careium

The future of care is here

Reshaping society's approach to care through innovation

November 2021

Agenda

- Introduction

- Market Outlook

- Transforming Senior Care

- Solution and Service Offerings

- Conclusions and Q&A

careium

Transforming Care

We are dedicated to help society deliver better and more efficient care

Caring for our **growing elderly population** is one of the **great challenges in our society**

Technology enabled care an important part of **the solution**

We will leverage **our integrated technology solution**, strong **service deliver organisation** and **experience** to **transform senior care**

Building a more **sustainable society** for everyone – enabling **independence** and **resource efficiency**

careium

Careium – Market Leader in Northern Europe
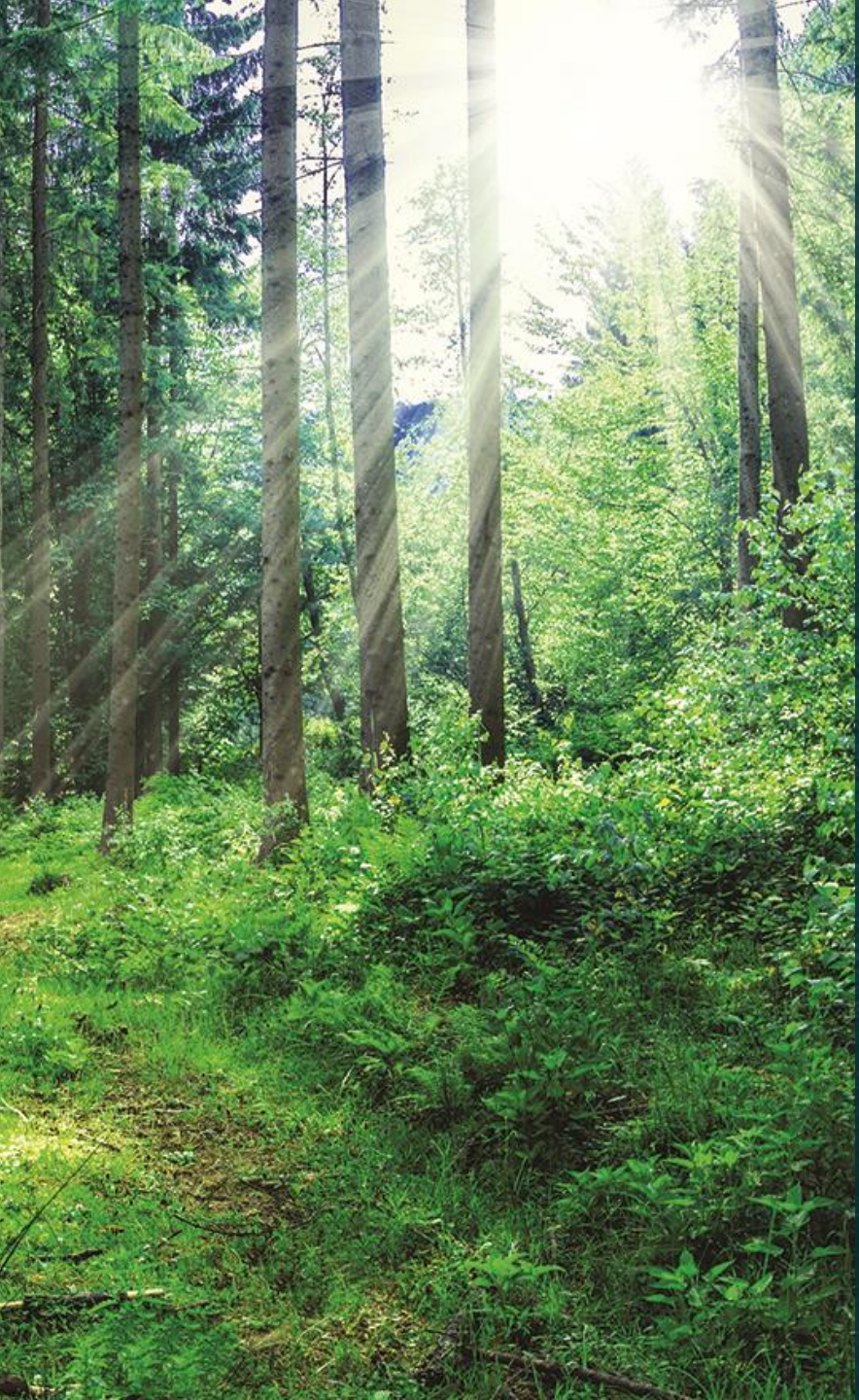
40+ years telecare experience

