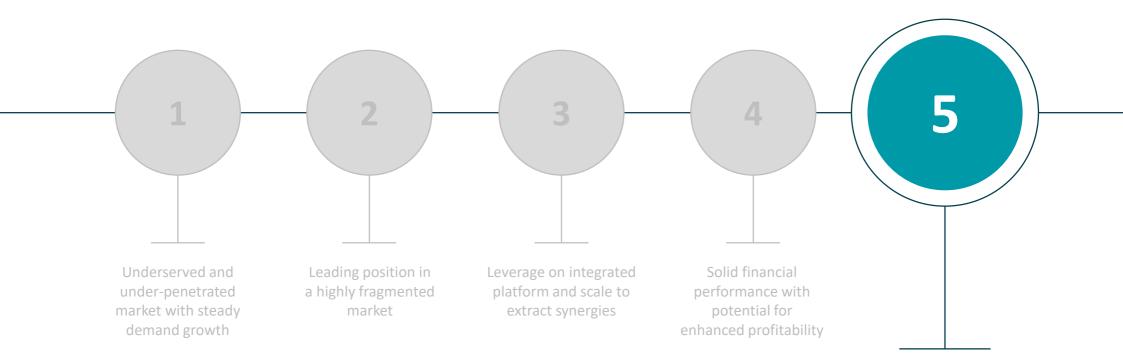
Revenue per bed at group hospitals have demonstrated growth as a result of better utilization and case mix strategy.





Key Investment Highlights





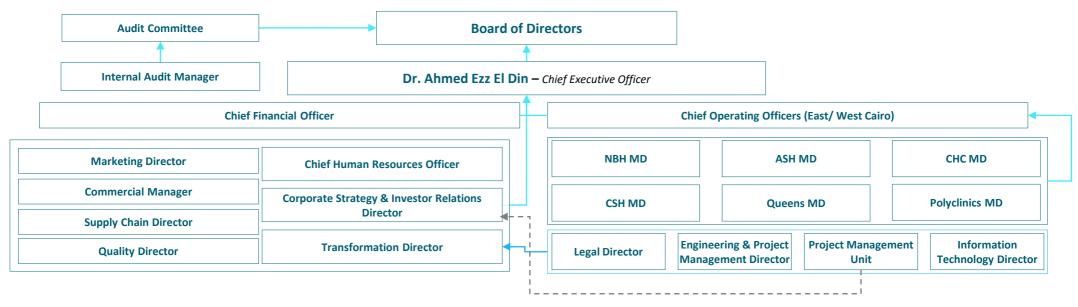
Strong management team with experienced board of directors



Matrix Organizational Structure



CHG has adopted a matrix organizational structure optimizing its operations and managing the employees effectively.







Recent Business Updates

Recent Business Updates Renovations & Upgrades

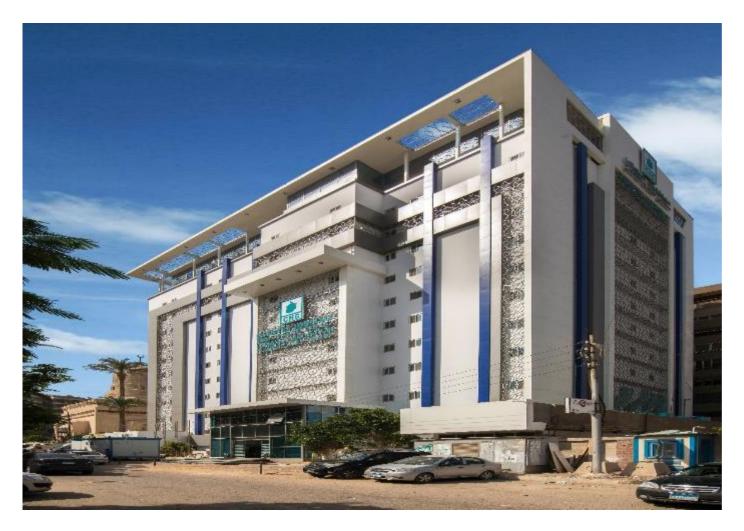




Nile Badrawy Hospital Renovations

- Façade facelift
- Inpatient Wards Renovations (2 floors)
- Started Electromechanical upgrades
- Upgraded all medical equipment
- ICU/CCU Renovation & Upgrade
- Operating Rooms Renovations & Upgrade
- Outpatient Clinics Renovations & Upgrade

