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# MD MEDICAL GROUP INVESTOR DAY

OCTOBER 30, 2014

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## PRESENTING TODAY



Dr Mark Kurtser, PhD
Chairman of the Board of
Directors



Elena Opanasyuk
Deputy CEO for Regional Development



**Dr Elena Mladova**CEO and Member of the Board of
Directors



Dr Yulia Kutakova, PhD Chief Medical Officer



Vitaly Ustimenko, PhD
Chief Financial Officer



Larisa Tkachenko Head of Client Service Department

## MD MEDICAL GROUP AT A GLANCE

## MD MEDICAL GROUP AT A GLANCE

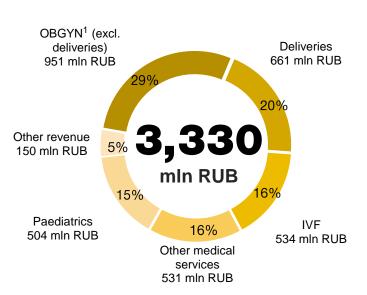
## MD Medical Group ("MDMG") overview

- Russia's leading private healthcare provider focused on women's health and paediatrics
- Wide range of medical services including OBGYN1, fertility and IVF treatment, paediatrics and other services (family medical services, dental care, stem cell storage, laboratory testing and radiology diagnostics)
- Network of modern and high-quality healthcare facilities in Moscow and Russian regions
- Equipment provided by leading international and domestic suppliers
- Highly qualified medical personnel supervised by recognised medical experts

## **Extensive network across Russian regions**



## Revenue breakdown, 1H'14

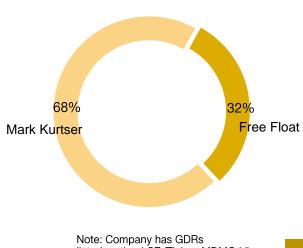


Note: 1 OBGYN – obstetrics and gynaecology 2 calculated as operating profit before depreciation and amortization

## **Key financial metrics**

RUB mln	2012	2013	1H'13	1H'14
Revenue	4,061	5,673	2,578	3,330
growth, %	40%	40%	31%	29%
EBITDA <sup>2</sup>	1,694	1,586	645	969
margin, %	42%	28%	25%	29%
Net Income	1,538	764	250	625
Net Debt	(2,054)	(275)	(1,218)	709
Net Debt / EBITDA	(1.2x)	(0.2x)	(1.9x)	0.4x

#### Shareholder structure



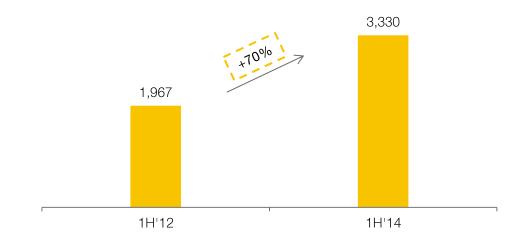
listed on the LSE (Ticker: MDMG LI)

## MDMG'S FOOTPRINT EXPANSION

# Healthcare facilities 2014 vs. 2012 Out-patient clinics Hospitals 119 119 22 14 2012 at IPO 1H'14 Oct-14

#### Revenue 2014 vs. 2012

Revenue '09-13 CAGR = 30%



## **Delivering on IPO plans**

	Plans announced during IPO	Timeline	Current status
	Lapino hospital	2012	
Pipeline of projects	M&C clinic in Perm	2012	
p. 0,0000	Ufa hospital	2014	
	Traumatological centre at Lapino	2012	
Broadening of services	General surgery, ambulance service for adults	2013+	MDMG continues to broaden its services beyond core business step-by- step in existing assets, i.e. Lapino surgery department, diagnostic center at PMC, and through M&A, i.e. Avicenna has urology, oncology, surgery departments, etc
Expansion	Regional expansion	2013+	Company continue to extend its geographic reach in Russia, i.e. Samara region, Irkutsk, Yaroslavl, and Novosibirsk

## **INVESTMENT HIGHLIGHTS**

Highly attractive Russian private healthcare services market

Track record of strong operational and financial performance



Leading position in high-quality women's health and paediatrics

Highly qualified medical professionals led by renowned clinicians

Growing network of healthcare facilities in attractive regions of Russia

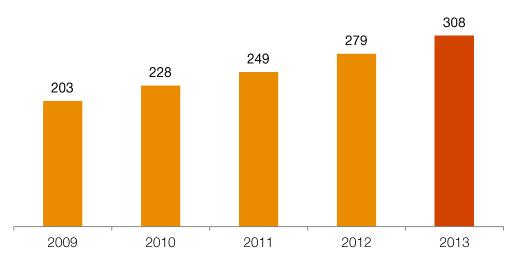
Strong emphasis on providing the highest-quality clinical care

# OUR MARKET

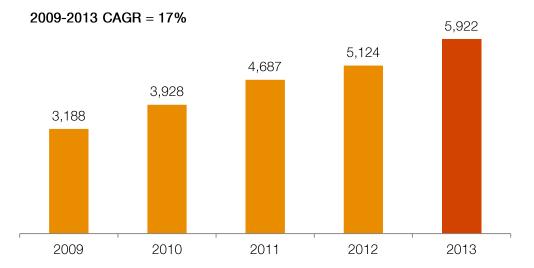
# FAVOURABLE MACROECONOMIC, INDUSTRY AND DEMOGRAPHIC ENVIRONMENT...

## Annual disposable income, 000' RUB per capita

2009-2013 CAGR = 11%



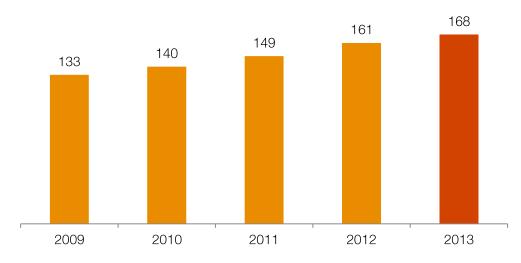
## Annual healthcare expenditures, RUB per capita



## Note: 1 Population with monthly disposable income of more than RUB35,000 Source: Federal State Statistics Service

## Annual consumer spending, 000' RUB per capita

2009-2013 CAGR = 6%







## ...DRIVES DEMAND FOR FEE-FOR-SERVICE HEALTHCARE SERVICES

Average salaries by 10 groups in Russia (2013)										
(RUB)	1 <sup>(1)</sup>	2	3	4	5	6	7	8	9	10 <sup>(2)</sup>
Average salary per month	6,183	9,715	12,893	16,075	19,456	23,344	28,262	35,090	45,934	97,576

## Increase in consumption of healthcare services with growth in income

Consumption structure by 10 income groups <sup>(3)</sup> in Russia (2013)										
	1 <sup>(4)</sup>	2	3	4	5	6	7	8	9	10 <sup>(5)</sup>
Total healthcare expenditures, including:	2.4%	2.7%	3.0%	3.2%	3.5%	4.1%	3.9%	3.7%	4.3%	3.4%
(1) Pharmaceuticals and equipment	2.1%	2.1%	2.3%	2.3%	2.4%	2.3%	2.2%	2.1%	2.3%	1.4%
(2) Out-patient healthcare services	0.3%	0.5%	0.6%	0.8%	1.0%	1.6%	1.4%	1.2%	1.5%	1.4%
(3) In-patient healthcare services	0.0%	0.0%	0.1%	0.1%	0.2%	0.2%	0.3%	0.3%	0.5%	0.6%
Total healthcare services: (2)+(3)	0.3%	0.5%	0.7%	0.9%	1.2%	1.8%	1.7%	1.5%	2.0%	2.0%

Target audience

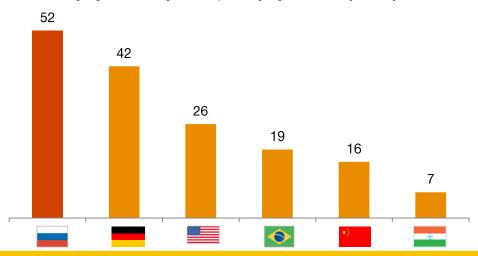
Current audience

Note: 1 Group with the lowest salary; 2 Group with the highest salary; 3 % of total consumer spending on goods and services; 4 Group with the lowest disposable resources; 5 Group with the highest disposable resources

