

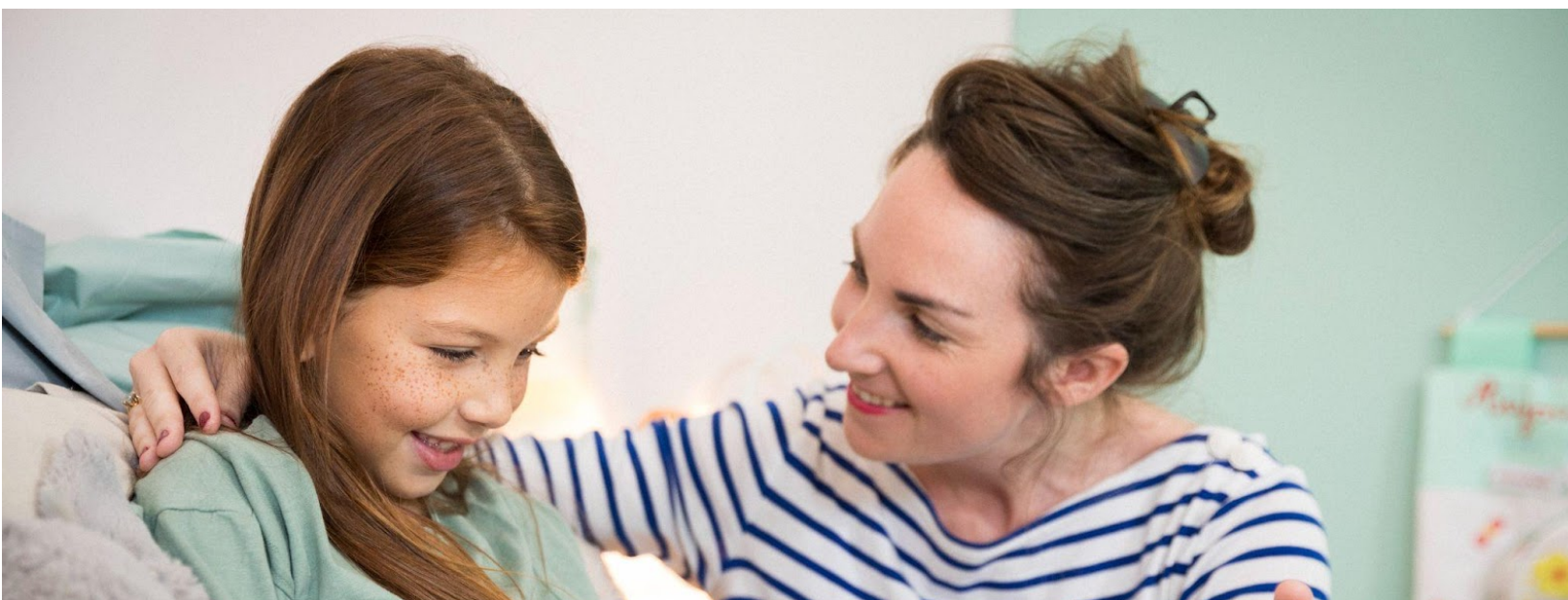
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## AIR LIQUIDE HEALTHCARE



### HOME HEALTHCARE ACTIVITIES

#### 1. Air Liquide Healthcare in brief

Air Liquide is a world leader in gases, technologies and services for Industry and Health. The company has built its success over the last century on its unique knowledge and expertise in the separation of air molecules, which has enabled the company to serve customers throughout the world in a variety of sectors, from industry or electronics to healthcare. [www.airliquide.com](http://www.airliquide.com)

Our first incursions into **healthcare** began with the **provision of oxygen to hospitals'** intensive care units, in particular in operating and recovery rooms, and we actively **contributed to the medicalization of the oxygen supply chain** to guarantee its quality and safety for patients. In hospitals, whether it's in the emergency room, operating theatre or intensive care unit, Air Liquide Healthcare medical gases solutions are valuable to help patients, often in critical moments. Bringing healthcare facilities peace of mind, **by making medical gases accessible** in times of calm and crisis, securing and **optimizing supply chains** according to local situations; relieving customers from having to deal themselves with medical gas management, by combining **the best of digital technologies and human services**. Air Liquide Healthcare also provides the necessary investments and portfolio to help our customers meet the pressing demand for a **carbon-free future**. Supply, service and sustainability, which will give customers complete confidence in medical gases supplies, allowing them to focus their energy on advancing patient care.