300k+ digital social alarms sold and installed across Europe

6 ARCs in Sweden, Norway & UK

375k+ service users connected to our ARCs

30k+ alarms handled every day

ISO 27001, 14001, 9001 **certified**

Market Leading Position
Market Presence

Kalix
Oslo
Malmö
Rossendale
Kings Hill
Eastbourne

careium

Sustainability credentials

Regarding social sustainability Careium makes a difference:

- Our services and products provide the opportunity for greater inclusion in society.

- Careium's solutions provide support to people working in the care environment and assist efficiency in the use of public budgets.

- A responsible corporate foundation is the basis for the governance of sustainability.

Approaching care in new ways

We offer smart, digital care solutions that let our users live life with the dignity and independence they deserve.

careium

Senior care faces acute challenges

Technological solutions are needed to enable senior care at home while reducing costs for society

Demographic changes

Growing older population
+65-year population in Europe

105	130	154
2018	2030	2050
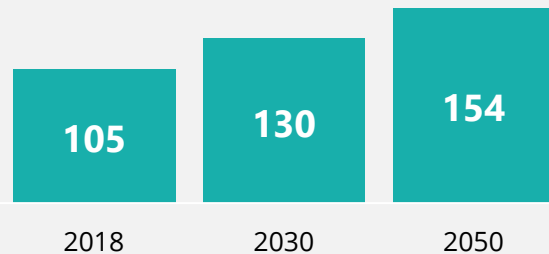
Growing need for care in society

Working age share of population, fewer will have to support more

2020 — PER

2060 — PER

New technologies & innovative solutions

Care is several times more costly in residential homes and hospitals

1x	4x	8x
Home Care	Residential Care	Hospital Care

careium
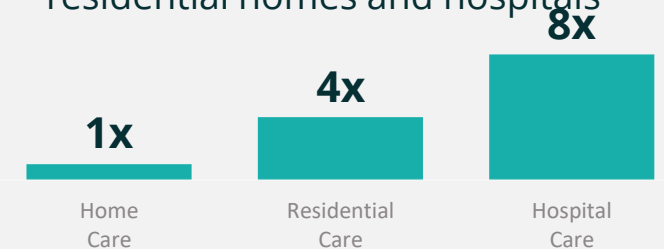
Technology Enabled Care

Saving costs for society

Delaying institutional care

Reducing hospital admissions

Allowing family to stay informed & involved

Enabling users to live with increased independence, safety and quality of life

careium

We believe that life is for living

All our users live a richer life, feel confident, secure and cared for.

careium

Technology

Analogue connectivity

Standalone systems

Digital network replacing analogue

Integration of product, service and software

Mobile and apps

CURRENT MARKET is RESPONSIVE

FUTURE MARKET will be PREDICTIVE, PROACTIVE & PREVENTIVE

Response to alarms and sensors

Support to carers e.g., digital passes

Active monitoring / behavior change detection

Empowering carers to be effective in their work

Wellbeing applications

Solutions

Next generation solutions will transform the market

careium

Integrated technology solution for tomorrow's services

Predictive, proactive and preventive services

Installation & Service	Outdoor	Environmental & safe	Night vision	Alarm detection	Alarm handling	Indoor safety	Relatives

