

Statement from Cleopatra Hospitals Group

Cairo, Egypt | 24 March 2020

Cleopatra Hospitals Group (CHG) places the well-being of its patients, medical personnel, employees and visitors at the top of its priorities. As Egypt's leading private hospitals group, CHG's mission is to leverage its highly trained team of doctors and medical experts, its state-of-the art network of facilities, and its access to the latest medical technology available, to deliver the highest quality healthcare in the country.

CHG is closely monitoring, and proactively responding to the developments in Egypt associated with coronavirus (COVID-19) under the guidance of the Egyptian Ministry of Health and Population (MOHP). As the number of reported COVID-19-positive patients in Egypt slowly rises, the Egyptian government and MOHP have been implementing a series of protocols to control the risk of exposure across the general public. In addition to a focused process to ensure quick detection, quarantine and treatment for COVID-19 patients, the government's efforts have also focused on raising public awareness and promoting social distancing amongst other prevention measures. With businesses around the country mobilizing to aid in the government's COVID-19 containment efforts, CHG is implementing a series of additional internal protocols to mitigate the risks that the virus poses for our patients and employees and to safeguard our operations in the midst of these challenging times. In line with MOHP guidelines, CHG does not offer COVID-19 testing or treatment and all potential cases are isolated and reported to the MOHP to ensure they receive immediate care at the dedicated government-run facilities.

Cleopatra Hospitals Group Chief Executive Officer, Dr. Ahmed Ezzeldin, highlighted: "We have strict infection control and prevention protocols in place to protect our staff and healthcare workers. These measures are enabling us to continue to provide best-in-class care and treatment to our patients. Additionally, we have formed a COVID-19 response team to continuously monitor the evolution of the outbreak and the impact it has on our business, staff and supply chains. The Group's year-to-date sales and patient volumes have shown strong year-on-year growth in line with our expectations and we are closely monitoring our costs and capital expenditures to maintain CHG's strong EBITDA and cashflow growth trajectory, supported by a healthy balance sheet and a strong cash position."

CHG's internal precautionary protocols with regards to health and safety, business continuity, and stakeholder engagement are outlined below.

Health & Safety

CHG has strict infection control and prevention protocols in place to protect patients, healthcare workers and visitors to minimise the risk of any infection, including COVID-19. The Group's Medical Council, acting in accordance with MOHP and World Health Organization (WHO) guidelines, has laid out and activated detailed protocols related to prevention, infection control, and sanitization. Key highlights include:

- Daily deep cleaning and sterilization of all medical and non-medical facilities
- Provision of necessary Personal Protective Equipment (PPE) for all staff and patients
- Strict internal hygiene and sanitization protocols for all medical staff, patients and visitors
- Infrared temperature screening at all group hospital entrances
- New patient engagement and visitor management protocols to minimize the risk of exposure
- New ER and outpatient clinic protocols to ensure prompt detection, isolation, and reporting to the MOHP of all potential COVID-19-positive patients for immediate transfer to authorized government-run facilities where they will receive the necessary medical care.

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Business Continuity

The Group has enhanced its Hospital Incident Command System to guarantee CHG's ability to adapt to the evolving COVID-19 situation including:

- Emergency staffing plan to ensure the Group can meet round-the-clock staffing needs. This includes a pipeline of backup medical staff and caregivers to cover potential overdemand at any of the Group's eight facilities.
- Back-office contingency planning to ensure business continuity. This covers all aspects of CHG's day-to-day non-medical operations from human resources and treasury to information technology and revenue cycle management.
- Social distancing measures, including limitations to in-person meetings for all non-medical staff. As of this week, all CHG administrative meetings will be held over video conferencing and all the Group's training courses and large group events have been effectively put on hold until further notice.
- Supply chain and inventory management protocols to ensure the availability of all necessary medical supplies and avoid disturbances to operations.