Recent Business Updates Renovations & Upgrades

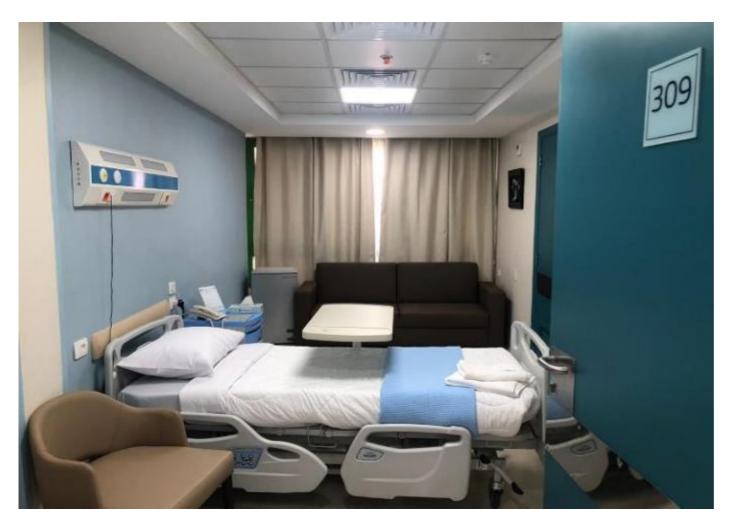




Cairo Specialized Hospital Renovations

- Façade facelift
- Inpatient Wards Renovations Started Electromechanical upgrades
- Upgraded all medical equipment
- ICU/CCU Renovation & Upgrade
- Operating Rooms Renovations & Upgrade
- Radiology Department Upgrade to become COE for east Cairo

Recent Business Updates Renovations & Upgrades





Al Shorouk Hospital Renovations

- New Clinics Building, availing space for 20 more inpatient beds by YE 2019
- Inpatient Wards Renovations Started Electromechanical upgrades
- Upgraded all medical equipment
- ICU/CCU Renovation & Upgrade
- Operating Rooms Renovations & Upgrade
- Introduced Cath-Lab Department

Recent Business Updates Revenue Cycle Management

Service Conducted -Price, Description & Classification standardized -(Pre-)Approval of all services for credit and insurance clients

Monitoring & Reporting

-Track all resubmitted claims and contact claim management for claims rejected two or more times

-Monthly reporting of claim KPIs (DSO, rejection rates and total amounts, FTP,etc.)

Medical Review

-Ensure service conducted matches initial symptoms and diagnosis -Consumables and charges meet diagnosis and length of stay



-e-Tracking of submission date and response status

-Coordinate with medical and nonmedical teams for additional documentation if required

-Claim Re-submission

Claim Submission

--Standardized submission frequency (weekly, monthly, etc.)

-Ensure all medical documentation is attached

- -Ensure timeliness and accuracy of all claims



Revenue Cycle Management

- Since the beginning of 2019, the group has taken strong steps to introduce a fullfledged Revenue Cycle Management Function
- Restructuring the function will increase efficiency and integration across the group
- Standardization for claims and processing with dedicated claim management teams
- Structured approach to reconcile claims, rejection management and claim audit
- Decreasing bad debts and impairments

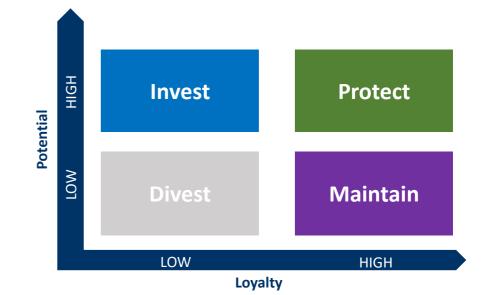


Recent Business Updates

Business Development - Private Sales Function

Sales Team Objectives

- Establishing per medical specialty sales teams with an objective to target more volumes, better case mix and higher referrals
- Roadmap starting with role profiles creation, medical training with tailored messages.
- Sales force effectiveness strategy



Close Monitoring & Enhancement Initiatives

- Package Surgery Bundles
- Credit Payers Management
- Case Mix Management
- Sales teams targeting "Specialty Surgeries"
- Outpatient Ushers
- Cleopatra Lab, Pharma, Radiology
- One to one Communication on monthly basis with Sales Department

Segmentation of Consultants

Protect : Consultants within the top volumes of the Top Specialties with surgical/inpatient Referrals

Invest : Consultants with high potential for volumes and Surgical/Inpatient referral

Maintain : Consultants with mid exposure to OPD slots and average referral rate

Divest : Consultants with low OPD volumes and low referral rate



Business Updates -

Port Said Skills Enhancement Program

Project Description

SEP is a project designed by CHG in accordance with the Health Insurance Program designed by the Egyptian Government to be launched in June 2019.to provide programs for staff working in medical services in governmental sector as a learning platform to enhance their technical and managerial skills required to increase the quality of service provided in these hospitals.

Project Phases

The Project consists of 5 cycles/phases:

- 1. Designing and Scheduling the training courses of Port Said Hospitals medical and nonmedical staff.
- 2. Implementation of trainings.
- 3. Implementation of Obervership program between Cleopatra Hospitals and Staff Heads at Port Said hospitals.
- 4. Standardizing Process and Procedures for the 3 hospitals through the development of operational manuals and departmental KPIs.
- 5. Monitoring and Evaluation and Graduation of the first Batch of the program.

