

Q1 FY26 OPERATIONAL UPDATE

For the quarter ended 30 June 2025

Promisia Healthcare Limited (**Promisia**) (NZX: PHL) provides the following operational update for the first quarter of FY26.

Occupancy Update – June 2025

Below is a summary of average occupancies across our facilities for June 2025 and the prior quarter-end (March 2025). The table reflects facility-level care occupancy and highlights movements across the Group.

Care facility	June 2025 (%)	March 2025 (%)	Change
Golden View	97%	93%	Increase
Ripponburn	96%	96%	Stable
Ranfurly Manor	97%	97%	Stable
Aldwins House	81%	85%	Decrease
Nelson Street	59%	58%	Increasing
Promisia Group	87%	87%	Stable

Key Movements:

- **Ranfurly Manor, Golden View and Ripponburn** continue to perform strongly, each maintaining care occupancy above 95%. These results reflect stable operational performance and sustained demand across our regional facilities.
- **At Nelson Street**, our newly refurbished 20-bed dementia care wing only became operational in June and is already contributing positively. The rest home is fully occupied, and as of mid-July, three dementia beds are filled with further admissions scheduled. We expect occupancy across the facility to continue building over the coming months.
- **Aldwins House** recently undertook a strategic reset to reinforce standards of acceptable behaviour for both residents and their families. As a result, a small number of residents exited the facility during May and June. Whilst this has temporarily reduced occupancy, the response from the wider resident and family community has been overwhelmingly positive. Staff have also reported a noticeable uplift in the facility's overall culture. These changes have positioned Aldwins House as a much more attractive and welcoming option for prospective residents and their families, and have laid the foundations for sustainable occupancy growth.

Care Suite and Apartment Sales Progress

Promisia continues to make good progress across its premium living portfolio, which includes both independent apartments and full-service care suites.

Golden View – Apartments

- 18 of 19 apartments are currently occupied
- The remaining unit is under contract and expected to settle in August

Golden View continues to demonstrate strong and sustained demand, with each vacancy being swiftly reoccupied.

Ranfurly Manor – Care Suites

- 57 care suites form the active ORA sales base (excluding five non-ORA care beds)
- 37 of 57 suites are now occupied, up from 29 at 31 March (65% vs 51%)
- 6 additional suites are currently under application or contract and expected to settle in the near term

Unlike standard care rooms, care suites are premium, self-contained units that include a private bedroom, ensuite bathroom, separate living area, and kitchenette. Held under an Occupational Rights Agreement (ORA), they offer residents greater space, comfort, and the ability to remain in place as their care needs increase.

This momentum reflects improving market awareness and demand for Promisia's full-service care offering. The care suites at Ranfurly support a wide range of resident needs — from assisted living through to rest home and hospital-level care — and continue to be a key area of focus for further growth in FY26.

Operational Leadership

Graeme Dodd commenced as Chief Operating Officer in May and has quickly embedded himself across the business. His early focus has been on meeting with key people, improving the occupancy growth strategy and aligning facility teams under a consistent framework of quality care, effective systems, and strong financial performance.

In his first two months, Graeme has visited all sites multiple times, worked closely with facility managers to identify key operational gaps, and implemented several quick wins — including refreshed local marketing campaigns to support care suite sales, which are already showing results.

"It's been fantastic to get around each of our facilities and meet with residents and also the people behind the work. There's a real opportunity here to build something cohesive, high-performing and genuinely resident-focused." — Graeme Dodd, Chief Operating Officer

Outlook

Promisia remains on track to deliver its FY26 strategy focused on operational execution, margin uplift, occupancy growth and stability. The company reaffirms its full-year guidance for underlying EBITDAF growth of more than 25%.

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About Promisia Healthcare

Promisia is a New Zealand based aged care and retirement living provider, with a focus on delivering quality personalised care. Our aim is to be the aged care provider of choice in our communities. Our facilities are located in well-established and well serviced towns and metropolitan areas. Our goal is to profitably grow our business in a sustainable manner, delivering quality care to our residents, peace of mind to their families and whanau, and excellent value to our villages, community and shareholders. Promisia is listed on the NZX (NZX: PHL). <http://www.promisia.co.nz>.