

- **Group revenues increases by 11 percent to 1 072,0 MSEK (966,0). For quarter 3 the revenues totals 358,8 MSEK (321,5), an improvement of slightly less than 12 percent**
- **The net profit amounted to 24,8 MSEK (-1,3). For the third quarter the result improved by 12,7 MSEK to 16,6 MSEK (3,9)**
- **For the period the earnings per share after dilution totals 2,71 SEK (-0,14). For quarter 3 to 1,74 SEK (1,16)**
- **The cash flow before financing activities (Jan-Sept) strengthens by 44,6 MSEK to 35,2 MSEK (-9,4)**
- **The return on equity increased to 16,8 percent (2,1)**
- **The valuation does not reflect the strong profit improvement - listing postponed**

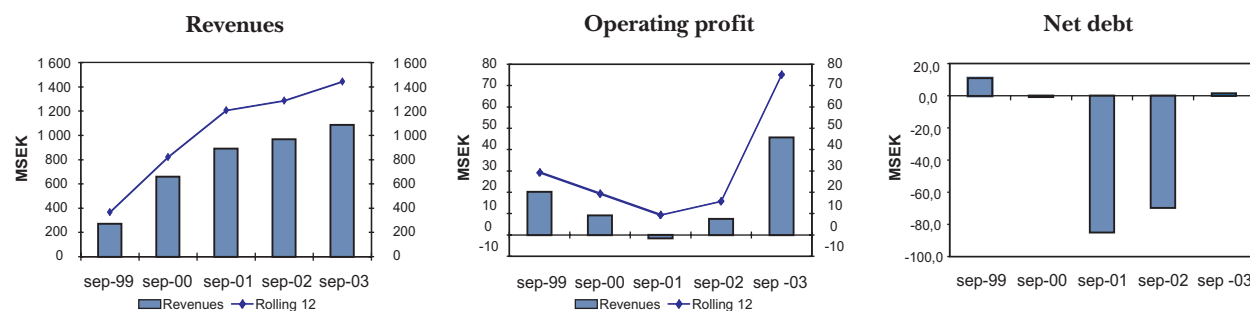
#### July-September 2003

The previous quarters positive development in revenues and result continued in quarter 3. The revenues increased by slightly less than 12 percent to 358,8 MSEK (321,5) and all business areas increased their revenues. The operating profit strengthen by 21,9 MSEK to 27,2 MSEK (5,3), mainly due to improvements from business units started during 2002 and prolonged contracts within business area Care. The net profit for the period improved principally by business area Care and Systems to 16,6 MSEK (3,9).

#### January-September 2003

The revenues increased by 106,0 MSEK to 1 072,0 MSEK (966,0), mainly by organic volume growth. The operating profit increased by 38,1 MSEK to 45,6 MSEK (7,5). Increased revenues in business area Care and Systems in combination with improved productivity affected the result and strengthened the cash flow. The operating margin improved with 3,5 percentage points and amounts to 4,3 percent (0,8).

Attendo Senior Care postpones the listing on Stockholm Stock Exchange. The valuation of the company does not reflect the strong improvement of the result and the board decided to wait for improved conditions on the stock market.



#### Attendo Senior Care in brief

Attendo Senior Care is one of Europe's leading suppliers regarding products and services for the care of older or disabled people.

The group has approximately 3 000 employees and a yearly turnover of 1 400 MSEK.

#### Attendo Systems

	Jan-sep 2003	Jan-sep 2002	Full year 2002
Revenues, MSEK	285,9	267,8	375,4
Share of the group's revenues	26,7%	27,7%	28,3%
Operating profit, MSEK	29,1	19,7	32,5
Operating margin	10,2%	7,4%	8,7%

Attendo Systems develop and market products for the older or disabled.

#### July-September 2003

The revenues in the third quarter increased by 3,8 percent to 87,2 MSEK (84,0). The operating profit improved by 4,7 MSEK to 11,3 MSEK (6,6). The operating margin strengthened to 13,0 percent (7,9).

During quarter 3 the sales of a new generation of care phones started and received high acceptance from our customers.

#### January-September 2003

The total revenues amounts to 285,9 MSEK (267,8), an increase of 6,8 percent. Northern Europe and Central Europe were the high achievers. In terms of products Internal systems and service had the largest growth, but generally all product segments grew.