Initiating Cleopatra's Operate and Manage Program

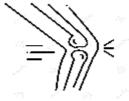


Business Updates -

Port Said Skills Enhancement Program



Trained 500+ employee On the fundamentals of Medical and Nonmedical Functions



Initiated the 1st Orthopedic Surgery In Tadamon Hospital in the past 10 years



Trained Medical Staff On the CHG Medical Forms for efficient operations



Designed Hospital Organizational Structure

to be rolled out across all National Healthcare Act Hospitals



Standardizing the Procedures

In all functions across the three hospitals through implementation of SOPs and KPIs



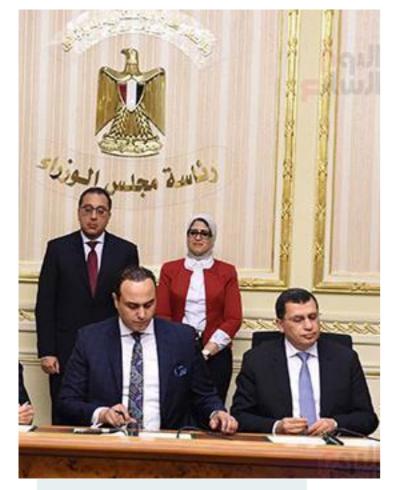
Implemented the 1st Attendance System in Public Hospitals

Using fingerprint to track attendance of staff across Port Said Hospitals



Partnership with MOH - Skills Enhancement Program





Skills Enhancement Program Partnership signing with Minister of Health and the Egyptian Prime Minister

CHG



Partnership with MOH – Three Hospitals Under CHG's Brand







Partnership with MOH – Three Hospitals Under CHG's Brand



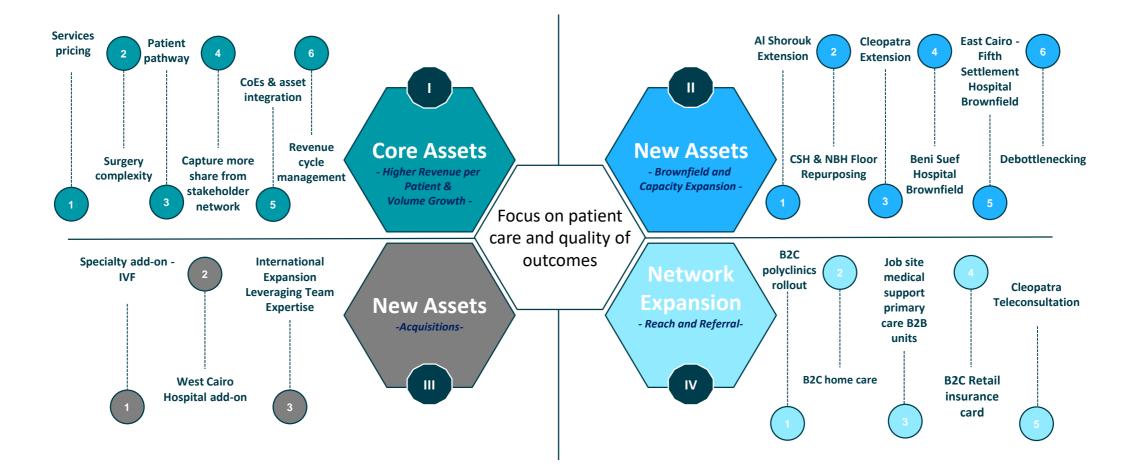




Strategy 2020

2

CHG's Equity Story Pillars | 2019 - 2020





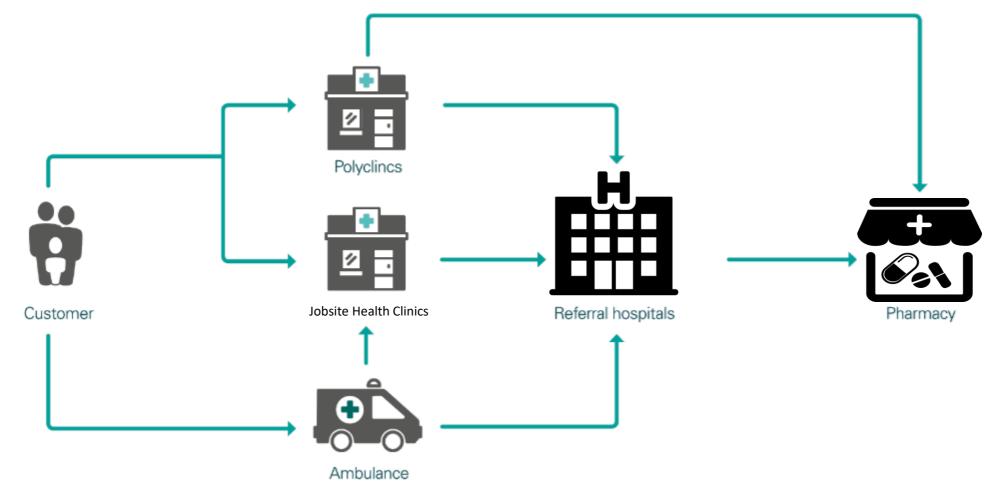
2020 and Beyond Strategy

Performance	Integration	Verticals	Polyclinics	New Expansions
 2019-2020 Revenue Growth 20-30% including new additions Organic Margin enhancement and efficiencies Medium Term Goals Revenue Growth with new additions post integration New additions following organic margin performance Long Term Goals Double Revenue 	 2019-2020 Restructuring Queens to add new services – integrating the business model Integrating El Katib & Identifying growth areas Medium Term Goals Queens as an extension to east Cairo hospitals to attract overflow and leakage EL Katib as a COE 	 2019-2020 Facility Management Cleopatra Academy Medium Term Goals B2C Home Care B2B Job Site Medical Care Long Term Goals Cleopatra Insurance Card and network coverage Cleopatra O&M as a profit center 	 2019-2020 Ramp Up performance Attract cash/private patients Medium Term Goals Full referral Improve Patient Pathway capture Integration Long Term Goals Comprehensive rollout of 10 sites Standalone performance Inpatient / 	 2019-2020 East Cairo Brownfield Bani Suef rollout IVF Centre 27% Bed Growth Medium Term Goals West Cairo Brownfield 1200 operating beds by 2021 Long Term Goals Outside Cairo Expansion Regional Expansion Outside Cairo Polyclinics
 by 2022 Double EBITDA by 2022 	Long Term GoalsFully integrated assets		Minor/ Day Surgery	