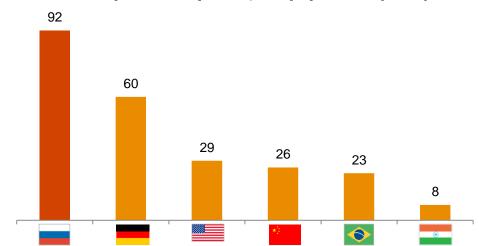
## UNDERPERFORMANCE OF THE RUSSIAN PUBLIC HEALTHCARE SYSTEM

## Extensive public healthcare system inherited from USSR ...

## Number of physicians per 10,000 population (2012)

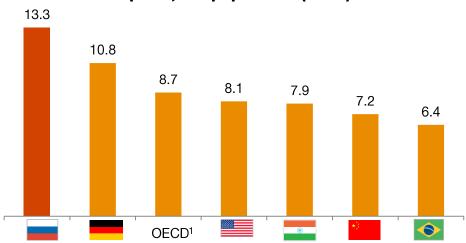


## Number of hospital beds per 10,000 population (2012)

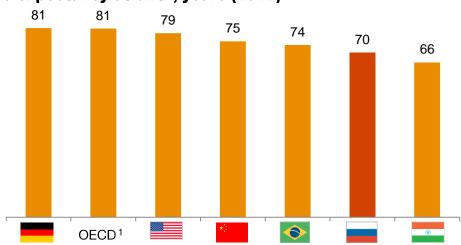


## ... which does not deliver results

## Number of deaths per 1,000 population (2012)



## Life expectancy at birth, years (2012)



Note: 1 Member countries of the Organisation for Economic Co-operation and Development Sources: BMI, World Bank

## TRENDS IN THE RUSSIAN PUBLIC HEALTHCARE SYSTEM

## **Key trends**

Federal Budget Shrinkage "The Government of the Russian Federation under the influence of external factors and economic difficulties forced to accept a reduction of budget expenditures... said Prime Minister Dmitry Medvedev, speaking at the International investment forum"

ITAR-TASS, September 2014

Decrease of Federal Expenditures on Healthcare "...Federal expenditures on healthcare should be reduced from 169 bln roubles in 2014 to 155 bln roubles in 2015. Projected MHI funding will be 145 billion roubles comparing to 123 billion in the current year."

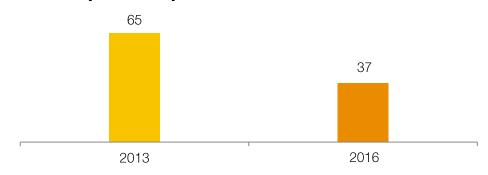
RBC, September 2014

High Decrease of Healthcare Expenditures by Moscow Government "...the decrease in public expenditures on healthcare in both 2013 and 2014 was 10% in real prices, in Moscow - 18%... "Moscow so vigorously reduces healthcare projects, in 2014 they were 4% lower in real prices than in 2011"... Partially due to the transfer of costs to funds of mandatory healthcare insurance."

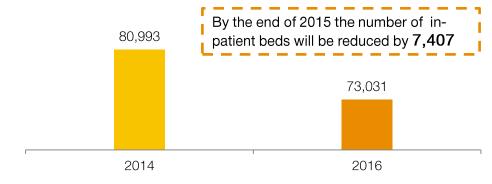
RBC, September 2014

## PLANS FOR PUBLIC HC SYSTEM DEVELOPMENT IN MOSCOW

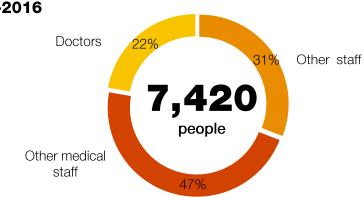
## **Number of public hospitals in Moscow**



#### **Reduction of in-patient beds**



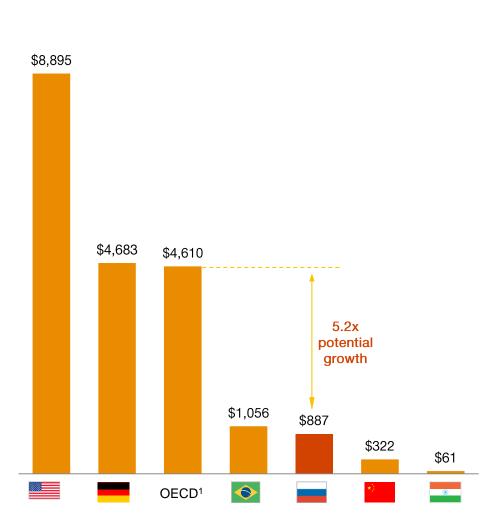
## Reduction of medical staff breakdown by specialization, 2014-2016

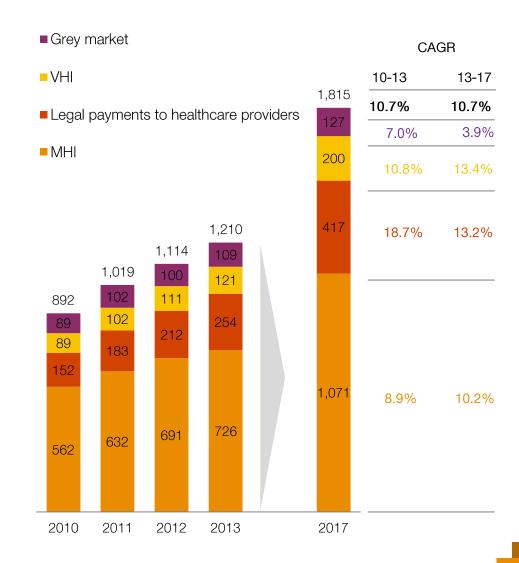


# PROVIDING SIGNIFICANT GROWTH POTENTIAL OF RUSSIAN FEE-FOR-SERVICE HEALTHCARE SERVICES MARKET

Significant room for further growth – per capita healthcare expenditures\*





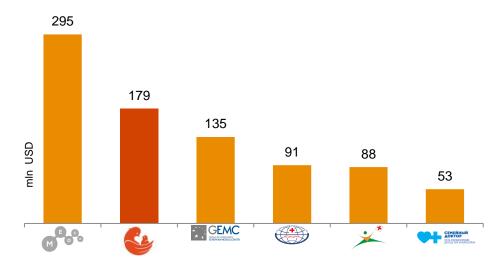


# LIMITED COMPETITION: MDMG IS THE ONLY ESTABLISHED PLAYER FOCUSED ON MATERNITY CARE

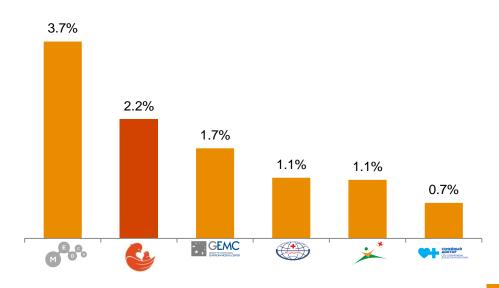
## **Key players in the market**

## Focus: Women's health and paediatrics MDMG Location: Moscow and Russian regions Number of clinics: 22 (incl. 4 hospitals) Number of in-patient beds: 663 Focus: General practices Location: Moscow and Russian regions Number of clinics: 30 clinics (incl. 3 hospitals) Medsi Number of in-patient beds: 1,153 Focus: General practices Location: Moscow Number of clinics: 1 hospital Medicina Number of in-patient beds: 105 Focus: General practices, trauma Location: Moscow Number of clinics: 2 **EMC** Number of hospitals: 3 Focus: General practices Location: Moscow Number of clinics: 14 Focus: Women's health, IVF Location: Saint Petersburg and Russian regions Number of clinics: 13 (incl. 1 hospital) Scandinavia Number of in-patient beds: 12

## Revenue, 2013



## Market share in commercial healthcare (2013)<sup>1</sup>

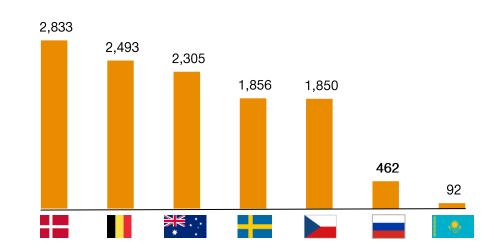


# CASE STUDY: IVF SERVICES IN RUSSIA – HIGHLY ATTRACTIVE SEGMENT OF PRIVATE HEALTHCARE SERVICES

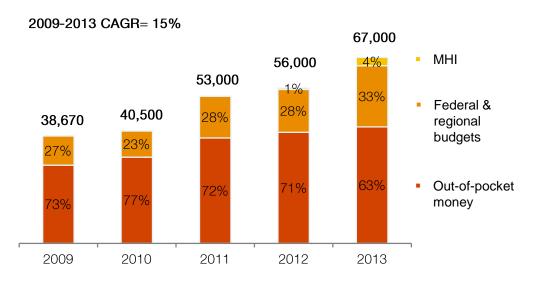
## **Key aspects**

- IVF market in Russia continues to grow with CAGR for 2009 2013 of 15%
- Since 2012 government started to provide funding not only for IVF services in public hospitals (federal and regional budgets), but for private healthcare companies as well through MHI system
- General trend seen on the IVF market is reduction of funding provided by federal and regional budgets (only for public hospitals) and growing share of MHI funding. Meaning that private healthcare companies will get more MHI quota for IVF cycles
- It is expected that in 2014 total number of IVF cycles funded by MHI will grow up to 15 000

