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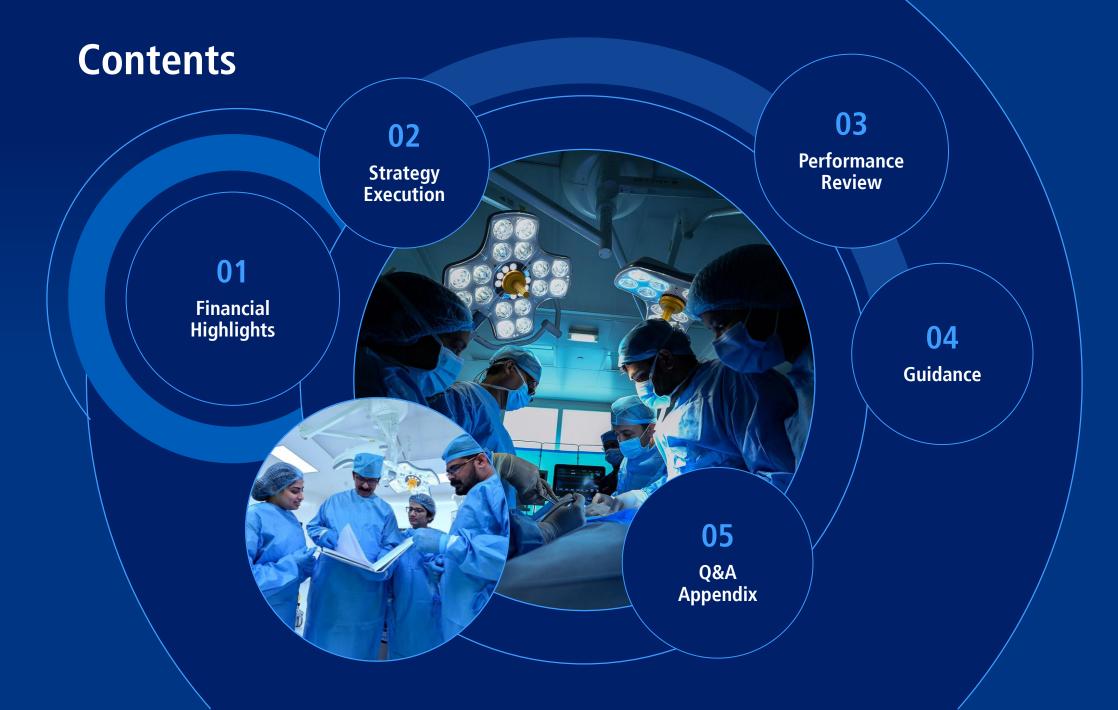


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# Financial Highlights



Leading Super-Specialty Healthcare Provider in the MENA

# **Leading Integrated Healthcare Network in the MENA**

#### Significant scale and market presence



UAE, Oman & KSA Geographical presence



Medical assets incl. 16 hospitals<sup>1</sup>



19% Inpatient market

share in the UAE<sup>2</sup>



1,708
Bed capacity<sup>3</sup>



**4.4m**Total patients<sup>4</sup>



**1,510** Doctors<sup>3</sup>

#### **Diversified portfolio of brands**













#### Strong financial performance, 9M 2023



AED 3.3<sub>bn</sub>



**EBITDA** 

**AED 727**<sub>m</sub>







# burje

# Q3 & 9M 2023 Financial & Operational Highlights

#### **Financial Highlights**



Revenue

Q3'23

AED **1,155**m

**23.8**% YoY



**EBITDA** 

Q3'23

AED **260**m

**34.1**% YoY



**Net Profit** 

Q3'23

**AED 137**<sub>m</sub>

7 162.6% YoY



**Group FCF** 

9M'23

**AED 331**<sub>m</sub>

**55.8**% YoY

#### **Operational Highlights**



#### **Expanding Patient Footfall**

In-patient and out-patient footfall grew by 19.7% and 10.4% YoY in 9M'23, respectively



#### **Leejam Partnership**

First four premier PhysioTherabia centers opened in Riyadh, KSA



#### **State-of-the-Art Technology Investment**

BMC introduced cutting-edge da Vinci Xi robotics, ensuring precise, efficient minimally invasive procedures



#### **Oracle Health**

Awarded Oracle Health an AED 125 million contract for a cutting-edge Medical Record System



# **Strategy Execution**



Leading Super-Specialty Healthcare Provider in the MENA

### PhysioTherabia – Entering High **Potential KSA Market**



#### **Highly attractive entry proposition**



Physical therapy, rehabilitation and wellness centers in 12 KSA cities in a joint venture (50:50) with Leejam Company

#### PhysioTherabia centers unlock significant value creation

Leejam's extensive network of fitness centers across KSA, enables an Assetlight low-CAPEX model, with high **EBITDA** margins and ROI

Unlocks access to Leejam's well-established 300k+ member base, with complementary service offerings

Provides strong foundation for further KSA expansion opportunities, through a limited risk proposition













**Physiotherapy** 

Musculoskeletal rehabilitation

Injury and surgical rehabilitation

Pre- and postnatal care

Hyperbaric oxygen therapy

Targets in KSA	Number of centers (2023-2025)	Annual revenue per center	CAPEX per center
Physio & infusion centers	50	SAR <b>8-10</b> m	~ SAR <b>1.2–1.8</b> m
Flagship centers	10	SAR <b>10-12</b> m	~ SAR <b>2.5–3.5</b> m
Center profile	80% +utilization ramp-up	o after 24 months. EBITDA	breakeven after 12 months.