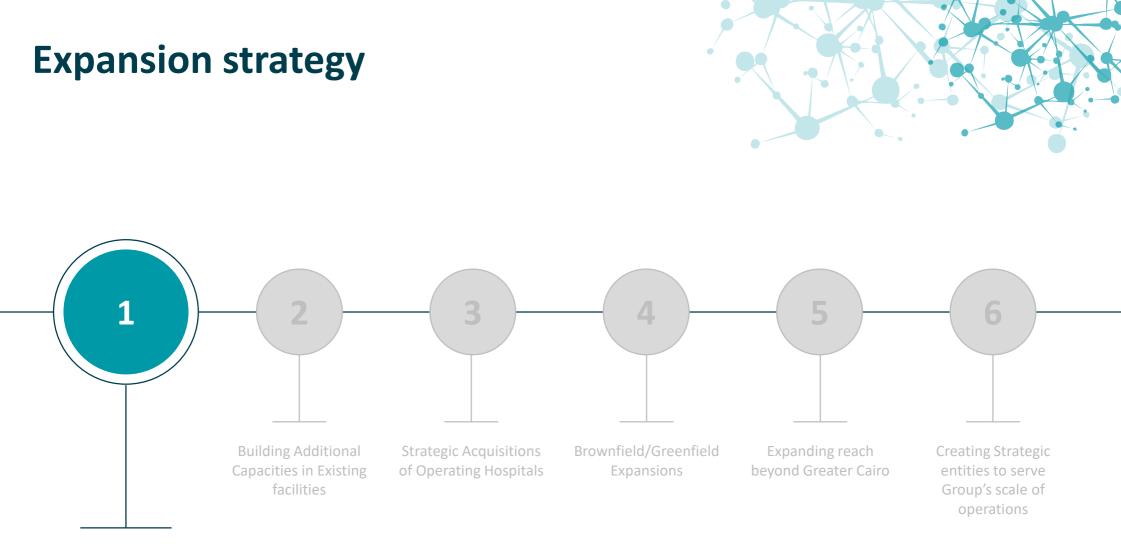


Core Theme - Focus on Patient Pathway Capture to Maximize Share of Wallet

Increase number of registered patients through increasing the outpatient network, while a focus on patient pathway capture results in increased network revenue.



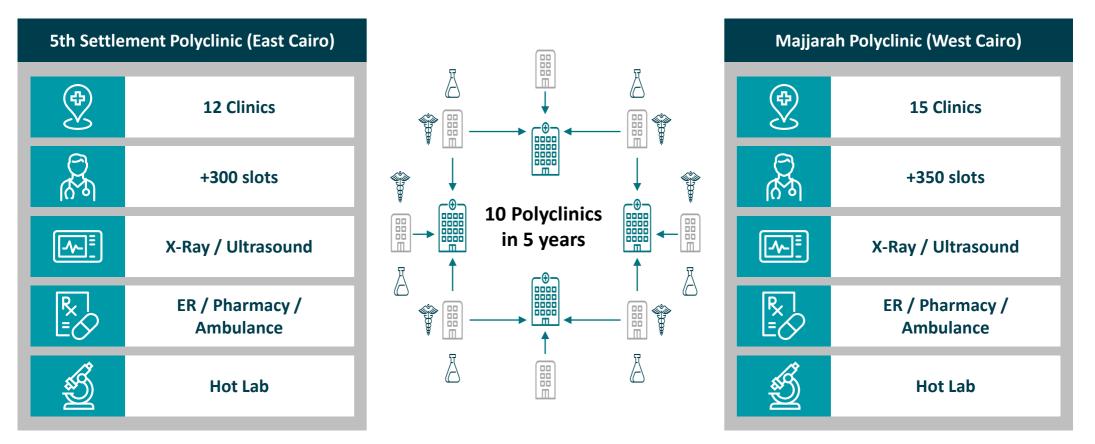
The Expansion Strategy



Creating Feeder networks

Feeder Network Expansion Began with the Launch of CHG's First Two Polyclinics Located in East and West Cairo – The Group Has Recorded Growing Demand at both Facilities

Polyclinics act as feeder networks for patient referral for the group hospitals. Specialized across different specialties including internal medicine, dentistry, radiology, ENT, cardiology, orthopedic, gynecology and procedures room



Feeder networks expansion in 2019 compose of two polyclinics (East and West Cairo). East Cairo Polyclinic is operational as of February 2019 while West Cairo Polyclinic is operational as of July 2019

West and East Cairo Polyclinics – The Group's First Two Facilities Launched in 2019



East Cairo Polyclinic operational as of February 2019 West Cairo Polyclinic operational as of July 2019









New Extension for Al-Shorouk Hospital





Al Shorouk hospital expansion

In Q2 2018, the group signed Vital Konzept, a leading Engineering & Consultancy Firm to start the process of Drawings for the extension in preparation for releasing the project for tendering with expected timeline of completion 18 months.