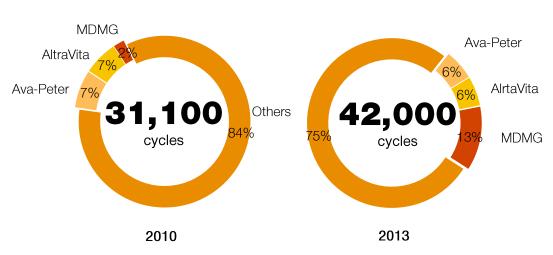
## Number of IVF cycles per 1 million people



## IVF cycles in Russia by source of funding



## Structure of IVF market covered by out-of-pocket money

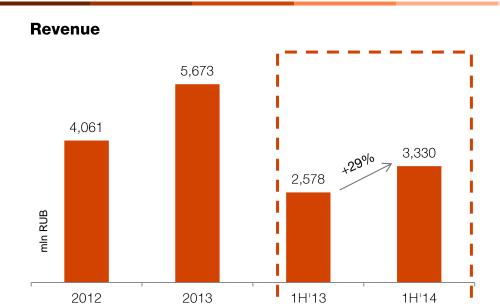


Source: Company estimates

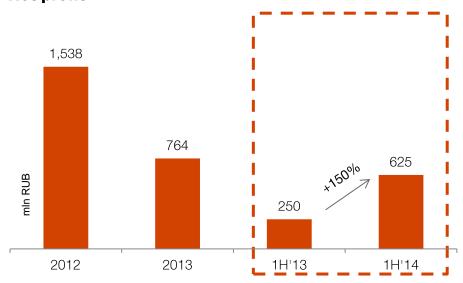
3

# BUSINESS UPDATE

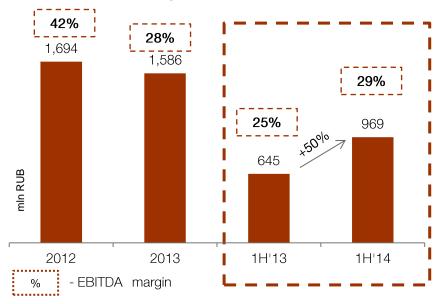
## KEY FINANCIAL INDICATORS FOR 1H 2014



## **Net profit**



## **EBITDA** and **EBITDA** margin



## **Financial KPIs in USD**

USD min	2012	2013	1H'13	1H'14
Revenue	131	178	83	95
growth, %	32%	36%	30%	14%
EBITDA <sup>2</sup>	54	50	21	28
growth, %	23%	(7%)	(24%)	33%
Net Income	49	24	8	18
growth, %	58%	(51%)	(67%)	125%

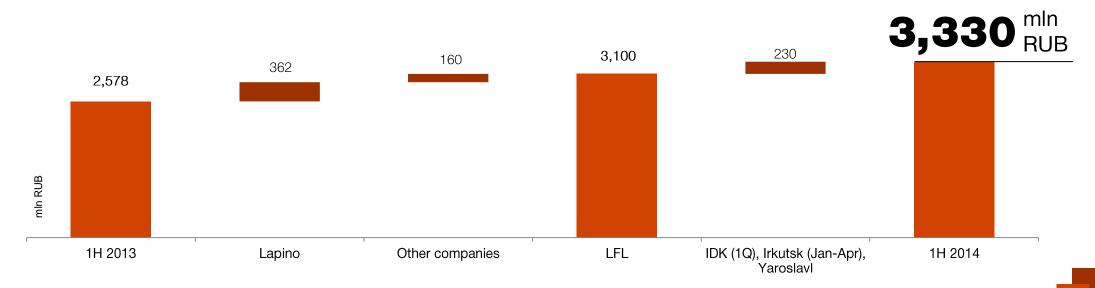
Source: 2012, 2013, 1H 2014 audited financial statements under IFRS

## REVENUE BRIDGE ANALYSIS

## Revenue increased 29% y-o-y accounting for 3,330 mln RUB

- LFL revenue increased by 20% or by 522 mln RUB:
  - Lapino was the largest contributor to this revenue increase as a result of its successful ramp-up, adding 362 mln RUB or 14% y-o-y to
     Group Revenue
  - o Other clinics of the Group contributed a further 6% or 160 mln RUB to 1H 2014 results
- New clinics in Samara and Irkutsk were consolidated during the 1H 2013 reporting period, as of April and May 2013 respectively. Their
  operating results for the same months of 2014 are included in the LFL 1H 2014 figure. However, clinics in Samara, Irkutsk and the new
  clinic in Yaroslavl added a further 230 mln RUB on top of the 1H 2014 LFL growth number

## Revenue bridge 1H 2013 vs 1H 2014



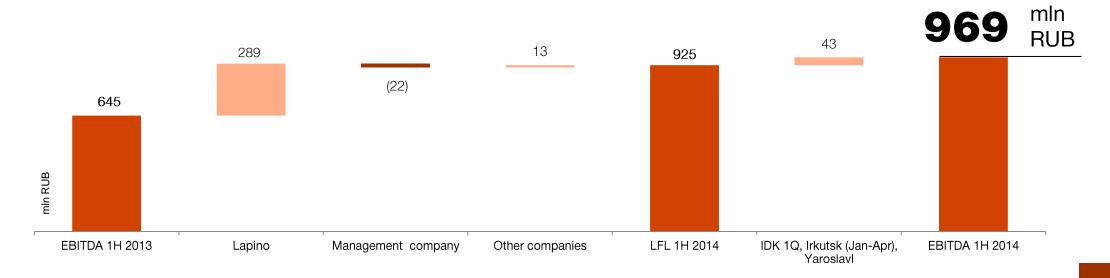
Source: 2013, 1H 2014 audited financial statements under IFRS

## EBITDA BRIDGE ANALYSIS

## EBITDA increased 50% y-o-y accounting for 969 mln RUB

- Lapino was the biggest factor that affected growth of EBITDA in 1H 2014, boosting EBITDA by 45% or by 289 mln RUB
- LFL EBITDA for 1H 2014 grew by 43% or by 280 mln RUB
- New clinics contributed 43 mln RUB or 7% for the periods that were not included in LFL 1H 2014 EBITDA:
  - o Samara 1Q 2014 as it was consolidated in Apr 2013
  - o Irkutsk Jan Apr 2014 as it was consolidated in May 2013
  - o Yaroslavl full 1H 2014 as it was opened in Dec 2013
- Rate of growth in management company expenses declined compared to FY2013, having a marginal negative effect of 22 mln RUB

## **EBITDA** bridge 1H 2014 vs 1H 2013

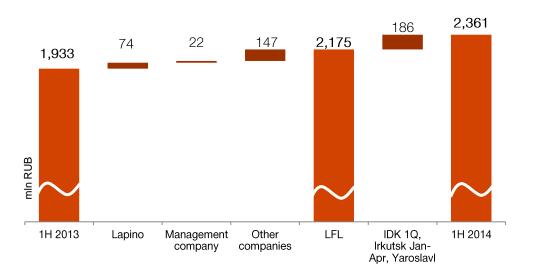


Source: 1H 2014 audited financial statements under IFRS

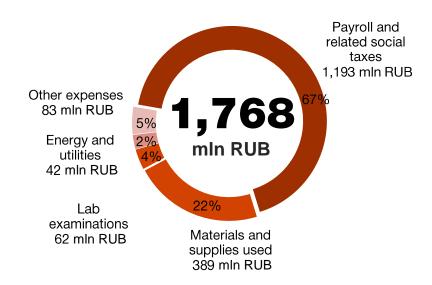
## OPERATING EXPENSES, EXCL. D&A

- Growth of revenue in the period outstripped growth of operating expenses (excl. D&A) by 7 p.p.
- OPEX (excl. D&A) increased by 22% and amounted to 2,361 mln RUB
- LFL OPEX (excl. D&A) increased 13% y-o-y or just 242 mln RUB
- Increasing volumes of services provided impacted on the growth of LFL operating expenses with the largest contribution coming from Lapino
- More than 85% of Company's OPEX is nominated in RUB and less than 15% of costs related to procurement of imported materials might be affected by change of FX rate
- Effect of operations of clinics in Samara, Irkutsk and Yaroslavl above LFL period\* is shown separately and adds extra 186 mln RUB