Caregiver callout	Open / Close	Planning & Reports	Activity	Visits & Notes	Medical & Tele Health	Proactive response & video communication	And more…

careium

Careium solutions & service range

Social alarms and other products that help create a secure home environment

Careium

Wide portfolio of security and care solutions

Social alarms

Mobile social alarms

Remote supervision

Personal well-being & home safety

Alarm receiving centres

careium
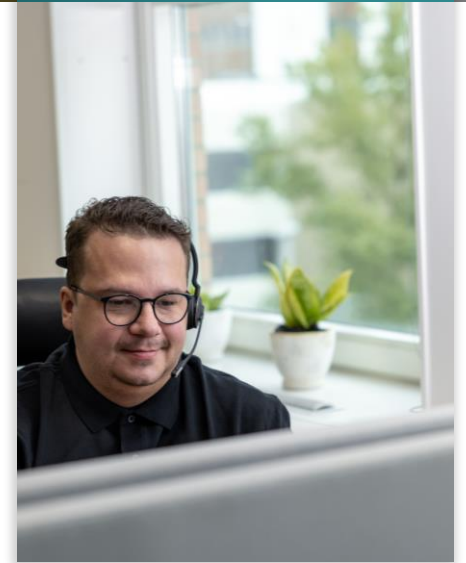
Wide portfolio of security and care solutions

Social alarms

Proven, reliable Swedish technology.

Support a range of features including a versatile alarm trigger, innovative telecare and low lifetime costs.

Mobile social alarms

Our mobile social alarms and GPS-alarms are based on reliability with smart built-in functionality such as GPS-location, assistive tracking, alarm button, speakerphone, and much more.

Remote supervision

Secure camera and communication solution providing a safe and reassuring way for local government to efficiently and responsibly carry out night time checks for a multiple service users.

Personal well-being & home safety

A wide range of telecare accessories that enable and support personal solutions, creating a secure home environment which will automatically contact the response centre.

Alarm receiving centres

Our service centres are open 24 hours a day, 365 days a year.

We support over 375,000 public and private customers.

careium

Social alarms

CareIP® Mobile
Completely digital, proven future-proof solution operates using GSM, GPRS and IP/Internet communication.

Eliza
Highly versatile smart care hub elegantly designed to deliver the best possible security and reliability to users, alarm receiving centres and service providers alike.

Enzo / Enzo fixed mount
Versatile, long-range radio trigger that is compatible with all Doro care phones and can be used in the shower or bath (IP67).

Sara
Cost effective social alarm, intended for use with analogue telephone networks.

- Provide proven, reliable Swedish technology.

- We support a range of features including a versatile alarm trigger, innovative telecare and low lifetime costs.

careium

i-care® online

- Device management for smart and efficient monitoring, configuration over the air

- Accessible 24/7 to check automatically the status in real time

- Remote programming of installed devices and telecare accessories

- System operation is clear, comprehensible saving time, effort and money

- Powerful FOTA possibilities

Careium 480

Attractively designed splash-proof wristwatch featuring sophisticated tracking and communication capabilities to enhance personal safety.

Careium 450

Small and comfortable GPS mobile social alarm that improves security not only in the home, but everywhere the user goes.

Mobile social alarms and GPS-alarms

- Paves the way for seniors to live a more independent life.

- Our mobile social alarms and GPS-alarms solutions have many smart build-in safety features such GPS-location, assistive tracking, alarm button, speakerphone, and much more.

careium

Remote supervision & virtual checks

- Virtual checks are a more eco-friendly and less intrusive alternative to home visits.

- Visit provides a safe and reassuring way for service providers to efficiently and responsibly carry out night time checks for a large number of users.

Visit, Camera

Secure camera and communication technology, coupled with safeguards for protecting user integrity.

- Less intrusive than home visits
- Safe and secure technology
- Fiscal-, environmental savings

careium

Personal well-being
& home security

- Innovative telecare accessories have a role in supporting individuals to live within their own homes, allowing the independence they want.