The renovation and capacity increase is expected to

Add 40 beds to the Total ren hospital capacity existin

Total renovation of existing facility

Facelift development for the facility





Operating Hospitals



Strategic Acquisitions of Operating Hospitals



Note (1): This total acquisition and transfer of operations is still pending the completion of certain condition precedents Note (2): Based on management accounts, and is to subject to diligence and audit, and involve a number of risks, uncertainties and assumptions that could cause actual results and performance to differ materially



El Katib Hospital (Dokki, Giza)⁽¹⁾

During September 2017, CHG signed definitive agreements to acquire the real estate assets and the operational assets of a new hospital in West Cairo



89 Hospital Beds



Kidney Specialist offering a complementary service

The hospital is also undergoing an additional expansion in order to reach 108 beds, as is expected to contribute around EGP 35mn⁽²⁾ of EBITDA to CHG over the coming period

Status: : OGM Approved Real-estate acquisition , Real-Estate fully acquired as of December 2018 pending completion of business transfer agreement with current operators.

Strategic Acquisitions of Operating Hospitals



Queens Hospital (Heliopolis, East Cairo)					
Given OGM approval, CHG has finalized and started operating Queens hospital as of March 2019	50 Hospital Beds in Heliopolis (Segment A area)	Hospital current focus is on gynecology and pediatrics specialties.			
CHG plans to expand its services to include other general services and a Cardiology COE	Expected to contribute around EGP 5 of EBITDA to CHG over the coming period	Cleopatra staff has started handover of operations and implementing business plan for 2019			



Note (1): Based on management accounts, and is to subject to diligence and audit, and involve a number of risks, uncertainties and assumptions that could cause actual results and performance to differ materially

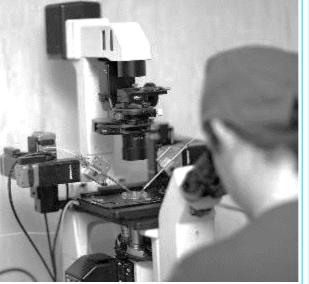


Transformational Growth Pipeline | Cementing CHG's Superior Service Offering

A Leading IVF Center Acquisition

- CHG signed a Letter of Intent "LOI" to acquire an IVF center located in the heart of Cairo
- A highly scalable specialized center that can generate substantial referrals to CHG's network of hospitals and can be easily replicated across the Group
- The target is considered as one of Egypt's leading fertility clinics, providing a wide variety
 of fertility treatments for both women and men, ranging from basic infertility care to the
 most advanced procedures in Vitro Fertilization IVF technology
- In 2018, the center has performed over 9,100 consultations, 6,480 procedures, 2,400 ICSI cycles, 75 PGD, 205 sex selection, 25,500 investigations, and 771 embryo freezing & transfer cycles with a 45% success rate
- The target is currently undergoing an expansion plan with the aim of penetrating the affluent area of West Cairo and expanding the target's reach. The expansion is expected to add 3 operating theaters, doubling the center's existing capacity