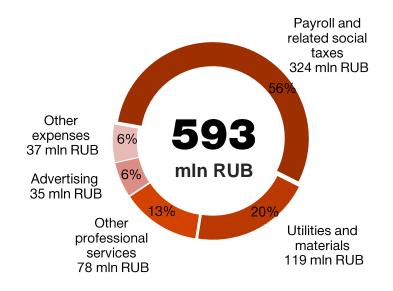
## **OPEX (excl. D&A) bridge analysis**



#### **CoS** structure



## **G&A** expenses structure



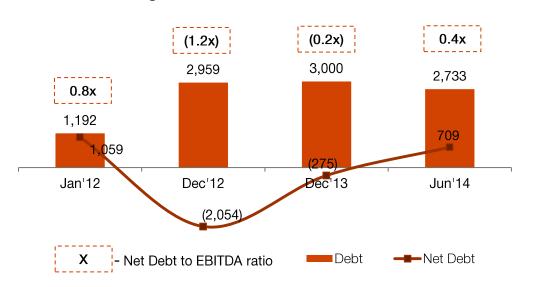
Source: 2013, 1H 2014 audited financial statements under IFRS

<sup>\*-</sup> LFL period includes 2Q'14 of operations for Samara clinics, May – June 2014 for Irkutsk. Results from operations from the rest of the months are shown above LFL

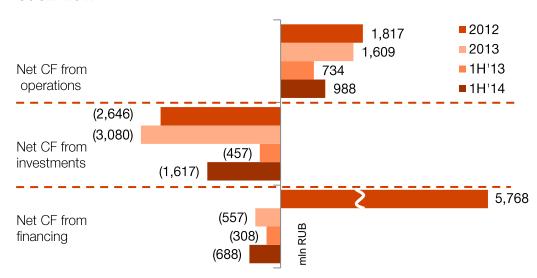
## **NET DEBT & WORKING CAPITAL**

- Company generates hefty cash flow that amounted 988 mln RUB in 1H 2014 and increased by 34% y-o-y
- MDMG continues to invest in its growth. Company's largest investment program since IPO was Ufa hospital
- Company raises debt as one of the funding sources for its investments, though MDMG's financial position remains solid
- Net Debt as at 30 June 2014 was 709 mln RUB as a result of the decrease in cash resulting from the investment in the construction of Ufa hospital
- The company works with negative working capital as a source of additional financing. Working capital increased 15% to (978) mln RUB y-o-y

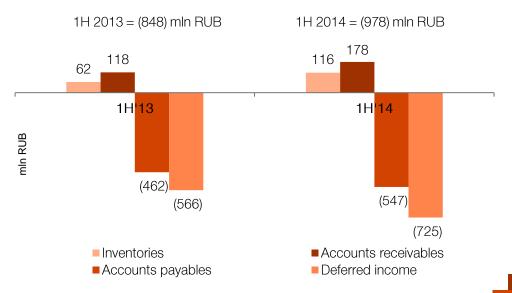
## **Comfort leverage level**



#### **Cash flow**

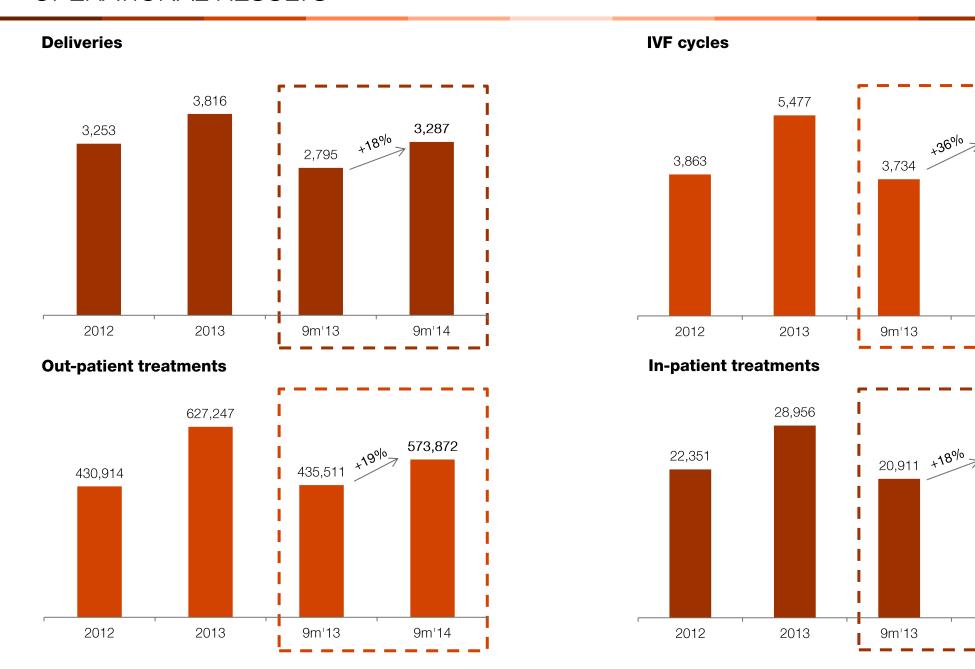


## **Net working capital**



Source: 2012, 2013, 1H 2014 audited financial statements under IFRS

## OPERATIONAL RESULTS



Source: 2012, 2013, 1H 2014 audited financial statements under IFRS

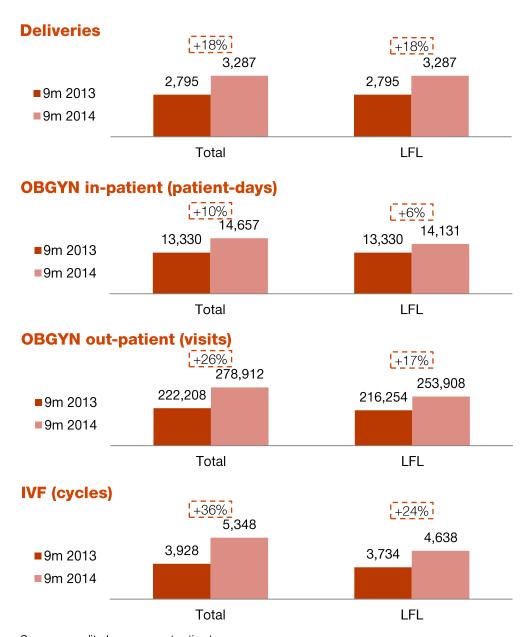
5,348

9m'14

24,711

9m'14

## OPERATING PERFORMANCE FOR 9m 2014



#### **DELIVERIES**

- In 9M 2014, the total number of deliveries increased 18% y-o-y to 3,287 while the overall deliveries remained flat in Moscow for the period.
- The ramp up at Lapino hospital was the key driver of growth in deliveries.

#### **OBGYN IN-PATIENT TREATMENTS**

- The total number of in-patient treatments in 9M 2014 increased by 10% y-o-y to 14,657.
- The main drivers of the growth were Lapino hospital and IDK clinics (Samara).

#### **OBGYN OUT-PATIENT TREATMENTS**

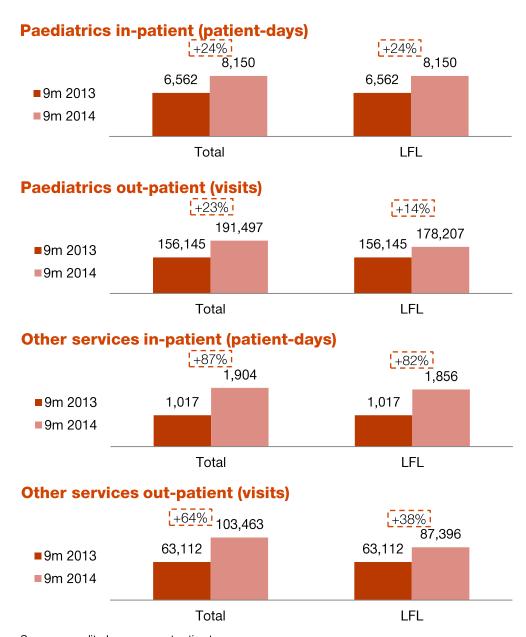
- The total number of OBGYN out-patient treatments in 9M 2014 increased by 26% to 278,912 visits.
- Due to the cyclical nature of the medical business there was a slight decline in performance indicators during 3Q 2014 versus 2Q 2014 due to traditionally lower demand in the summer period.