#### **Launched first premier physiotherapy centers**



#### Centers to be launched



### **Expanding Our UAE Healthcare Infrastructure**



Launch of 5 new medical centers in FY2023-Q1 2024



The planned launch of five new medical centers will allow the group to tap into new markets and attract more patients, resulting in increased revenue streams and improved profitability. Burjeel will also benefit from economies of scale and greater operational efficiencies, as we can leverage our existing infrastructure and resources across multiple locations.



In FY2023 - H1 2024, we will also be adding ~80 specialized in demand beds across our network of matured facilities:

48 beds opened in Q3'23

+13

Burjeel Hospital,
Abu Dhabi

Launched

+12
Burjeel Medical
Center, Deerfield's

+16
Burjeel Day Surgery
Center, Al Reem

+8
LLH Hospital,
Abu Dhabi

+7 LLH

Salalah

+16

Burjeel Royal
Hospital, Al Ain

+12

Al Dhafra Day Surgery Center







#### Strategic digital initiatives

- · Mid-term key investment areas in Digital Health
- Oracle Health information system to be fully implemented across the Group over next 3 years with total capex of AED 125m



#### **Patient experience**

- Homecare
- Telehealth



#### **Digital outreach**

- Marketing
- Education



#### **Clinical AI**

Al-assisted diagnostics

Cloud

Smart care



#### **Digital markets**

- Pharmacy
- Chronic care management



#### **Digital operations**

- Process automation
- Internal Appstore



### Patient 360 & Insights

- Personalised health record
- Customised care



#### **Digital foundation**

ΑI



Mobile / web

#### **Key digital achievements**



**Digital Patient Services** launched with Mobile, WhatsApp and Web Portal



EMR Cloud adoption, enabling paperless operation at Burjeel Royal Hospital, is complete; it has commenced in Northern Emirates Hospitals<sup>1</sup>



Digital Employee Engagement
Portal Jaunched



Day in a Life Apps launched – Digital Concierge, Complaint Mgmt., Unified Agent Portal, Quick Registrations, Unified SMS Service, Digital Tokens

#### Patient digital channel

#### **Mobile application**



**550**к

Booked digital appointments (since Apr-2022)



138k App downloads (since Apr-2022)

\_\_

**12**%

appointments (9M 2023) 4% Mobile app

Penetration in total

4% Mobile app

2% WhatsApp

2% WhatsAp

**Telemedicine** 

is to be launched in Q1 2024



# Performance Review



Leading Super-Specialty Healthcare Provider in the MENA

# **Accelerated Top-line Growth** & Enhanced EBITDA Margin

#### Group revenue growth, AED m



Q3'23

9M'23

03'22

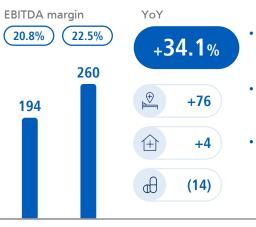
9M'22

- The Group's hospitals and medical centers accelerated top-line growth in Q3' 23, contributing to the impressive 23.8% YoY increase in the group's overall revenue.
- The hospital revenue, a substantial portion of the group's earnings, witnessed a substantial YoY growth of 25.4%, totaling AED 1,028 million.

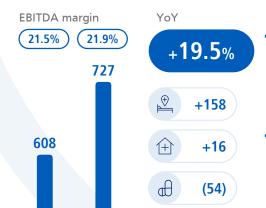


- The Hospitals segment remains the primary contributor to the Group's revenue, comprising 89% of total revenue for the period, consistent with the previous year.
- Revenue improvement was driven by higher patient footfall coupled with robust topline growth at the group's flagship hospital Burjeel Medical City (BMC), as well Burjeel Royal Hospital Al Ain and Burjeel Day Surgery Center Al Reem.

#### Group EBITDA growth, AED m



- The Group's EBITDA showed remarkable growth, increasing by 34.1% YoY to AED 260 million.
- Hospital EBITDA surged by 46.9% YoY, amounting to AED 238 million indicating improved operational efficiencies.
- The improved EBITDA & EBITDA margins have been a result of increasing patient footfall, streamlined operations, and improved healthcare delivery efficiencies.