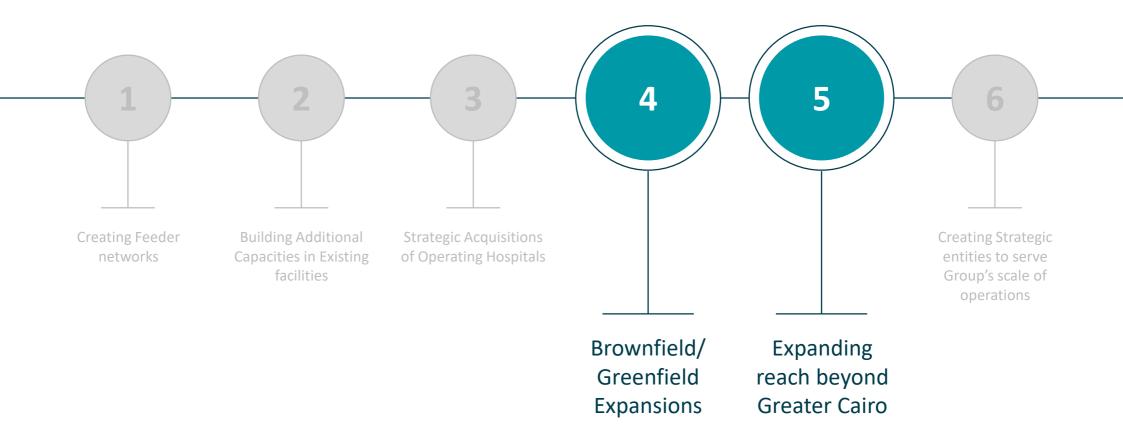






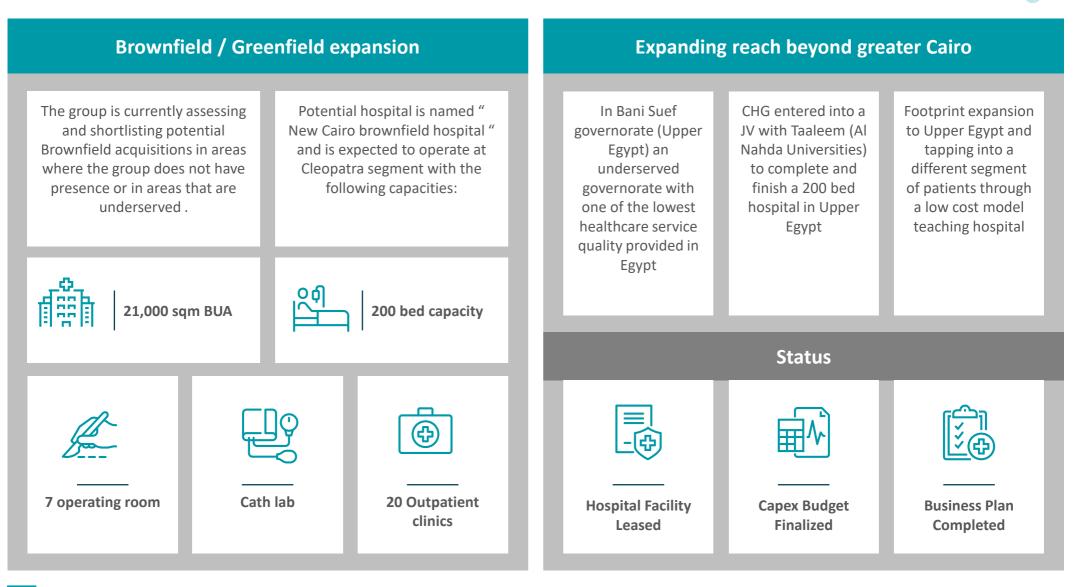
Expansion strategy



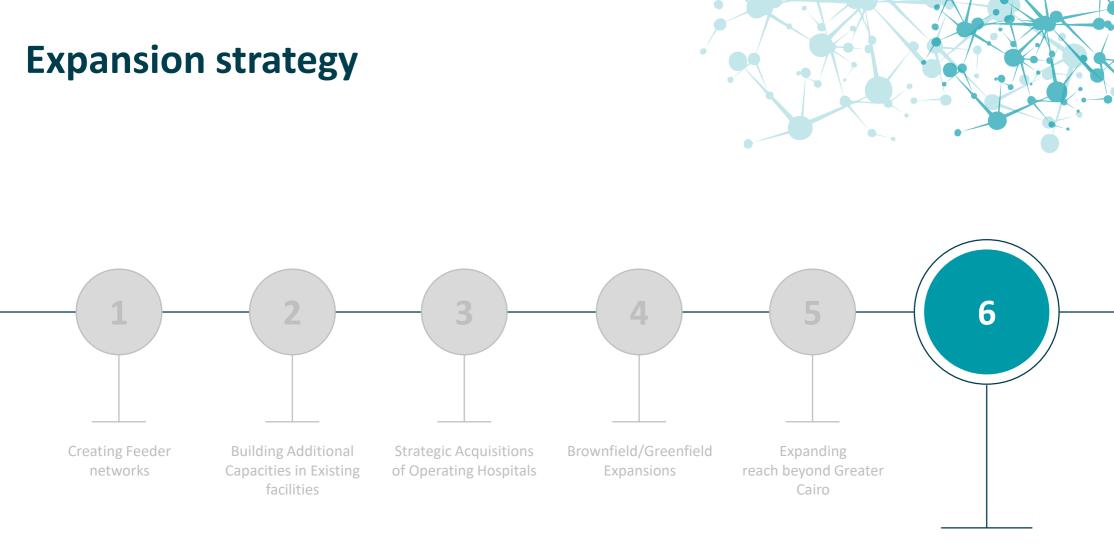




CHG Is Working on Expansions in Brownfield Hospitals in and around Greater Cairo





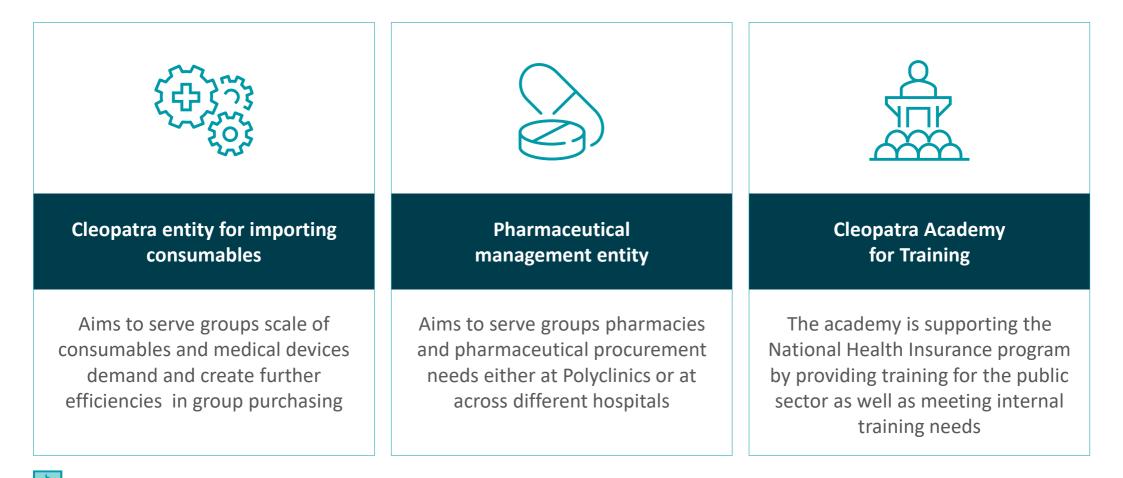


Creating Strategic entities to serve Group's scale of operations



Strategic Initiatives and Entities Created by CHG to Enhance Efficiencies in Operation