Air Liquide Healthcare initiated its **home healthcare activity** more than 30 years ago when we started taking care of patients with **oxygen therapy after they were discharged from hospital**. Home healthcare then **extended to other chronic diseases for persons suffering from sleep apnea, respiratory failure, diabetes or Parkinson's disease**. The services we provide to chronic patients are quite unique and they are always composed of **human interactions** (expert support from nurses, psychologists, care agents, technicians, etc), **medical devices and digital solutions** all along the patient's journeys. Relying on this expertise, we **provide personalized care**, bringing the support each patient needs when they need it, and empowering them to manage the disease. **Our goal is to maintain our patients motivated and adherent to the therapies all over their chronic care pathway and consequently, improve their quality of life.**

Present at every major step of these care pathways, we work alongside healthcare professionals and institutions in **35 countries** to improve patients' health. Our **16,400 employees** support **1.9 million chronic patients at home**, and supply medical gases solutions and associated services for **15,000 hospitals** and new places of care. In 2022, the Group's Healthcare business reached **€ 3.9 billion in revenues**.

## 2. Main chronic diseases in a nutshell

- **Sleep Apnea:** it is a common disorder but a serious condition. The standard treatment is a CPAP device which reduces the number of obstructive apneas during night and also the daytime drowsiness. After a prescription from a specialist, Air Liquide Healthcare installs the device and defines a care plan to maintain the patient's motivation and compliance with the treatment. There is a personalized follow up to maximize the results of the therapy and to improve the outcomes.
- **COPD:** Many of the COPD patients are prescribed with LTOT ( long-term oxygentherapy). There are plenty of sources to use oxygen at home, according to the clinical status and the personal needs. Air Liquide Healthcare provides the devices, supports the installation, training and pushes for healthy behaviors to maintain those people with a certain level of autonomy and quality of life.
- **Respiratory failure:** Non invasive ventilators remain the cornerstone of people suffering from respiratory failure or/and neuromuscular disease. Air Liquide Healthcare is taking care of coordinating the discharge from hospital to home, installing and adapting the treatment and developing adaptive support while the disease progresses.

- **Diabetes:** type 1 diabetes needs an insulin pump in many cases and also a continuous monitoring system that controls the levels of blood sugar. People living with diabetes need training on the devices, educational support and accompaniment during their chronic pathway. Air Liquide Healthcare supplies the devices and technologies, provides resources to manage the disease in the proper way and develops personalized plans to improve clinical indicators and experience with the therapy.

### 3. Air Liquide Healthcare challenges

Globally, Air Liquide is working to serve a growing patient population with personalised care models, especially in their homes, and navigates the challenge of budget pressures, non-traditional technology competition and growing patient and care staff expectations, by innovating on service models that enhance efficiency and quality.

Our main **payer is the public administration**. They allocate specific budgets to cover the needs from chronic respiratory diseases and they contract with home healthcare providers to develop a service to support these patient respiratory journeys. However, the business models differ from country to country, finding some countries with a **public tender model or countries with an open market** (physicians and/or patients have the power to select the home healthcare provider). It should be mentioned that there exists a small out of pocket market.

At a time when health systems, hospitals and healthcare professionals are actively seeking support, **Air Liquide Healthcare now has a unique opportunity to be a partner of the healthcare systems transformation**. Looking ahead, we **focus on value and transform our business from a current “obligation of means” model to a value-based model, and promote the role of home healthcare for the sustainability of healthcare systems**.

VBHC is the way forward for Air Liquide Healthcare to ensure long-term sustainability. After a positive experience in Europe, our **ambition is to engage in a global value transformation and become an outcome-driven company for all our stakeholders across the world**.

### 4. Air Liquide Healthcare strategy for the HHC activities

Since 2021, Air Liquide Home Healthcare activities have set up a clear ambition with a Value-Based Healthcare approach, which defines increased “value” as improved health outcomes that matter to patients relative to the total cost of achieving these outcomes. **Air Liquide Healthcare has one priority in mind: patients, which are at the heart of everything we do**. Our 30 years of expertise and especially our home healthcare expertise have taught us that putting patients at the center of the system, as a person, is the only way forward for a more valuable healthcare. With Value Based Healthcare, a unique patient-centric and collective approach around better outcomes, **Air Liquide Healthcare is engaged to improve value in healthcare for the benefit of patients at the best cost for the society**. With this priority, we develop innovative solutions to address major public health needs and social issues.

**Air Liquide Healthcare strategy** is built around 3 pillars:

- **Creating value generation models with focus on outcomes improvements by personalizing the care**
- **Optimizing our operational excellence**
- **Developing strategic partnerships**

This global strategy is well embraced in our current businesses, and it is enabled by a strong Market Access, Evidence plan and a Public Affairs approach which will allow us to engage public decision makers and other stakeholders on shaping the health landscape towards a value based model.