#### IVF

- The total number of IVF cycles in 9M 2014 increased 36% y-o-y to 5,348.
- The overall growth in IVF cycles in 9M 2014 was primarily due to strong performance of clinics in Samara, Saint-Petersburg, Perm and in Moscow clinics and IVF departments.

Source: unaudited management estimates

## OPERATING PERFORMANCE FOR 9m 2014



#### PAEDIATRICS IN-PATIENT TREATMENTS

- The total number of paediatrics in-patient treatments in 9M 2014 increased by 24% to 8,150.
- The growth factor was almost dubled performance indicator at Lapino hospital vs. the corresponding period of previous year.

#### PAEDIATRICS OUT-PATIENT TREATMENTS

- The total number of paediatrics out-patient treatments in 9M 2014 increased by 23% to 191,497 visits.
- The total increase in out-patient treatments was mostly driven by the new businesses: rapid growth in Lapino and IDK clinics (Samara) as well as increase of visits at PMC.
- Again due to the cyclical nature of the medical business there was a slight deceleration in growth rates of indicators due to traditionally lower demand in the summer period.

#### **OTHER MEDICAL SERVICES**

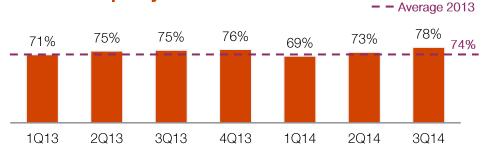
- The total number of other medical in-patents treatments (surgery and traumatology) in 9M 2014 increased by 87 % y-o-y to 1,904. The Lapino hospital performance was two 2x higher than a year ago.
- The total number of other medical out-patient treatments in 9M 2014 increased by 64% y-o-y to 103,463.
- The largest share in other medical out-patient treatments growth was related to diagnostic centers (IDK clinics (Samara) and Lapino) and number of rehabilitation treatments.

## UPDATE ON PMC PERFORMANCE

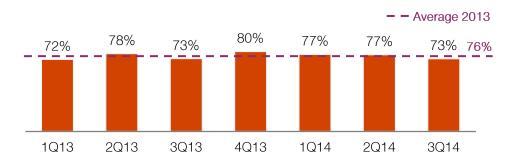
#### **Recent news and developments**

- Primarily focused on Group-wide results, hence some of the key PMC doctors were transferred to Lapino when it was opened to ensure a successful ramp-up period
- New team of doctors from the public sector was hired to replace those transferred to Lapino
- Utilization rates are now close to optimum levels
- In-patient utilisation rates are diluted by in-patient paediatrics, which is mostly related to number of deliveries and corresponding complex cases of newborns

## **Deliveries capacity utilization**<sup>1</sup>



## Out-patient treatments capacity utilization<sup>1</sup>



#### **Ongoing projects and strategic initiatives**

- Management is committed to increase utilisation rates at PMC and thus implements different actions:
  - Doors Open Day with different new agendas that draw the interest of key audience. Number of visitors asking for medical care after the Days has grown up to 60% in 2014
  - New service as deliveries with doctor on duty on the day aimed at increasing loyalty from patients and number of deliveries
  - New type of delivery contract is being developed that will include only "must-have" services and so will have the lowest price

91%

4Q13

1Q14

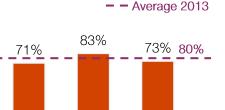
## IVF capacity utilization<sup>1</sup>

79%

2Q13

69%

1Q13



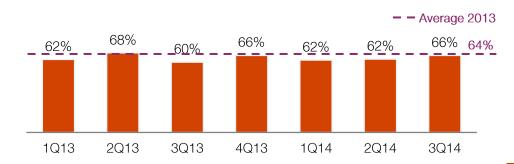
3Q14

2Q14

## In-patient treatments capacity utilization<sup>1</sup>

3Q13

80%



## UPDATE ON LAPINO PERFORMANCE

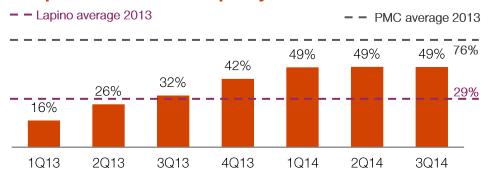
#### **Recent news and developments**

- Management is pleased with the continuing ramp up at Lapino, which has been a key driver for the Group's growth
- Rapid ramp-up and fast growing rates support the decision to transfer some of the key doctors from PMC
- 3Q usually shows low demand in summer, thus we believe that Q4 will continue to demonstrate high growth rates

## **Deliveries capacity utilization**<sup>1</sup>



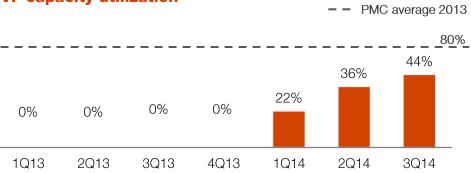
#### Out-patient treatments capacity utilization<sup>1</sup>



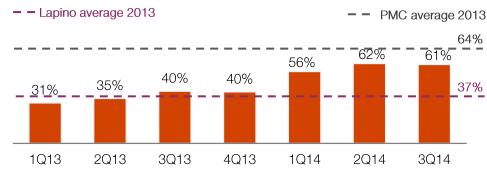
## **Ongoing projects and strategic initiatives**

- Management is focused on increasing utilisation rates going forward and has started various marketing campaigns:
  - Bill-boards, TV, radio and internet
  - Internal marketing campaigns among existing patients including promotion of new or less known services, i.e. women who delivered at Lapino are offered rehab services before dismissal from hospital.

#### IVF capacity utilization<sup>1</sup>



## In-patient treatments capacity utilization<sup>1</sup>



Source: Company information

## UPDATE ON OUT-PATIENT CLINICS PERFORMANCE

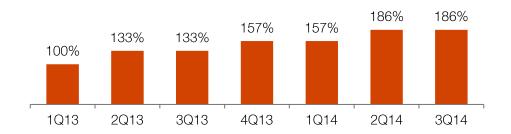
#### **Recent news and developments**

- Management believes that optimal utilisation level in out-patient clinic is close to 60%
- Despite ca. 2x growth of out-patient clinics capacity both for IVF and out-patient treatments Company managed to increase utilisation of its clinics

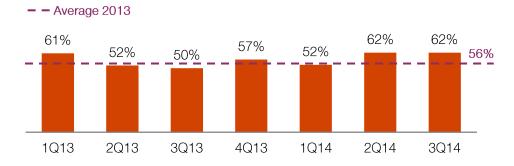
#### Ongoing projects and strategic initiatives

- Management takes certain steps for further growth of the most successful clinics, i.e. expansion of the most successful clinics as M&C Health and Yugo-Zapad by 3x and 0.4x correspondingly
- MDMG is sure that out-patient clinic is successful format and is going to continue opening new clinics close to patients' home

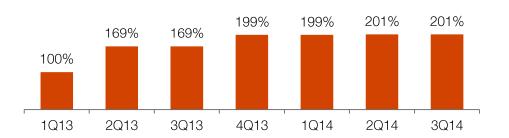
## **Growth of IVF capacities at out-patient clinics**



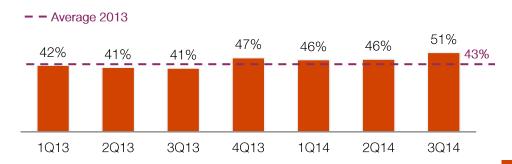
## IVF capacity utilization<sup>1</sup>



## **Growth of out-patient treatments capacities at out-patient clinics**



## Out-patient treatments capacity utilization<sup>1</sup>



Source: Company information

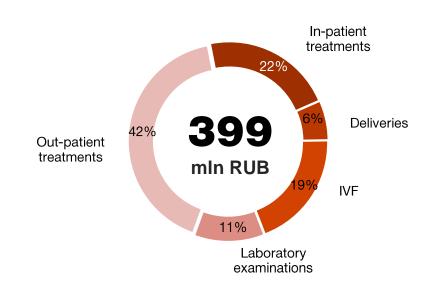
## AVICENNA MEDICAL CENTER & TRANSACTION OVERVIEW