Stakeholder Engagement

The COVID-19 outbreak is an emerging and rapidly evolving situation. CHG is constantly communicating with its stakeholders at all levels to provide updated information as it becomes readily available.

- Since the very start of the COVID-19 outbreak, the Group has provided regular and detailed communications to all medical and non-medical staff and its board of directors with regards to:
 - The evolution of the COVID-19 situation globally and in Egypt and its impact on CHG's operations.
 - The preventative measures and new protocols introduced to guarantee the safety of all staff and patients.
 - The resources available to all staff for any physical or mental health concerns.
- CHG's senior leadership is maintaining close contact with the MOHP to ensure that there is a rapid response plan in place as the COVID-19 situation evolves.
- As always, CHG remains committed to the highest degree of transparency and will promptly inform all relevant stakeholders of any new developments through its official corporate channels.

—Ends—



ABOUT CLEOPATRA HOSPITALS GROUP S.A.E.

The Group is the largest private hospital group in Egypt by number of hospital beds and number of operating hospitals. The Company holds majority stakes in six leading hospitals in the Greater Cairo Area: Cleopatra Hospital, Cairo Specialized Hospital, Nile Badrawi Hospital, Al Shorouk Hospital, Queens Hospital, and El Katib Hospital offering a full array of general and emergency healthcare services.

Shareholder Information

EGX: CLHO.CA

Listed: June 2016

Shares Outstanding: 1,600 million

For further information, please contact:

Cleopatra Hospitals Group S.A.E.

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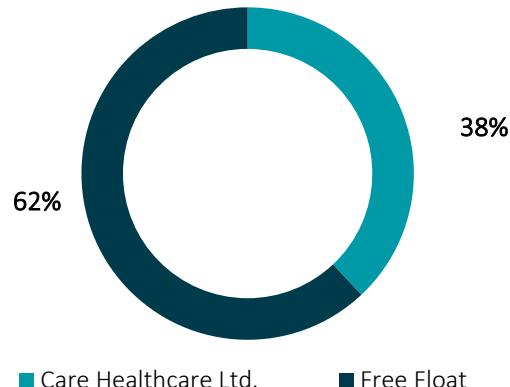
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Shareholder Structure

(as of December 2019)



Forward-Looking Statements

This communication contains certain forward-looking statements. A forward-looking statement is any statement that does not relate to historical facts and events, and can be identified by the use of such words and phrases as “according to estimates”, “anticipates”, “assumes”, “believes”, “could”, “estimates”, “expects”, “intends”, “is of the opinion”, “may”, “plans”, “potential”, “predicts”, “projects”, “should”, “to the knowledge of”, “will”, “would” or, in each case, their negatives or other similar expressions, which are intended to identify a statement as forward-looking. This applies, in particular, to statements containing information on future financial results, plans, or expectations regarding our business and management, our future growth or profitability and general economic and regulatory conditions and other matters affecting us.

Forward-looking statements reflect our management’s (“Management”) current views of future events, are based on Management’s assumptions and involve known and unknown risks, uncertainties and other factors that may cause our actual results, performance or achievements to be materially different from any future results, performance or achievements expressed or implied by these forward-looking statements. The occurrence or non-occurrence of an assumption could cause our actual financial condition and results of operations to differ materially from, or fail to meet expectations expressed or implied by, such forward-looking statements. Our business is subject to a number of risks and uncertainties that could also cause a forward-looking statement, estimate or prediction to become inaccurate. These risks include fluctuations in the prices of raw materials or employee costs required by our operations, our ability to retain the services of certain key employees, our ability to compete successfully, changes in political, social, legal or economic conditions in Egypt, worldwide economic trends, the impact of war and terrorist activity, inflation, interest rate and exchange rate fluctuations and Management’s ability to identify future risks to our business and manage the risks mentioned above in a timely and accurate manner.

Certain figures contained in this document, including financial information, have been subject to rounding adjustments. Accordingly, in certain instances, the sum or percentage change of the numbers contained in this document may not conform exactly to the total figure given.