

Pre-silent info Q3/2024

30 September 2024

Q3/2024 actuals

- Changes in Pihlajalinna's Management Team have continued: Mika Videman to Chief People & Culture Officer (1.10.2024) and Jaakko Liljeroos to Chief Legal Officer (1.12.2024)
- Remote services extended to orthopedics
- Pihlajalinna extends existing medical center services in Pietarsaari, West Finland

Healthcare market topics

- 172,000 patients are waiting for access to non-urgent specialised healthcare, with about 20% having waited over 6 months
- Nighttime emergency services in public healthcare and certain hospitals' specialised care are being reduced. Additionally, all well-being service counties are streamlining operations by closing locations
- Only five (5) out of 22 counties believe they will cover the shortfall by the end of 2026.



Q2/2024 frequently discussed topics (1/2)

- Pihlajalinna has continued determined actions to strengthen the company's profitability. This is particularly evident in the improved service processes in customers care paths and billable customer work
- Changes to the total outsourcing agreements and adjustments to meet the needs of wellbeing service counties areas have progressed well—operating hours and number of employees have been adjusted in all outsourcing arrangements.
- The supply and the demand for private healthcare services has remained stable
- The customer experience of Pihlajalinna has continued to develop well (NPS)



Q3/2024 frequently discussed topics (2/2)

- Salary Increases for TPTES and SOSTES in 2025
 - SOSTES: On August 1, 2025, there will be a general and table salary increase of 1.0%, along with an increase in minimum table salaries in all pay grades and service supplement tiers of 1.0% to 1.2%. On average, the cost impact of the lower limit increase on salary levels in the sector is 1.04%.
 - TPTES: From May 1, 2025, to April 30, 2026, salaries will be increased through a general and table increase, the amount and timing of which will be determined based on the agreements of the Technology Industry and the Chemical Basic Industry.



Pihlajalinna publishes Q3/24 result on 7 November

- Pihlajalinna's silent period will start on 8 October 2024
- Pihlajalinna publishes the Q3/24 report on 7 November approximately at 8 a.m.
- Pihlajalinna will organise a live webcast meeting at 10 a.m. on the publishing day. More detailed invitation will be sent closer to the event. Webcast will be held in Finnish.



Thank you!

Please contact:

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