Q3'23

- **EBITDA** margins saw marginal improvement from 21.5% in 9M '22 to 21.9% in 9M '23 despite higher manpower costs stemming from the recruitment of skilled doctors and the broadening of the range of services offered.
- **EBITDA** margin in the Hospitals segment witnessed notable improvement from 20.3% in 9M '22 to 22.6% in 9M '23. **EBITDA** margin in the Medical centers segment rose by 130 bps to 28.9%.

9M'23

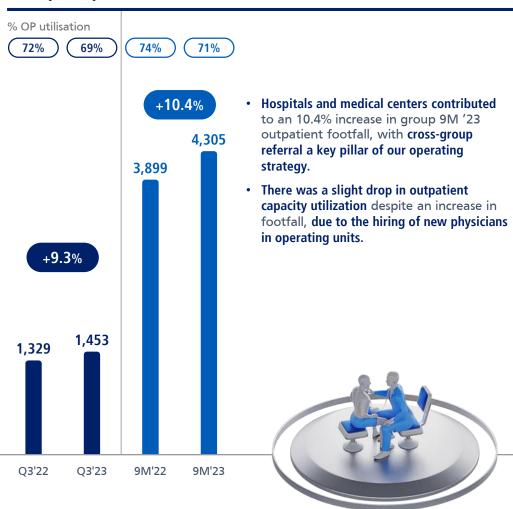
9M'22

Q3'22

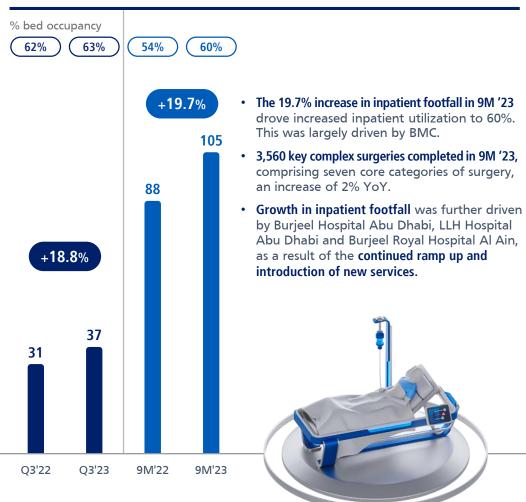




#### **Group outpatient footfall, k**

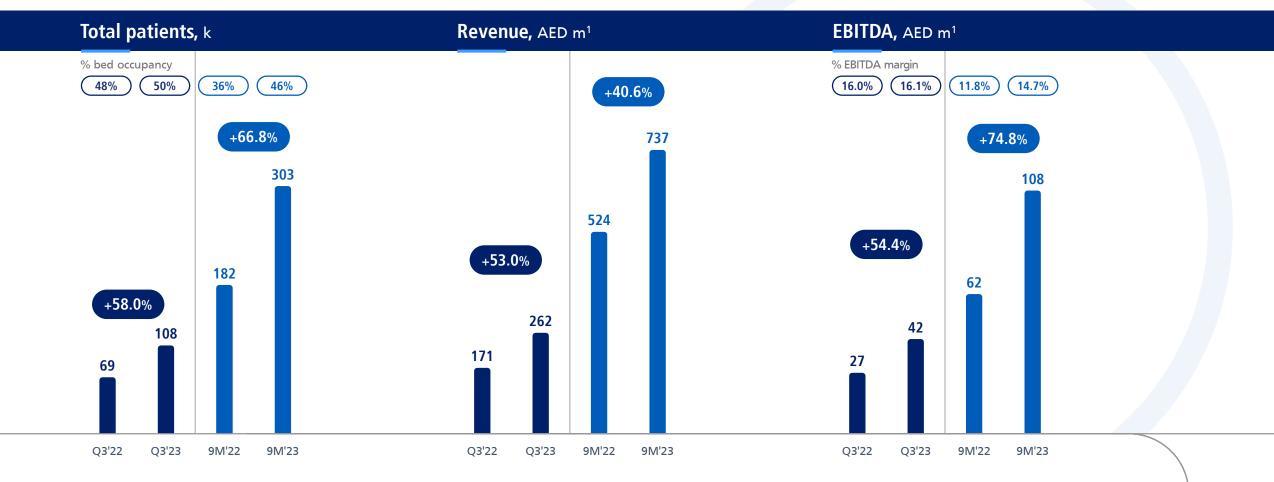


#### **Group inpatients footfall, k**











**Burjeel Medical City (BMC) is a key driver** of Burjeel's wider ambition and our ability to deliver increasingly complex care and high-value, high-yield services. **BMC contributed 24**% to total hospital segment revenue in 9M '23. The **continued ramp up of BMC** in the current period **drove a sharp increase in IP and OP footfalls,** as a result of the introduction and rapid ramp-up of new services.







Q3'22

Q3'23

Revenue growth substantially outpacing OPEX (+23.8% vs +20.9% in Q3 '23)
 thanks to optimization of other expenses and controlling recruitment costs.

9M'22

03'22

O3'23

 Employee expenses were flat as a proportion of revenue despite 66 total doctors being added between July and September 2023 to build capability in high-value areas and add to its super specialty service mix. • 19.5% growth in 9M '23 EBITDA enabled by strong Q3 revenue growth and the delivery of increasingly high value care.

