

# DORO ANNUAL GENERAL MEETING



Age Happens to Everyone

“A nation’s greatness is measured by how it treats its weakest members.”

Mahatma Gandhi

**Carl-Johan Zetterberg Boudrie, President & CEO**  
**April 24 2020**

# AGENDA



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Introduction

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The Year in Brief

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Strategy Going Forward

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# WE IMPROVE THE LIVES OF SENIORS THAT ALSO BENEFITS RELATIVES AND SOCIETY



RELATIVES



SENIORS



SOCIETY

Society faces increasing challenges in providing healthcare for our aging population

Seniors live longer and desire an active and independent life

Doro develops smart technology to improve independence and quality of life for seniors

# THIS IS DORO

Doro is a technology company focused on seniors

**Our vision** is to **empower seniors** to get the most out of every day. We enable **independence** and **ensure peace of mind** when it matters most.



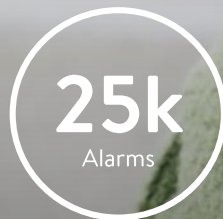
Market leader



Sales over SEK 2 billion 2019



Seniors assisted yearly



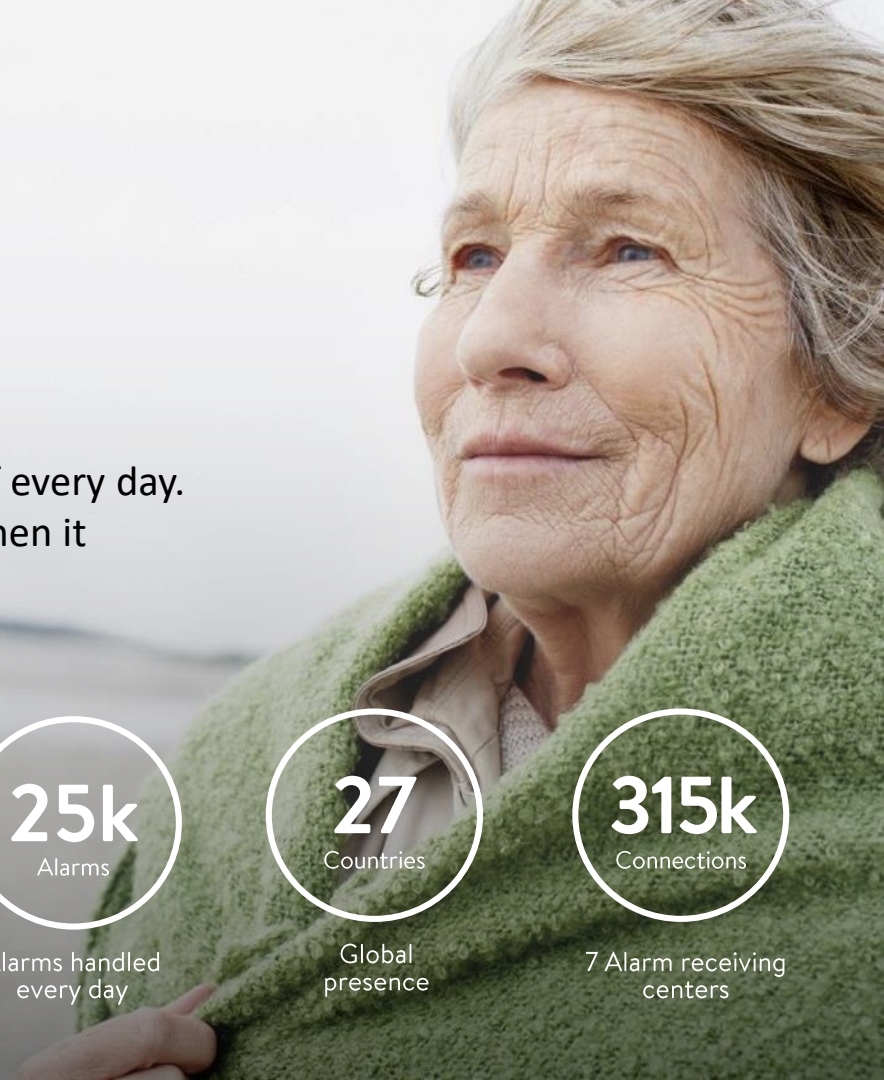
Alarms handled every day



Global presence



7 Alarm receiving centers



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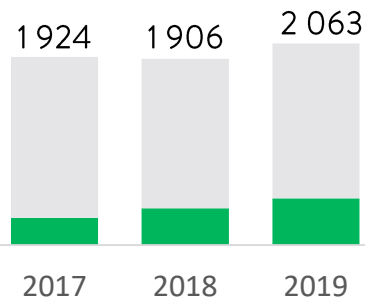
Strategy Going Forward

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# SOLID FINANCIAL DEVELOPMENT LAST YEAR