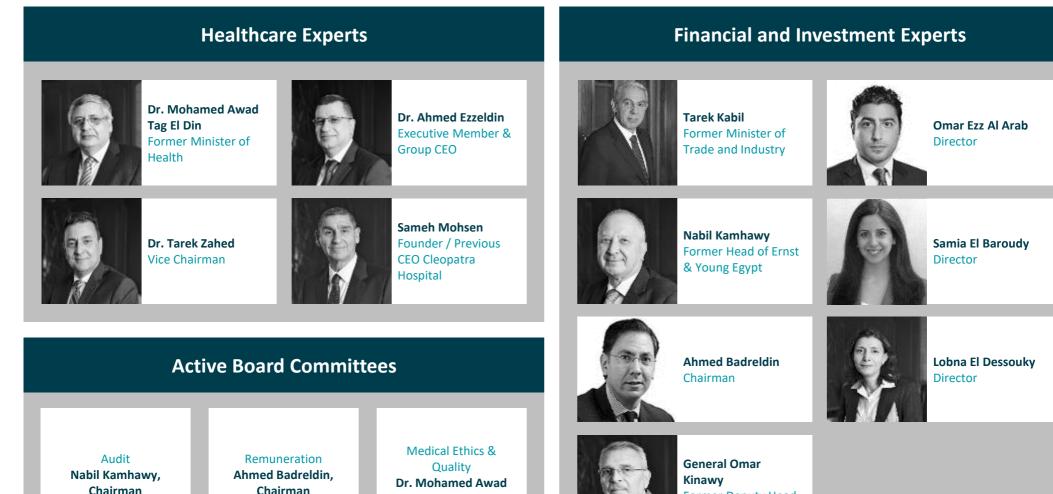
As part of the group's strategy to leverage synergies and expand its service offerings, CHG is now in the process of creating business operation entities:



Governance & Shareholder Information

CHG is lead by a Diversified and Experienced Board of Directors





Tag El Din, Chairman

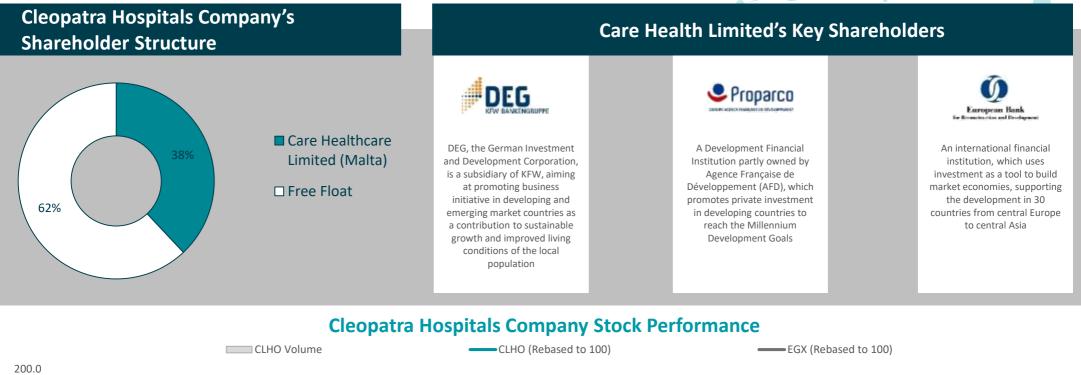
Former Deputy Head

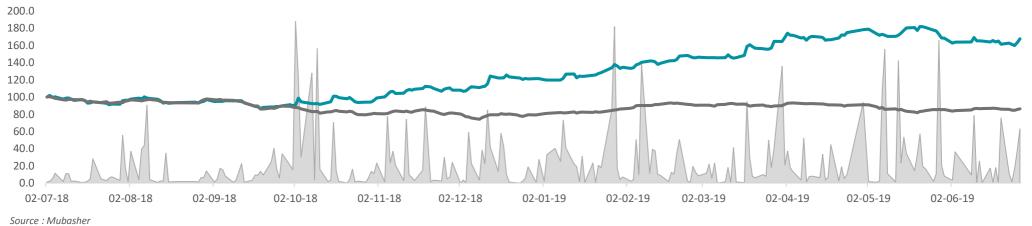
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Key Investor Information







Appendix :