9M'22

9M'23

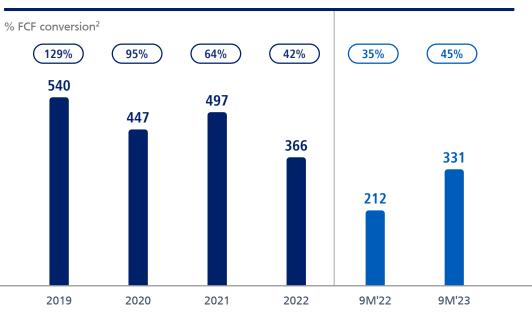
 Q3 '23 EBITDA margin has shown significant improvement due to growing patient footfall and strong topline growth. The business continues to enable top line growth through investment in highly-skilled talent recruitment and training.

9M'23

## **Strong Cash Flow Conversion**

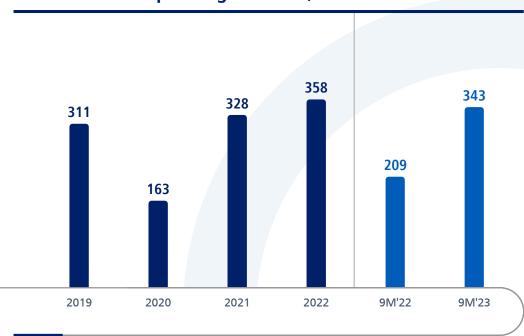






AED m	2019	2020	2021	2022	9M '22	9M '23
EBITDA	418	470	779	878	608	727
Change in NWC	157	(5)	(196)	(429)	(346)	(303)
Maintenance CAPEX	(35)	(18)	(86)	(83)	(50)	(93)

#### Cash flow from operating activities, AED m



#### **Commentary**

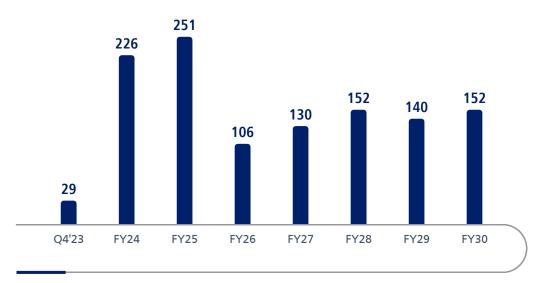
- Improvement in operating cash flow (+64.0%) driven by high EBITDA growth and optimised NWC investments in 9M '23.
- In 9M '23, maintenance CAPEX increased due to the purchase of medical equipment and leasehold improvements.
- FCF cash conversion improved by 106bps with high level of ROCE (19%) in 9M '23.

# Maintaining a Robust Balance Sheet



AED m	FY2021	FY2022	9M '23
Bank balances and cash	134	150	94
Interest bearing loans and borrowings	3,208	1,261	1,186
Bank overdraft	91	_	_
Bank debt <sup>1</sup>	3,299	1,261	1,186
Net debt	3,165	1,111	1,092
Lease liabilities <sup>2</sup>	1,281	1,176	1,177
Net debt including lease liabilites <sup>3</sup>	4,447	2,286	2,269
Amounts due from / (to) related parties	1,542	(12)	(8)
KPIs:			
Net debt including lease liabilities <sup>3</sup> / EBITDA	5.7x	2.6x	2.3x
Net debt / pre-IFRS 16 EBITDA <sup>4</sup>	4.9x	1.5x	1.3x
Total group equity	381	1,118	1,378
Divided mainly into:			
Share capital	0.7	521	521
Shareholders' account	533	_	_
Share premium	-	367	367
Retained earnings (incl NCI)	(175)	224	484

#### **Debt maturity as of 30 September 2023**



#### **Commitment to a conservative financial policy**

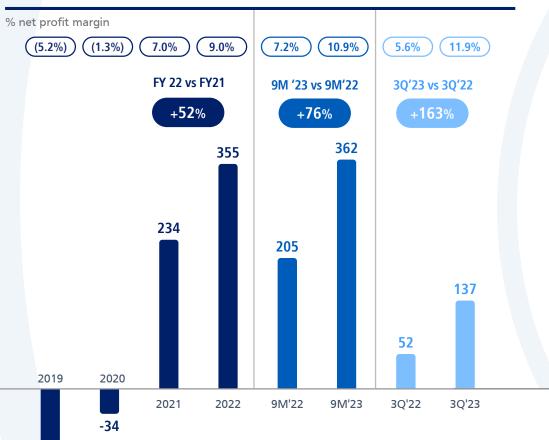
- Net debt / pre-IFRS 16 EBITDA LTM ratio as of 30 September 2023 is 1.3 vs.1.5x as of 31 December 2022. Decreased due to IPO proceeds and NWC optimization. No contingent off-balance sheet liabilities.
- Average finance cost rate of 7.1% (as of 9M '23), which the majority effectively hedged till 2030.
- Amounts due from and to related parties remains low, reflecting Burjeel's strong governance and operational independence.
- The Company's share capital is AED 521 million as of 9M '23.