**A** Doro is a growing care business...

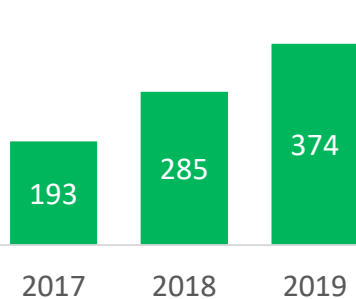
Net Sales, SEKm



■ Total ■ Care

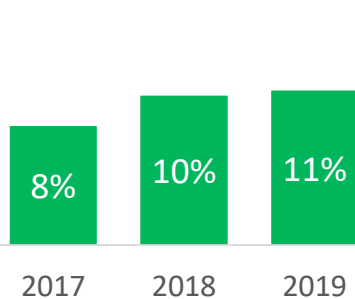
**B** ... with increasing recurring revenue base

Services Sales, SEKm



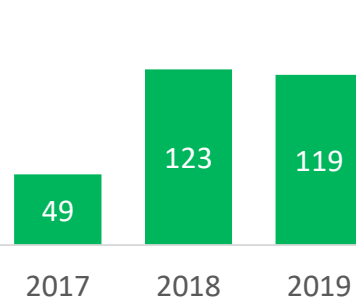
**C** ... improving underlying profitability

Adjusted EBITDA\*, SEKm



**D** ... and solid cash flow

Free Cash Flow, SEKm



Note: EBITDA adjusted for restructuring costs. Year 2019 in accordance with IFRS 16.

# A NUMBER OF STRATEGIC ACHIEVEMENTS



Continued growth in Business Segment Care, representing 23% of overall revenue



Strengthened position as market leader



Acquisition of the British telecare company Centra Pulse and Connect,



Improved offering, five new mobile phones launched

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# AN AGING POPULATION CREATES GROWING CHALLENGES FOR HEALTHCARE

 **50 Million**  
**more** seniors in  
Europe in 2050



The world will be **short**  
of **12.9 million**  
**healthcare**  
**workers** by 2035



In 2030 **chronic**  
**diseases**  
**amounts for 75%**  
of all diseases

We believe the next tech revolution is in senior  
care

<sup>1</sup>The World Bank

<sup>2</sup>Global Burden of Disease Collaborative Network

<sup>3</sup>World Health Organization, *A universal truth: No health without a workforce*, 2013.

# SIGNIFICANT GROWTH EXPECTED IN OUR CORE MARKET FOR BUSINESS SEGMENT CARE

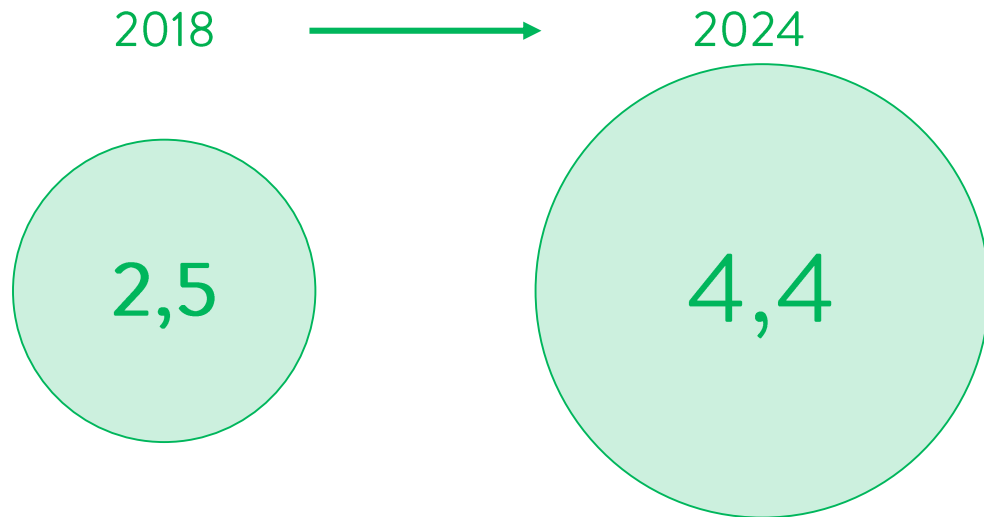
Key growth drivers

Market Outlook Telecare, €B<sup>1</sup>

The **addressable market** grows as people live longer

The **penetration** of telecare services is increasing

**Revenue per customer** grows as new services are introduced



<sup>1</sup> Berg Insight, Connected Care in Europe, 2019.

# AMBITION TO EXPAND OUR MARKET LEADING POSITION IN CARE



## Care

Build a #1 market position in Europe, expand and invest for the long term



## Phones

Defend our leading position, mitigate effect of the shrinking market and focus on profitability

We provide simplicity, independence and freedom to the growing senior population and help commissioners give more care with less resources

THANK YOU!

# DISCLAIMER

- FORWARD-LOOKING STATEMENTS

- This presentation contains forward-looking statements with words such as “believes”, “anticipates”, “outlook”, “confident”, “meeting” and “expects” about expected revenues and earnings, anticipated demand, internal estimates and liquidity. These forward-looking statements involve a number of unknown risks, uncertainties and other factors that could cause actual results to differ materially. Unknown risks, uncertainties and other factors are discussed in the “Risk” section of the Annual Report 2019 and in the Interim Report.

- CONSOLIDATED FINANCIAL RESULTS

- Doro provides financial information adjusted for items such as currency effects and one-off cost items solely as supplemental financial information to help investors and the financial community make meaningful comparisons of Doro’s operating results from one financial period to another. These adjustments might not be in accordance with IFRS.