- Avicenna Medical Center is the largest private healthcare company in Russia outside of Moscow & St. Petersburg
- AMC is efficiently run business that operates on the market for 18 years
- Medical facilities include 4 operating medical facilities and a hospital under construction:
  - multi-disciplinary medical clinic with its own laboratory
  - o diagnostic centre
  - o cardiological clinic
  - hospital with maternity ward and general medicine departments
  - new hospital is under construction
- Provided services are:
  - obstetrics and gynecology
  - paediatrics
  - o IVF
  - different types of diagnostics
  - o oncology, cardiology, urology, dental care etc.
- Key transaction parameters:
  - Cash consideration \$45.5 mln
  - Funds 80% debt / 20% own funds
  - Special terms 5% of payment will be on escrow account until the new hospital will be put into operation and adjoined to Avicenna (expected in 2016-2017)

## **New region of MDMG presence**



## Revenue structure 1H'2014



## AVICENNA NEW HOSPITAL PROJECT OVERVIEW

- Avicenna's new hospital will be adjoined to existing hospital building and will form new modern multi-disciplinary hospital
- AMC is expected to benefit from adjoining new building owing to higher awareness of patients about new facilities, retaining focus on its key audience
- Hospital is being constructed by 3d party meaning that neither Avicenna nor MDMG will have to increase its CAPEX
- New hospital long-term lease agreement for 10 years was signed by Avicenna with the owner and constructor of the hospital for ca 5.7mln RUB per month
- New hospital to be commenced by the end of 2016 1Q 2017

	Existing hospital	New hospital	Total
Area (sq m)	1,799	6,096	7,895
Beds	19	48*	67
In-patient days capacity	3,650	13,870*	17,520
Out-patient treatments capacity	2,016	19,488*	21,504

## Design project of a new hospital



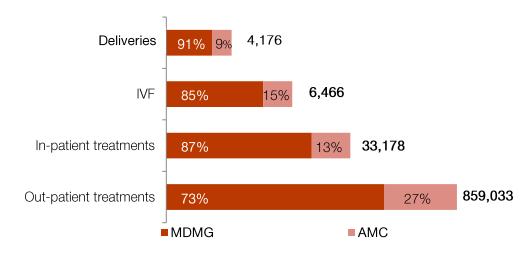
## New building is adjoined to existing hospital



## AVICENNA KEY OPERATIONAL & FINANCIAL METRICS

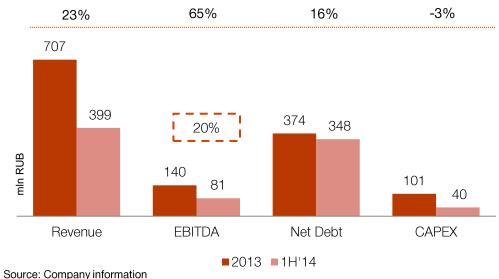
#### **Operational results** 231,786 202,960 4,222 121,920 3,558 2,338 989 894 490 360 187 1H 2014 2013 2012 Deliveries IVF ■ In-patient treatments ■ Out-patient treatments

## Pro-forma consolidated operational results for 2013 – relative contribution

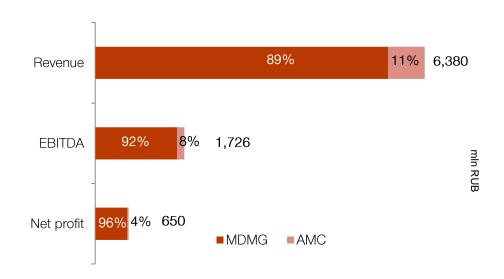


## **AMC** key financials





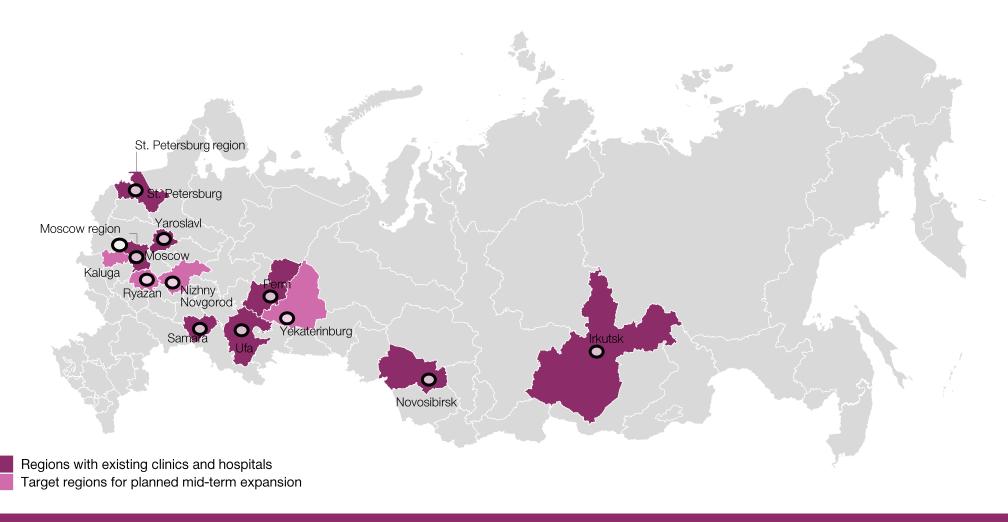
## Pro-forma consolidated financials for 2013 – relative contribution



4

# OUR STRATEGY

## MID-TERM REGIONAL EXPANSION STRATEGY



## Key points

- Company sees its regional expansion as one of key strategic targets
- Presence in new regions would be achieved through organic growth and M&A
- Top priority for Company's attention would be cities with population over 1 mln people and high level of disposable income
- MDMG continues to look for new attractive locations in the cities of its presence, i.e. Moscow, Saint Petersburg

## STRATEGY IN ACTION: UFA, BASHKORTOSTAN

## Why UFA?

- Successful Mother and child clinic in the city operating since 2009
- Republic of Bashkortostan is in Top-10 of Russian regions by GRP meaning high level of disposable income of its citizens
- Total population of the republic is 4.1 mln people of which 1mln living in Ufa
- Around 59,200 deliveries per annum in the region
- High birth rate per thousand of population 14.6 comparing to 13.2 average in Russia and 11.2 in Moscow

## **Key facts about Ufa hospital**

- The first Company's hospital outside of the Moscow region
- Total area is 33,000 m2 with 192 beds
- Will provide employment opportunities for c.800 people
- A multi-purpose hospital offering a wide range of high-quality services, some of which are not currently available in the republic. List of services will include:
  - o Deliveries
  - o IVF
  - Gynaecology and obstetrics in- and out-patient care
  - o Paediatrics in- and out-patient care
  - Neonatology
  - Surgery, urology, stem cell bank

## **Development schedule**

Stage	Timeline
Obtaining the rights for the land plot	June, 2012
Sign of contract with developer (ENKA)	March, 2013
Ground breaking ceremony	March, 2013
Start of architectural works	August, 2013
Start of finishing works	December, 2013
Completed the vertical construction stage	February, 2014
Opening ceremony	October 31, 2014
Total CAPEX = 4.4 bn RUB	Total time to launch 2.5 years

## Capacity

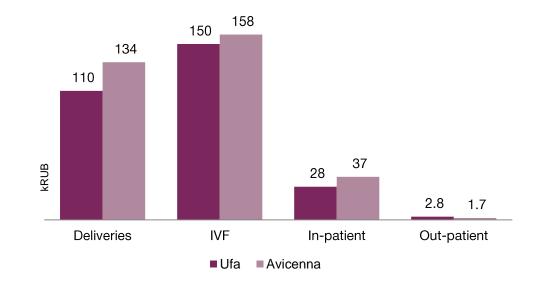
- Deliveries 3,000 units
- OBGYN 18,250 patient days
- IVF 1,100 IVF cycles
- Paediatrics 13,500 patient days
- Out-patient services capacity c245k admissions

## STRATEGY IN ACTION: UFA, BASHKORTOSTAN

## **Ufa hospital:**

- Ramp-up timeline:
  - 31 October official opening ceremony and start of operations
- Ufa hospital is the first regional hospital for MDMG apart from the recently acquired Avicenna hospital. Management defined entry prices but might adjust them according to actual demand
- Based on knowledge gained from Lapino ramp-up process the following 'lessons learnt' were taken into account ahead of the Ufa opening:
  - Pro-active, broad marketing campaign in advance: marketing campaigns on billboards, TV and radio; patients are offered to fill in forms and mark what services / type of care they would like from a new hospital;
  - Lower number of staff at ramp-up that will let the Company have lower costs in first months of operations compared to Lapino
  - Different payroll structure: 1) fixed compensation is lower compared to Lapino ramp-up and comprises of more services provided by medical staff, i.e. extra duty shifts in the department; 2) variable compensation is paid out only if doctor exceeded fixed amount of services provided