### **Robust Net Profit Margin to Deliver Healthy Return to Shareholders**



#### Net profit evolution, AED m

-125



#### **Commentary**

- Asset-light cash generative model underpins significant dividend paying capacity
- Dividend policy: pay cash dividends from 2023 onwards, on the expected basis of a pay-out ratio of 40% to 70% of net profit, dependent on the required investment for additional growth plans

- The Group paid out AED 95 million as the debut interim dividend for H1'23
- · Record date: August 14, 2023
- Payable date: August 31, 2023

**AED 225**m

H1'23 Net profit

**42**%

Dividend pay-out ratio

**AED 95**<sub>m</sub>

Interim dividends for H1'23

**AED 0.02** 

Interim dividends per share for H1'23







# Guidance

Leading Super-Specialty Healthcare Provider in the MENA

### **Guidance**



#### **FY2023**



- UAE Medical centers<sup>1</sup>: 5
- UAE Additional beds: 80
- KSA PhysioTherabia centers: up to 6

• KSA PhysioTherabia centers: 54

Mid-term (2024-2027)



Revenue growth

- High-teens Group revenue growth
- +50% BMC revenue growth

- Group revenue growth to gradually normalize from mid-teens to high-single-digit over time as key assets mature, including:
- BMC to continue to ramp up to reach AED ~2bn revenue p.a.
- KSA expansion project to reach AED ~600m revenue p.a.



- **Group** EBITDA margin to improve to at least 2021 levels (~23%)
- BMC EBITDA margin expected to improve to mid-high teens

- Group EBITDA margin to gradually expand to high-20s
- **Driven by** ramp-up of growth assets, asset-light international expansion, as well as focus on increasing patent yield and operational excellence



**CAPEX** 

- Maintenance CAPEX expected to be <2.5% of revenue<sup>2</sup>
- Additional cumulative investment of ~AED 85m for digital transformation and UAE & KSA expansion<sup>3</sup>
- Maintenance CAPEX expected to be <2.5% of revenue<sup>2</sup>
- Additional cumulative investment of ~AED 215m expected until 2027 to support digital transformation and KSA expansion<sup>3</sup>



- Net leverage<sup>4</sup> of <2.5x to be maintained
- Net leverage<sup>4</sup> of 1.3x as of September 2023

Net leverage<sup>4</sup> of <2.5x to be maintained</li>



**Dividends** 

- Payout ratio of 40-70% of net income, dependent on required investment for potential additional growth
- First interim dividend paid in August 2023 on the basis of H1 2023 net income

• Payout ratio of 40-70% of net income, dependent on required investment for potential additional growth