- We offer safe and reliable products for fall management, medical adherence, smoke detection as well as various triggers for users with special needs.

Vibby Oak Fall detector

Motion sensor

Pill dispenser *(different models)*

Epilepsy sensor *(different models)*

Smoke detector

Heat detector

CO detector

Extreme Temp sensor

careium

Personal well-being & home security

- Innovative telecare accessories have a role in supporting individuals to live in their own homes, enabling the independence they want.

- We offer safe and reliable products for smoke detection, fall management, medication compliance as well as diverse triggers for people with special needs.

Smoke detector
Optical radio smoke detector can be connected to all Doro social alarm systems to create a safe and secure home environment.

Vibby Oak Fall detector
Incorporates a manual alarm button along with a micro-controller, 3-axis accelerometers, a vibrator and a radio transmitter.

Pill dispenser
Removes the burden of remembering which tablets to take when and reminds the user by means of an alarm and a flashing light when to take their medication.
Different models available.

Epilepsy sensor
An Epilepsy Sensor is ideal for supporting people who suffer from tonic-clonic (Grand Mal) seizures.
Different models available.

careium

Personal safety (1/2)

- Innovative Telecare accessories have an increasing role in supporting individuals to live within their own homes, allowing the independence they want.

- We offer safe and reliable products for remote supervision, fall management, medical adherence as well as various triggers for users with special needs.

Visit camera

Remote supervision system/service enabling virtual checks as a more eco-friendly and less intrusive alternative to home visits.

Vibby Oak Fall detector

Incorporates a manual alarm button along with a micro-controller, 3-axis accelerometers, a vibrator and a radio transmitter.

Pill dispenser

Removes the burden of remembering which tablets to take when and reminds the user by means of an alarm and a flashing light when to take their medication.
Different models available.

Epilepsy sensor

An Epilepsy Sensor is ideal for supporting people who suffer from tonic-clonic (Grand Mal) seizures.
Different models available

careium

Home security (2/2)

- A range of telecare accessories that enable and support independent living.

- We create a secure home by connecting sensors such as smoke, heat and flood detectors to the social alarm, which will automatically call the monitoring centre if there is a problem.

Smoke detector

Optical radio smoke detector can be connected to all Doro social alarm systems to create a safe and secure home environment.

Heat detector

Emits a loud audible alarm (85dB) and activates a call to the alarm receiving centre via the Doro social alarm when the temperature rises to 57°C.

CO detector

When CO concentration reaches certain thresholds, the detector emits a loud audible alarm (85 dB) and activates a call to the alarm receiving centre.

Extreme Temp sensor

Provides advanced alerts of extreme household temperatures that could lead to unhealthy living conditions.

careium

Alarm Receiving Centre (ARC)

24 hours a day, 365 days a year
Support and trained staff on duty

- Calls answered on average within 30sec
- On-site responder service

6 ARC Sweden, Norway, UK	+400 Trained operators	+15 Different languages	+375,000 Subscribed service users	+30,000 Handled alarm calls/day	Long experience Founded 1999
					Certified ISO 27001, 14001, 9001

careium

Testimonials & real life stories

Our solutions and services support people living at home with diverse conditions – as an example those at risk of falls and people living with dementia.

DEMENTIA

"Help is at hand for my mum when I can't be there"

CARER

"I feel more confident and my wife can now sleep soundly"

DEMENTIA

"I can look after my wife and be confident she is safe"

DIABETES

"My life changed completely, I feel safe and secure but also free"

PARKINSONS

"My GPS tracker has given me the ability to live with a smile again"

careium

Making life easier with GPS watches

" We only see advantages with this product. "

Åsa Trolle

Unit Director
Östersund municipality

In Östersund, Sweden, the municipality has worked hard to make technical aids, such as night vision cameras and GPS alarms, a natural part of the everyday lives of the senior community.

Östersund municipality is facing similar challenges to those faced by many municipalities across Europe as the number of senior citizens grows.