## Regional business model – Expected average tickets







## DEVELOPMENT OF NEW PROJECTS

## **Regional development strategy**

- Company continues to search for new attractive locations for its hospitals and out-patient clinics and is looking for best-in-class assets for potential M&A
- MDMG has a list of targeted regions for midterm expansion and clear criteria for regions of potential presence
  - Cities with population over 1 mln people and high level of disposable income
  - High birth rates and/or unsatisfied demand for Company's core services
  - Attractive site location
  - Knowledge of the region



## **Overview of short- and midterm development projects**

Project		Out-patient clinic		
	Nizhny Novgorod	Yekaterinburg	Yekaterinburg Samara	
CAPEX	USD 80 - 90 mln	USD 100 - 110 mln/ USD 80 - 90 mln	USD 80-90 mln	~ USD 2 mln
Area (sq m)	25,000	32,000 / 25,000	25,000	1,425
Construction period	18-20 months since Boa	1Q 2015 (start of operations)		

# INVESTING IN SCALABILITY

## MDMG's CUSTOMER PROPOSITION

#### **Effective support functions**

- Best-in-class medical equipment ensuring high quality level of provided services
- Procurement system assuring competitive purchase prices for equipment and medicines
- Current transition to Medialogbased IT system increasing operational efficiency

2

## Healthcare facilities infrastructure

- High-quality network of owned clinics in Moscow and attractive Russian regions
- Clinics and hospitals with high level of comfort positioned close to patients home

## Highly qualified medical personnel

- Certified personnel educated in the best Russian medical institutions
- Medical work supervised by recognised specialists
- Continual upgrade of qualifications







(3

### High-quality service offering

- Comprehensive range of in- and out-patient healthcare services focused on women's health and paediatrics with a number of adjacent services for all the family members
- Innovative treatment procedures introduced on a regular basis

#### Brand

- Brand recognised for premium quality, high reliability and tailored approach
- Loyal customer base across a number of Russian regions
- Effective marketing strategy

### HIGH QUALITY SERVICE OFFERING

#### Medical & quality management

Centralized medical management system

- Centralized medical and quality management system lead by Chief Medical Officer, Yulia Kutakova, and Chief Doctor for each of the Group's clinics and hospitals, MDMG's medical area's experts
- Strict quality standards and procedures developed for all services and are obligatory for all MDMG hospitals and clinics
- Medical and quality management is constantly supervised by chief doctors of each hospital and clinic



**Medical audit** 

- Ensures premium-quality of medical services in accordance with the Group's standards and requirements of the Russian Ministry of Health
- Focused on identification of key inefficiencies in medical service provision, analysis of factors and development of management processes eliminating and preventing such inefficiencies
- Three-level medical audit system: Department, Clinic / Hospital and Group levels



- Analysis of all complications, complex cases; doctors conferences are held in case
  of critical situations
- Doctors are permanently informed about various prevention techniques for complications
- Number of step-by-step instructions are approved for difficult cases, including 24/7 urgent consulting with leading specialists



Risk management

#### Rate of perinatal deaths, per thousand of births



### HIGH QUALITY SERVICE OFFERING

#### **Research and innovations**

Research and development program

- Multi-layered research system to ensure the Group's leadership in practical gynecology and obstetrics
  - Continuous knowledge and expertise exchange within the Group
  - Focus on the study and implementation of the latest Russian and international medical methodic
  - Constant review and initiation of new research programs
  - Conferences, round-tables with international specialists and in-house specialists from different regions
  - Launch of medical research programme
  - Ability to lead the medical research, implement the newest technologies and ensure the highest quality of medical personnel



- Over the last several years MDMG specialists developed and implemented important and unique medicine technologies and treatment procedures, including
  - Surgical approach of placenta accreta after previous Cesarean section with preserving reproductive function
  - Laparoscopic transabdominal cerclage
  - Prevention and diagnosis complex diseases which includes oncology and genetic diseases.
  - Use of "Tractocil" drug for prevention measure and for threatened preterm delievery treatment
  - Prevention and detection of complex cases, incl. oncology and genetic diseases



Internal knowhow

### HIGH-QUALITY HEALTHCARE INFRASTRUCTURE

#### **Effective equipment management**

- Medical equipment provided by highly reputable suppliers, including Siemens, Drager, Storz, Olympus and other industry leaders
- PMC is equipped with high-quality laboratories which conform to the highest international standards
- Comprehensive regular equipment maintenance provided by equipment producers
- Innovative approach with regular implementation of new technologies
  - Continuous monitoring of all new equipment coming to the market
  - Technical trainings for medical personnel

#### Blue chip medical equipment suppliers















#### Unique and modern equipment

Temporary balloon occlusion of the internal iliac arteries Allows to avoid complications, preserve reproductive function and decrease the blood loss in OBGYN practice, especially in case of placenta accreta in a Cesarean section scar.



Cryotop method in assisted reproductive treatment

100% survival of embryo High rate of implantation



Dragger Caleo Unique and new registered method of hypothermia applied for newborns with asphyxia. Let's save lives for newborns who in most cases would die without unique treatment.



MRI Philips Panorama HFO 1.0T Ambient Experience Open aperture of this MRI equipment let's conduct research for patients in critical condition owing to special design, opportunity for a mother to be with a child, safe research for pregnan women and newborns



Integrated operation room OR1™ by KARL STORZ

Best-in-class visualisation during laparoscopic operations. Provides the opportunity for on-line translations and consulting with any specialist all over the world.



### HIGHLY QUALIFIED MEDICAL PERSONNEL

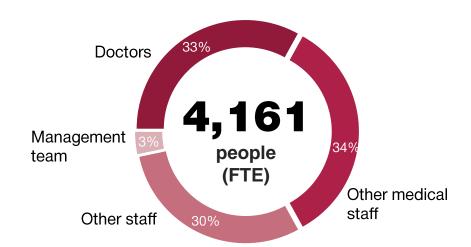
- Our people are our greatest asset. It is only with the determination and dedication of our people that we can provide best care for our patients
- Based on our commitment to provide best-in-class services and care we see key targets of our HR policy as follows:
  - o retain existing staff and add additional highly skilled employees
  - o invest in the development of our employees
  - provide an opportunity for personal and career growth
  - o provide our employees with the most advanced technology and equipment
  - o place the best staff in leading positions at the right time to maximize their potential and grow the company from the inside
  - o provide better working conditions to maintain a low staff turnover
  - o develop incentive programs for employees
  - develop training programs to improve workers' knowledge in various fields

MDMG is proud to provide different means for upgrading professional skills of its employees. In 2013 we continued to improve and diversify the quality of the trainings that we offer to our staff:

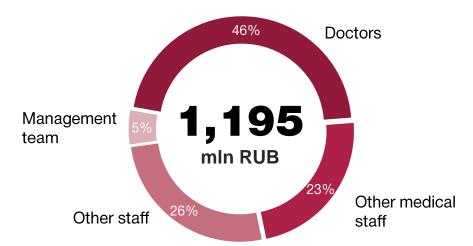
Certification of **Training doctors Business trips Training Centre** medical from regional for specialists system of personnel clinics from Moscow Participation in **Webinars** improving soft More than 300 international For the period for further skills, or the online training on specialists exhibitions and from 2013 to transition acquisition of current topics annually confirm symposiums 1H'14 have been specialists in the new knowledge their qualification trained 78 region to lead the in different in public health specialists regional hospital directions institutions