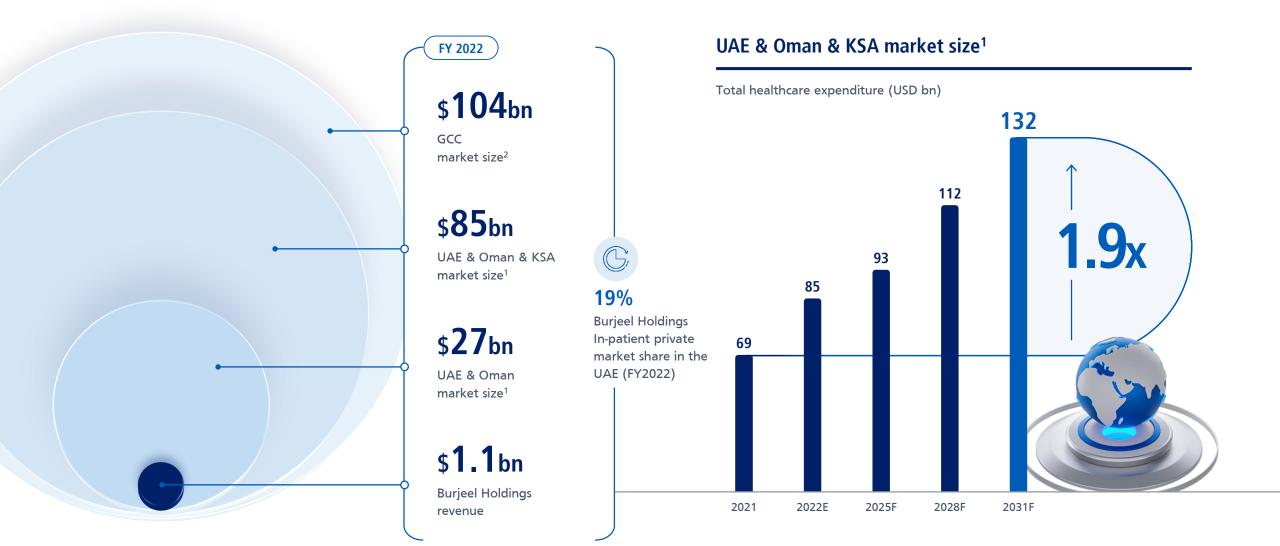
# Q&A Appendix



Leading Super-Specialty Healthcare Provider in the MENA

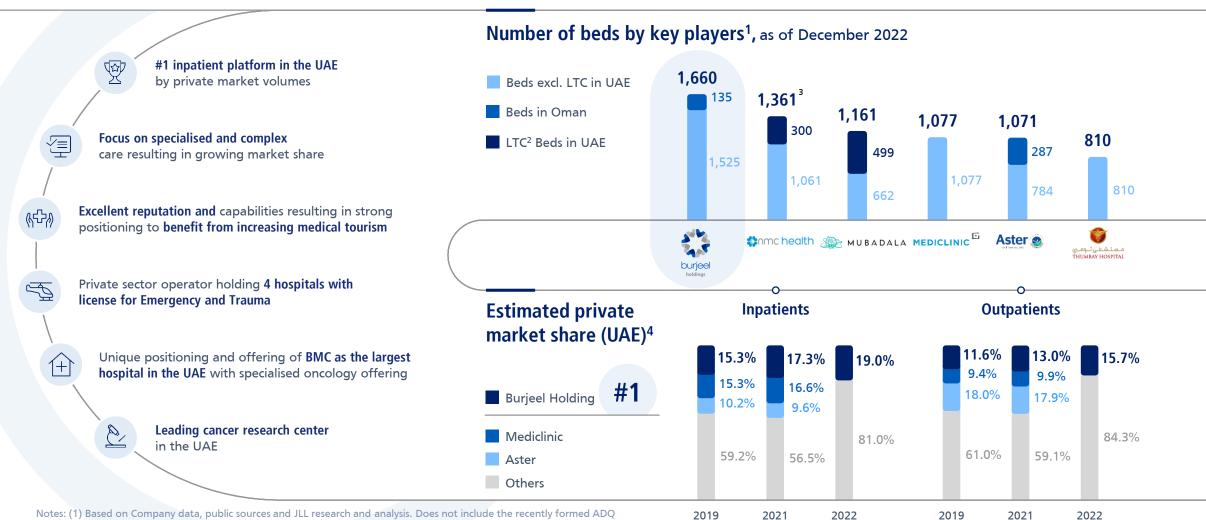












# **Creating Differentiating Healthcare System**



#### Burjeel Medical City

One of the largest healthcare facilities in UAE & GCC

#### Ambulatory Services

State-of-the-art ambulatory services and a helipad for emergency transfers

#### Emergency & Trauma Center

Comprehensive services for adults & pediatric 24/7

#### **Bone Marrow Transplant Center**

Comprehensive and multidisciplinary care for patients with hematologic diseases

#### Fetal Medicine and Therapy Center

Specialized environment with cutting-edge technology to best treat and care for women and babies

#### Level III Tertiary NICU

Babies of all gestational ages including premature babies born at 23 weeks of pregnancy

#### **Department of Thalassemia**

Collaboration with HH Sultan bin Khalifa Al Nahyan Humanitarian & Scientific Foundation



#### Intraoperative MRI

Support of neuro-oncology surgeries

#### **Centralised Lab**

Total lab automation & Infinity lab solution

#### **Integrated Center for Research**

Research for rare diseases & cancer

#### **Digital Health**

Digital concierge, quick registrations, homecare, electronic medical record

#### **Pediatric Intensive Care Unit**

Multidisciplinary care and life support for children including Pediatric ECMO

#### **Pediatric Surgery**

Diagnosis, preoperative, and postoperative management of surgical problems in children and newborns

**Burjeel Medical City – the UAE Leader** in Complex Care

**Overview and complex care specialties** 

~24% Revenue contribution 400

60+**Specialties** 

258 **Doctors** 

**KYPROS** 

Beds









Burjeel Medical City is the only ESMO in the UAE and Novalis Certified accredited center in the GCC

Oncology

Only advanced cancer center in Abu Dhabi to be accredited by the European Society for Medical Oncology

Trauma

Level 1 Trauma Center; First private hospital in UAE to be equipped with helipad for emergency transfers

Fetal —

First comprehensive center for Fetal Medicine and Therapy in the UAE, set up in collaboration with Kypros Nicolaides

**Cross Specialty Innovation** 

Stem Cell Cryopreservation, Integrated Center for Research for Rare Diseases, MRI for Neuro-Oncology Surgeries, State of the art centralized laboratories, radiotherapy and diagnostics services

Pediatrics -

Level III Tertiary NICU and Level IV PICU including ECMO; Offers a comprehensive paediatrics program

Long-term Acute Care/Dedicated Rehab

UAE's largest long term acute care and rehab center; Hosts Burjeel Darak, an integrated center for long term care and rehabilitation

Transplant -

UAE's leading multi-organ transplant center; First private hospital in the UAE to receive a license to provide organ transplants services

**Complex** medical care

Note: Revenue contribution as a percentage of total hospital segment revenue for 9M '23 (pre-intersegment eliminations).