Financial Statements

Consolidated Income Statement



All figures in EGP mn	2Q2019	2Q2018	% change	1H2019	1H2018	% change
Revenues	409.1	326.6	25%	825.0	673.8	22%
Cost of sales	(278.4)	(221.0)	26%	(540.2)	(450.8)	20%
Gross profit	130.7	105.7	24%	284.9	223.0	28%
Gross Profit Margin	32%	32%		35%	33%	
General & administrative expenses	(91.5)	(34.6)	165%	(190.2)	(89.0)	114%
Cost of acquisition activities	(0.1)	(1.7)	-95%	(0.6)	(4.3)	-86%
Provisions	0.9	2.1	-59%	(1.8)	(4.2)	-56%
Other income	2.1	0.9	127%	4.1	3.9	4%
Pre-Operating Expenses	(3.4)	-		(3.4)	-	
EBIT	38.6	72.3	-47%	92.9	129.5	-28%
EBIT Margin	9%	22%		11%	19%	
Interest income	26.0	32.1	-19%	55.4	62.2	-11%
Interest expense	(1.7)	(9.8)	-83%	(4.8)	(21.7)	-78%
Profit before tax	63.0	94.7	-33%	143.5	170.0	-16%
PBT Margin	15%	29%		17%	25%	
Income tax	(19.3)	(17.6)	10%	(45.6)	(37.1)	23%
Deferred tax	(1.0)	(0.9)	20%	(0.2)	0.5	N/A
Net profit after tax	42.6	76.2	-44%	97.7	133.4	-27%
Net Profit Margin	10%	23%		12%	20%	
Distributed as follows:						
Shareholders of the company	43.7	71.3	-39%	97.2	124.6	-22%
Minority rights	(1.1)	4.9		0.6	8.8	-93%
Profit for the period	42.6	76.2	-44%	97.7	133.4	-27%



Consolidated Balance Sheet



All figures in EGP mn	31 December 2018	30 June 2019
Non-current assets		
Fixed assets	560.5	635.4
Intangible assets	241.0	255.1
Payment under investment	143.9	143.6
Total non-current assets	945.4	1,034.1
Current assets		
Inventory	40.8	46.7
Accounts receivables	302.8	353.6
Other receivables and debit balances	48.5	112.7
Due from related parties	7.1	5.4
Cash	953.4	752.0
Total current assets	1,352.5	1,270.4
Total assets	2,298.0	2,304.4
Equity		
Share capital	800.0	800.0
Reserves	274.2	284.4
Retained earnings	529.8	585.9
Equity attributable to the parent company	1,604.0	1,670.3
Non-controlling interest	74.7	74.0
Total equity	1,678.7	1,744.4
Non-current liabilities		
Long term debt – non-current portion	67.9	-
Deferred tax liability	66.9	67.0
Total non-current liabilities	134.7	67.0
Current liabilities		
Provisions	24.9	22.5
Creditors and other credit balances	317.7	331.0
CPLTD	27.2	10.0
Long term incentive plan	45.2	98.6
Current income tax	69.4	31.0
Total current liabilities	484.5	493.1
Total liabilities	619.3	560.1
Total liabilities & shareholders' equity	2,298.0	2,304.4



Consolidated Cash Flow Statement

All figures in EGP mn	30 June 2018	30 June 2019
Cash flow from operating activities:		
Profit before tax	170.0	143.5
Adjustments for:		
Depreciation	21.0	29.7
Amortization of intangible assets		-
Allowance for impairments of current assets	(6.2)	40.9
Provisions	1.7	(2.4)
Capital gain (loss)	(0.2)	(0.3)
Credit/Debit interest	(40.4)	(52.7)
Changes in current tax liability	(19.0)	(84.0)
Fixed assets write off	-	-
Long term incentive plan	14,6	53.3
Operating profits before changes in working capital	141.5	128.0
Changes in working capital:		
Change in inventory	(6.5)	(4.6)
Change in trade receivables, debtors and other debit balances	(62.7)	(84.9)
Change in due from related parties	(10.2)	1.7
Change in trade payables and other credit balances	11.8	25.5
Net cash flow from operating activities	73.8	65.8
Cash flow from investment activities:		
Proceeds from sale of fixed assets	0.2	0.6
Payments for purchase of fixed assets	(24.2)	(29.7)
PUC purchased	(8.5)	(66.6)
Advanced payments for purchase of fixed assets	(6.1)	(70.2)
Payments for acquisition of a subsidiary, net cash acquired	-	(25.0)
Payments under investment	<u> </u>	-
Credit interest collected	58.4	55.6
Time deposits with maturity more than 3 months	11.0	-
Net cash flow from investment activities	14.1	(135.4)
Cash flow from financing activities:		
Dividends paid	(21.6)	(31.9)
Proceeds from borrowings	_	-
Repayment of borrowings	(126.3)	(95.1)
Cash proceed from overdraft	57.5	53.9
Cash paid to overdraft	(60.5)	(43.9)
Interest paid	(26.5)	(15.4)
Net cash flow from financing activities	(177.5)	(132.4)
Net change in cash & cash equivalents during the period	(89.5)	(140.4)
Cash & cash equivalents at the beginning of the period	996.1	953.4
Cash & Cash equivalent at in acquired subsidiaries at the beg. of the period		0.6
Cash & cash equivalents at the end of the period	906.6	752.0



Thank you

INVESTOR RELATIONS CONTACTS

Telephone: +2 02 23103771 E-mail: <u>ir@cleopatrahospitals..com</u> <u>investors.cleopatrahospitals.com</u>

T Chg

Cleopatra Investor Presentation 2Q19

SHAREHOLDER INFORMATION

EGX: CLHO.CA Listed: June 2016 Shares Outstanding: 1.6 billion