## OUR PEOPLE ARE OUR GREATEST ASSET

#### **Personnel structure, Oct'14**

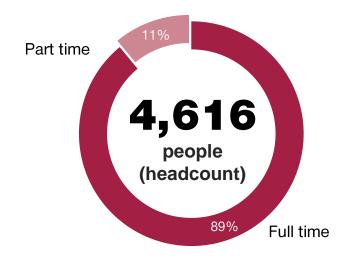


#### Payroll structure, 1H'14



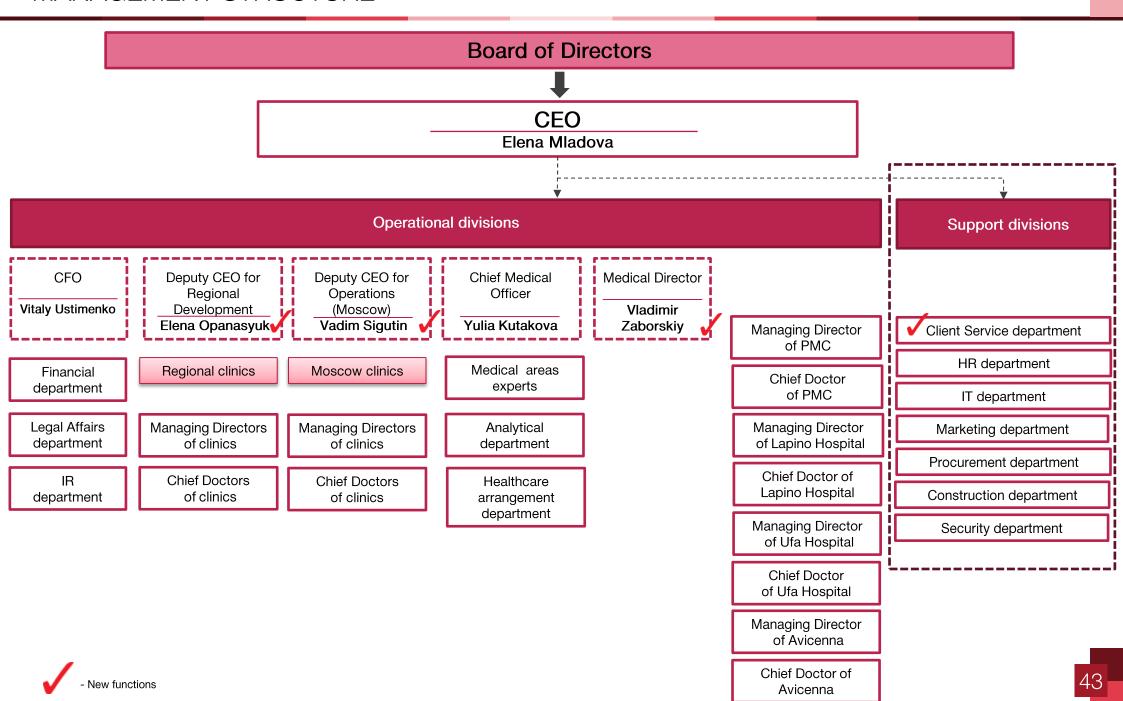


**Employees, Oct'14** 



Source: Company information

### MANAGEMENT STRUCTURE



### MDMG ATTRACTS TOP-NOTCH EXPERTS TO HAVE BEST MANAGEMENT TEAM



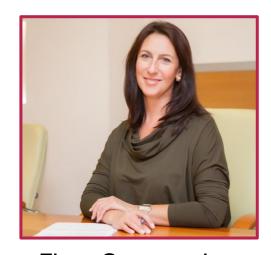
Vladimir Zaborskiy, PhD

Medical Director

Joined the Group in June 2014

- 2007-2014 Chief OBGYN, Western Administrative District of Moscow
- Since 1989 held positions of Head of the department at maternity hospital №4; deputy chief physician of the medical work maternity hospital № 6; chief physician of the maternity hospital №15; № 72;

Graduated from Medical University in Ivano-Frankovsk, Ukraine. Doctor of the highest qualification category



Elena Opanasyuk

Deputy CEO for regional development

Joined the Group in June 2014

- 1998 2014 Organon Agencies B.V. - Schering Plough - MSD due to the M&A processes
- 2010- 2014 Franchise Manager IVF
- 2006 2010 Regional Sales manager Infertility product group
- 2004 2006 Key Account Manager, Infertility product group

Graduated from the Russian State Medical University, Biochemical Department



Vadim Sigutin

Deputy CEO for operations

Joined the Group in April 2014

- 2012-2014 Operational director for South-west and west regions of Moscow at Family Doctor
- 2008-2012 Chief doctor of Clinic #5, #6 at Family Doctor
- 2006-2008 family doctor, head of General medicine department of Clinic #1 at Family Doctor
- 2005-2006 therapist at Family Doctor

Graduated from the Smolensk State Medical University, Paediatry Department,



Larisa Tkachenko
Head of Client service
department

Joined the Group in July 2014

- 2012-2014 KPMG, Manager at Advisory Services with specialisation on Client Services
- 2011-2012 Maxus (Svyaznoy Group), Head of Strategy Division
- 2007 2011 KPMG, Senior Consultant at Advisory Services
- 2005 2007 Citibank, Branch Service manager

Graduated from Moscow university of Economics, Statistics and Informatics

### EFFECTIVE ADMINISTRATIVE AND SUPPORT FUNCTIONS



- o Implementation of electronic medical history sheets
- Consolidation of clients data bases of all Company's medical facilities across Russia
- Integration of laboratory and diagnostic services into unified electronic information data base
- Execution of projects with different departments in order to increase efficiency of numerous business processes
  - Development of client remote applications
  - Continuous implementation and development of accounting system
     1C with additional modes such as procurement, budgeting, HR etc
- Unified procurement business process in all Group's medical facilities
- Development of unified list of materials and supplies
- Implementation of computerised procurement system (scheduled for 2015)
- Around 80% of all procurements for the Group are performed by Procurement department except those that are efficiently performed by clinics themselves







#### **INCOME GROWTH THROUGH BRAND ADVOCACY**

## ATTRACT CUSTOMERS

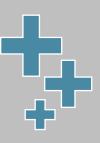
through the customer experience brand promise and flawless implementation of sales processes

## INCREASE CROSS-SELL

by anticipating and matching customer needs and value propositions through the lifecycle

#### RETAIN CUSTOMER

with frictionless multichannel customer support journeys and meaningful engagement



PATIENT EXPERIENCE (NPS,CSAT) COST-TO-INCOME RATIO

#### COST REDUCTION THROUGH CHANNEL OPTIMISATION

## LOWER OPERATIONAL COST

by encouraging the use of the customer preferred digital channels and removing internal complexity

## MINIMISE COMPLAINTS

by proactively managing out "pain points" encountered in sales and service processes

## REDUCE MARKETING SPEND

by leveraging and supporting the positive word of mouth generated within customer base



### KEY COMPONENTS OF THE PATIENT EXPERIENCE EFFORT

1

#### New structure of Client service department

The Customer Service Department established which combines more then 300 service specialists in the network of clinics with ongoing process of centralizations of management and standardization of service processes

2

#### Voice of the Customer

- Development of the comprehensive VoC program in all the Patient Touch points
- Interactive customer satisfaction monitoring system is piloted at Lapino. Key service quality indicators (NPS and CSAT) are monitored on the real-time basis

3

#### Easy to use remote channels

New customer-oriented web-site launched which combines all the data on clinics and current offering. Self-service applications (on-line and mobile) to be launched in 2015

4

#### Centralized call centre

A centralized call center is to be launched in 2015 which will provide a 24/7 access for the Clients consultation and doctor appointment scheduling and management.

5

## Improvement of the physical location experience (clinics and hospitals)

Ongoing rebranding and implementation of corporate service quality standards (including staff uniform)

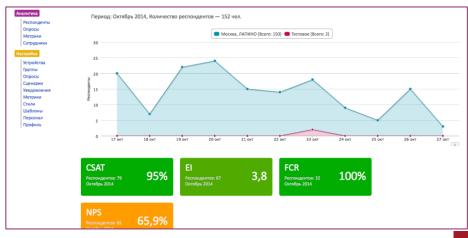
## Regular internal communication



## Client-oriented communication



### Customer feedback on-line monitoring

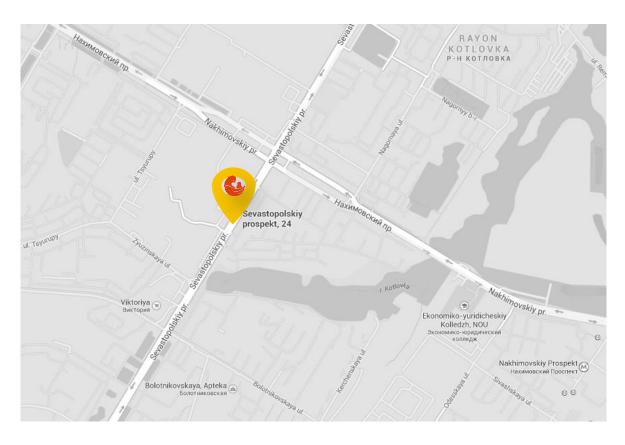


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