### **Expansion through Asset-Light O&M Contracts**



#### **O&M** opportunities in the UAE and MENA

#### **Approach**

- Partner with the Ministry of Health, Department of Health and large public hospitals to collaborate on O&M / department specific opportunities in the UAE and Africa including:
  - o Construction: procurement, installation of equipment and post construction handover
  - o Operation and management: day to day management of asset or department including systems implementation, staffing and training

#### **Economics**

F

• Benefits from %-based O&M payments, with strong upside as population and economic activity grows

• Zero Opex & CAPEX investments generating high ROI

#### Outlook

- Solid mid-term contract pipeline (up to 10 hospitals and medical centers)
- **0&M** segment is expected to **contribute up to 5**% of the Group net profit in the mid-term

#### Track record of successful O&M projects

Al Dhannah Hospital, **Al Dhafra** (ADNOC)

Mafrag

Hospital,

Abu Dhabi

- Located in the fast-growing industrial hub of Al Ruwais within the Western region of the UAE
- Unlocks access to underserved western region
- Al Dhannah Hospital will be a major referral source for BMC
- Significant high-value Thiga patient population

- Provided doctors, nurses and paramedics, centralised support functions
- Deployed biomedical & IT infrastructure and utilised paperless documentation
- **Prosthetics** & Orthotics Project, **Ethiopia**
- Includes development of training center for Prosthetic & Orthotic practitioners
- Long-term vision to convert facility into a rehab hub in Ethiopia
- Shabwa & Mocha. Yemen
- Deployed highly skilled clinical / admin team, delivered training / education to local staff
- Focused on high complexity surgery / emergency management

Liberia Hospital

- Acting as nodal agent on behalf of Government of UAE
- Provided experienced team of designers / engineers / technicians

200k+

Al Dhafra Region Population

122 bed

Multi-Specialty Hospital

1.850 +**Patients** 

270

80

Acute beds 16

ICU beds

PICU beds

6,000+

2.000

**Patients** 

**Prosthetic** 

~400

Assistive devices

12,300

Monthly patient footfall

300

88

**Beds** 

Total beds

**Facilities** 

1/3 **OR/OT rooms** 

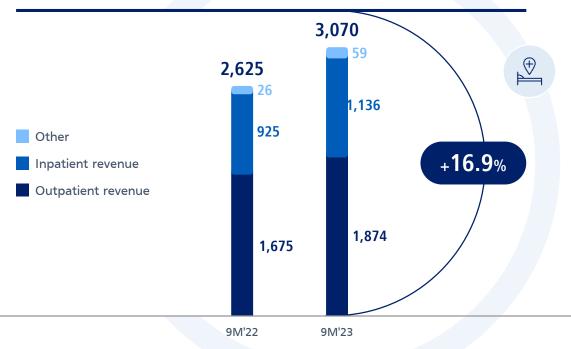
13

Urgent care rooms



# burjeel holdings

#### Revenue, AEDm1



- Hospitals segment contributed 89% to Group revenue in 9M '23 comparable to the same period last year.
- Revenue growth of 16.9% was largely driven by Burjeel Medical City, Burjeel Day Surgery center, Burjeel Royal Hospital Al Ain, Burjeel Speciality Hospital Sharjah and Medeor Hospital Abu Dhabi.
- Revenue growth was also supported by the Group's focus on super specialty treatment and complex cases.

#### EBITDA, AEDm

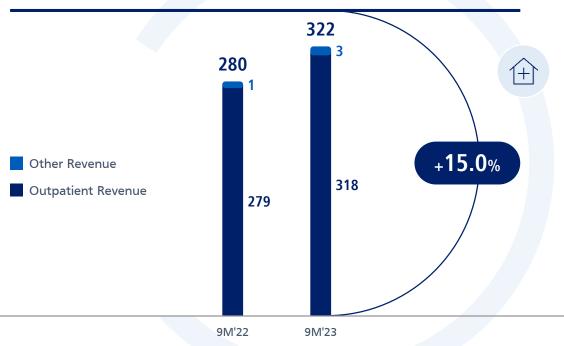
Hospitals segment	9M '22	9M '23	Change
Inventories consumed	719	835	16.1%
% of revenue	27.4%	27.2%	
Doctors' and other employees <sup>1</sup>	1,068	1,236	15.7%
% of revenue	40.7%	40.3%	
Provision for ECL	41	53	31.5%
% of revenue	1.5%	1.7%	
Other expenses <sup>2</sup>	289	279	(3.4%)
% of revenue	11.0%	9.1%	
Total OPEX ex.D&A <sup>3</sup>	2,117	2,404	13.5%
% of revenue	80.6%	78.3%	
EBITDA	508	666	31.1%
% EBITDA margin	19.4%	21.7%	

- Other expenses as a % of revenue declined substantially to 9.1% from 11.0% driven by ramp up of growth assets, as well as focus on increasing patent yield and operational excellence.
- Staff costs declined as a % of revenue mainly due to the ramp up of the Group's growth assets and higher utilization.