Care requirements are increasing and it is not easy to find appropriate staff resources.

careium

Västervik case study Smoke detector

" The importance of being connected to an alarm receiving centre cannot be stressed enough. It ensures that the emergency services can be contacted on behalf of the vulnerable adult who may not hear or be able to respond to a stand-alone alarm "

Sven Tholén, Unit Director Västervik municipality

Jacob Dahlquist, Västervik Fire brigade

VÄSTERVIK KOMMUN

careium

Wide portfolio of security and care solutions

Social alarms

Mobile social alarms

Remote supervision

Personal well-being & home safety

Alarm receiving centres
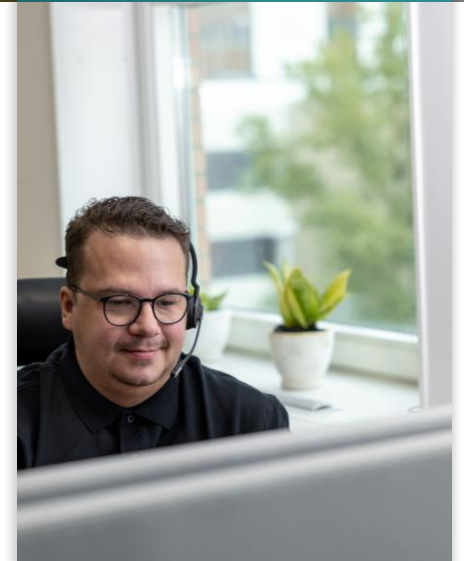
careium

CAREIUM

**Complete end-to-end partner
Excellent track record**

Unique portfolio with services and solutions for multiple applications

Our own **in-house telecare service centres**

Comprehensive, **end-to-end digital alarm chain provider**

Flexible service platform prepared and scalable for future interoperability

ISO 27001
BUREAU VERITAS
Certification

careium

"A nation's greatness is measured by how it treats its weakest members."

Mahatma Gandhi

careium

Thank you!

November 2021

The future of telecare is digital

- The problems experienced when using analogue social alarms are, a result of trying to use outdated technology with digital networks.

- Even hybrid solutions – analogue devices with digital interfaces are inherently unreliable and not future-proof.

- Digital telecare devices are designed to work with next generation networks and digital ARCs.

careium

Digital telecare Functional benefits

Keeping systems in check

Analogue systems have limited communication with ARCs – they only connect when a call is made. This raises justifiable fears that malfunctioning analogue alarms will not be identified until it is too late.

Improving quality

Digital solutions improve the call quality between ARCs and social alarms – they remove traditional interference via a reliable communication path thanks to no signal conversion.

An end to fixed lines

Digital telecare systems solve an issue being faced by many service providers. Many older homeowners no longer have analogue phone lines at home.

careium

Digital transformation

- European TELCOS expected to close-down analogue networks by 2025.

- Digital alarm chain offers 10-15% improved total cost of ownership.

- Increased security due to visible alarm units and faster call connectivity.

- Ability to launch additional services on a digital alarm chain.

NETWORK PROVIDERS HAVE SET THE DATE FOR ANALOGUE SHUT DOWN:

Deutsche Telecom	2021
Swisscom	2019
KPN (NL)	2021
Orange France	2023
BT	2025*

* No more landlines to be installed after 2020

careium

Digital telecare Operational Benefits

A seamless connection

Implementing digital systems reduces the risk of error and increases the security and efficiency of the system. Analogue systems are no longer being maintained by network providers and this means that local authorities and service suppliers have two options for social alarms.

Cost efficiency

The move to end-to-end digital solutions not only increases operational efficiency, it also decreases operational costs. Maintaining analogue alarms will become increasingly demanding for local authorities that are yet to upgrade to digital solutions.

User's Home

Mobile network

Alarm Receiving Centre

ARC operator telephone

Social alarm controller

Internet or private network

Telecare system server

ARC operator computer

Broadband router (optional)

careium