

RESERVATION SERVICES AND HEALTH ACTIVITY BOOKING: 18 MILLION TO THE GPI GROUP HEALTH UNIT 3 SERENISSIMA CONTRACT AWARDED

Trento, 18 June 2024

The Gpi Group, through its subsidiary Cento Orizzonti, is the leader of the temporary grouping of companies that won the contract to manage the reservation, patient intake and user support services for Local health unit 3 Serenissima (Venice). Together with CSU Zorzetto and the cooperative Anthesys, both based in the Province of Venice, Cento Orizzonti will guarantee excellent service in the heart of the Veneto Health System. The contract has a duration of **36 months**, with a share reserved for Cento Orizzonti of **€18.1 million**. With this project, Cento Orizzonti is committed to providing state-of-the-art solutions to manage multichannel contact centre activities for the patients of local health unit 3 Serenissima, which has renewed its trust in the Gpi Group's consolidated expertise.

Key activities include:

- unified management of bookings and information for citizens/patients on screening campaigns promoted by the health authority;
- intake for laboratory, analysis and radiology services;
- reception and management service for multifunctional local desks.

Some instrumental administrative services for hospital complex operating units are also to be provided, including:

- patient intake and information;
- management of medical records and reports;
- support in personnel management and document drafting.

The Gpi Group, Italian leader in healthcare business process outsourcing, through the team of its Care Strategic Business Area – composed of almost five 5,000 professionals – enables public and private organisations to efficiently manage patient care, with the potential capacity to reach half the Italian population.

Fabio Panizzon, President of Cento Orizzonti, commented on this success: *"This result reaffirms our reliability in providing innovative solutions and excellent services in the healthcare sector. It is an opportunity to further strengthen our connection with the local community, bringing tangible benefits and jobs to the area. Our goal is to grow and continue to raise the quality of the services we offer."*

GPI GROUP

Gpi's mission is to make healthcare systems sustainable through digitisation, so that everyone can receive high-quality care.

Sustainability and social impact are the guiding principles and play a crucial role in the strategic and investment assessments of the Group, aware that the solutions and services provided to the community have an impact on the quality of life of individuals.

For 35 years, driven by a patient-centric vision, Gpi has been working to support healthcare systems by providing the skills and innovative tools necessary to improve prevention and treatment processes. This is achieved through the strategic use of advanced software, technologies, and cutting-edge services.

The Group's strategy is designed to meet the evolving requirements of the constantly changing healthcare sector and to facilitate entry into international markets.

The unwavering commitment of its 7,600 employees and a customer base of more than 9,000 across 70 countries, yielded €433 million in revenue, an EBITDA of €80 million in 2023.

Gpi S.p.A. is listed on the Euronext Tech Leaders segment of Borsa Italiana, the Italian stock exchange.

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This press release is also available at www.gpigroup.com and www.1info.it

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