



Medica, the first dependency care provider to obtain "NF Service" certification from AFNOR Certification

Paris, 4 February 2011 – Medica has obtained "NF Service" certification for the majority of its nursing homes in France, making it the first company in the dependency care sector to achieve this mark of quality. The certification is awarded by AFNOR in recognition of the work undertaken by Medica's staff and their day-to-day commitment to supporting elderly people requiring care. It gives residents and their families a guarantee of exacting quality standards in terms of the care provided and quality of life. It also guarantees utmost transparency in the information given to clients, enabling them to make an informed decision.

The "NF" certification mark is awarded in recognition of good treatment. Based on the needs and expectations of the elderly, it endeavours to respect two major concerns in the life of elderly people in nursing homes: maintaining their autonomy and also social life. For each of the group's homes, this involves a commitment to a quality monitoring process based on self-assessment and yearly external audits by AFNOR.

A total of 24 nursing homes and the Group's head office were audited by AFNOR Certification in 2010. The audit report highlighted a number of strengths, in particular the employee survey, a direct means for staff to express their opinions on working conditions, and homes' in-depth look at their residents' life plans. Each resident's individual plan goes beyond care services alone, including a fundamental human and psycho-affective aspect. The staff at the homes audited in 2010 are highly vigilant about taking account of the expectations of residents, who sometimes call their care plans into question.

"Improving quality is an ongoing concern for the group. Our quality-led approach implemented 10 years ago has now reached maturity, allowing us to meet the demands of external assessments by ANESM¹," comments Dr Didier Armaingaud, Medica group's Medical and Quality Director.

About MEDICA

Created in 1968, MEDICA is a leading provider of long and short-term dependency care in France. It operates in both the long-term care sector, with 127 nursing homes in France and Italy, and in the post-acute and psychiatric care sector, with 37 facilities in France. Together, these 164 facilities offered a total of 12,300 beds at 30 June 2010.

MEDICA has been listed on the NYSE Euronext Paris stock exchange since February 2010 – Compartment B – Eligible for the Deferred Settlement Service.

MEDICA is included in the SBF 120, CAC Mid 100, MSCI France Small Cap and Gaia indices.

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Website : www.groupemedica.com

Contact

Isabelle Moinot – Tel : 00 33 1 41 09 95 38 – isabelle.moinot@medicafrance.fr

Eudoxie PR - Agnès Gilbert – Tel : 00 33 1 70 38 25 54 – a.gilbert@eudoxie-pr.com

¹ Agence Nationale de l'Évaluation et de la Qualité des Établissements et Services sociaux et Médico-sociaux, France's national agency for the evaluation and quality of social and long-term care facilities