#### Revenue, AEDm1



- Burjeel-branded medical centers continued their robust performance, driving 15.0% revenue growth of this segment.
- In this segment, revenue growth is mainly driven by Burjeel Medical Center, Al Shamkha, Burjeel Medical Centre Deerfields, and Burjeel Medical Centre Zeina.
- Also saw a ramp-up in specialties like OBGYN, paediatric, orthopedics, physiotherapy, and internal medicine.

#### **EBITDA**, AEDm

Medical centers segment	9M '22	9M '23	Change
Inventories consumed	58	70	20.2%
% of revenue	20.8%	21.8%	
Doctors' and other employees <sup>1</sup>	111	126	13.7%
% of revenue	39.5%	39.0%	
Provision for ECL	5	4	(27.1%)
% of revenue	1.9%	1.2%	
Other expenses <sup>2</sup>	29	30	2.9%
% of revenue	10.5%	9.4%	
Total OPEX ex.D&A <sup>3</sup>	203	230	12.9%
% of revenue	72.7%	71.4%	
EBITDA	76	92	20.6%
% EBITDA margin	27.3%	28.6%	

- EBITDA margin increased on the back of a decline in doctors' and other employees costs, provision for ECL and other expenses as a percentage of revenue.
- Direct cost as a percentage of revenue increased due to a change in revenue mix.





#### **Group financial summary**

AED millions	Q3 '23	Q3 '22	9M '23	9M '22
Revenue	1,155	933	3,317	2,832
OPEX <sup>3</sup>	(899)	(743)	(2,607)	(2,238)
EBITDA <sup>4</sup>	260	194	727	608
Net profit	137	52	362	205
EBITDA margin	23%	21%	22%	21%
Net profit margin	12%	6%	11%	7%
Total equity	1,378	581	1,378	581
Net debt <sup>5</sup>	1,092	1,821	1,092	1,821
Earnings per share (AED)	0.02	0.01	0.07	0.04
Capital employed	3,417	3,422	3,417	3,422
ROCE (LTM)	19%	16%	19%	16%
Net debt / EBITDA <sup>6</sup>	2.3	3.6	2.3	3.6
Net debt excl. Lease Liabilities/ Pre-IFRS 16 EBITDA	1.3	2.5	1.3	2.5
Return on equity	37%	54%	37%	54%

#### **Segmental financial summary**

AED millions	Q3 '23	Q3 '22	9M '23	9M '22
Revenue	1,155	933	3,317	2,832
Hospitals <sup>1</sup>	1,028	820	2,945	2,499
Medical centers <sup>1</sup>	111	94	318	276
Pharmacies <sup>1</sup>	13	15	47	49
Others <sup>2</sup>	3	4	7	8
EBITDA	260	194	727	608
Hospitals	238	162	666	508
Medical centers	34	30	92	76
Pharmacies	(0.1)	1	4	4
Others	(12)	1	(35)	20
Net profit	137	52	362	205
Hospitals	125	31	329	138
Medical centers	25	20	66	46
Pharmacies	(0.3)	0.5	4	3
Others	(13)	1	(37)	19

Notes: (1) Includes other operating income and other revenue represent the Non-Clinical revenue in Hospitals, Medical Center, Pharmacies segments which majorly include the O&M fee, fee for manpower supply contracts, and few other items. (2) Others contains revenue from entities who majorly provide the services to Hospitals, Medical Center, Pharmacies of the group and contain Central Purchase, Claim Care, Valet Parking etc. (3) OPEX includes G&A expenses and ECL. (4) EBITDA represents Earnings Before Interest, Tax, Depreciation and Amortization. (5) Bank debt incl. Bank overdraft less Cash and cash equivalents. (6) Bank debt and Lease liabilities less Cash and bank balance divided by overall EBITDA.

# Strong Leadership with Well-Established Public **Market-Oriented Corporate Governance**



#### Highly experienced leadership with focus on growing shareholder value



Directors

of

oard

Management









Strong governance framework BoD of 7 Members



70% Independent Directors

**Business Development** 

Female Board Director

Audit

Nomination and Remuneration Aligned with SCA and ADX Regulations









#### Management retention program



LTIP program to be adopted in O1 2024

60% Financial KPIs – Net profit

40% Functional KPIs -Individual for each role













Mr. Muhammed Shihabuddin Chief Finance Officer



Chief Operating Officer





Mr. Omran AlKhoori President - Business Development

Mr. Chetan Dev Sehgal Director - Strategy & Investments

Mr. John Sunil **Chief Executive** Officer





Group Head HR





70.0%

14.4%

**VPS Healthcare Holdings** 

Quant Lase Lab (IHC)

5.0% **SYA Holdings** 

10.6%

Free float (ADX)



Chief Medical Officer







# Investor Relations

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