The operating profit of 29,1 MSEK (19,7) meant an improvement by 47,7 percent compared with the same period last year. Northern Europe and United Kingdom showed the best development of the result. Some smaller markets are still unsatisfactory and action plans are being implemented. The operating margin improved by 2,8 percentage points to 10,2 percent (7,4).

#### Attendo Response

	Jan-sep 2003	Jan-sep* 2002	Full year* 2002
Revenues, MSEK	82,0	67,2	95,1
Share of the group's revenues	7,6%	7,0%	7,2%
Operating profit, MSEK	0,3	0,5	5,0
Operating margin	0,4%	0,7%	5,2%

Attendo Response offers alarm receiving from monitoring centres and response services.

\*2002 is proforma. See comments on last page.

### *July– September 2003*

The revenues increased by 7,3 MSEK to 32,0 MSEK (24,7), an increase of 29,6 percent. The operating profit decreased by 0,1 MSEK to 1,1 MSEK (1,2) and the operating margin decreased to 3,1 percent (4,9).

### *January – September 2003*

The revenues increased by 14,8 MSEK to 82,0 MSEK (67,2), an increase of 22,0 percent. United Kingdom, Holland and Sweden are the main contributors behind the revenue increase. In Sweden the increase is due to thirteen new monitoring customers, in United Kingdom from M&A and in Holland from consolidation of a joint venture.

An example of the group's ambition to offer local authorities and end users a one stop shop opportunity is the Skäggetorp contract with the local authorities of Linköping. Attendo Care runs the domiciliary care, Attendo Response the monitoring services and Attendo Systems delivers the care phones.

The operating profit decreased by 0,2 MSEK to 0,3 MSEK (0,5) and the operating margin totals 0,4 percent (0,7).

The business area is still struggling with unsatisfactory profitability and actions have been implemented.

## **Attendo Care**

	Jan-sep 2003	Jan-sep* 2002	Full year* 2002
Revenues, MSEK	715,8	631,0	854,7
Share of the group's revenues	66,8%	65,3%	64,5%
Operating profit, MSEK	31,5	-0,6	14,3
Operating margin	4,4%	-0,1%	1,7%

### *July-September 2003*

The revenues for Attendo Care increased by 14,6 percent to 243,9 MSEK (212,8), foremost by contracts started during 2002 and 2003. The local authorities continued to win tenders on a wider extent than normal.

The operating profit totals 19,8 MSEK (1,1). A well managed summer with lower usage of personnel agencies meant that the positive trend from the first half of 2003 strengthened during quarter 3.

### *January-September 2003*

The revenues from the first nine months totals 715,8 MSEK (631,0), an increase of 13,4 percent. The primary reason being the increase of new contracts in 2002 & 2003.

During the period January - September the volume of tender business declined compared with last year.

The operating profit improved by 32,1 MSEK to 31,5 MSEK (-0,6). The operating margin strengthened with 4,5 percentage points up to 4,4 percent (-0,1).

The profit improvement derived from new contracts and renegotiated contracts combined with productivity actions in present contracts.

## **The Group**

### **Finance**

The liquid assets amounted to 74,3 MSEK (84,2 December 2002). The negative cash flow is due to amortisation of the group's overdraft facilities.

The cash flow before financing activities amounted to 5,2

MSEK (-9,4).

The net debt was positive and totals 1,4 MSEK (-32,9 December 2002), adjusted for convertible debenture loan to 73,1 MSEK (December 2002 38,9)

The solidity of the group amounted in September to 39,7 percent (34,9 December 2002) and 52,2 percent adjusted for the convertible debenture loan. (46,9 December 2002).

## **Investments**

The investments in tangible and intangible assets during January - September were 22,2 MSEK (47,0). The investments are mainly care phones for leasing to customers and capitalised development.

## **Personnel**

The group decreased the number of average yearly employees with 65 persons. By the 30:th September the number of average yearly employees amounted to 2 937 (3 002)

## **Parent company**

The parent company consists of group management and support functions. The parent company also exports to the distributors. During the period of January - September the revenues increased by 0,4 MSEK to 9,1 MSEK (8,7) and the result after financial items worsened by 3,1 MSEK to -19,6 MSEK (-16,5).

The liquid assets were 14,8 MSEK (0,1) and total assets 327,3 MSEK (350,5).

The number of yearly employees per 30 September was 7 persons (11).

## **Accounting principles**

This interim report is made according to the Swedish financial accounting standards council, RR 20, interim reporting. Accounting principles in line with last year.

## **Future reports**

Interim report, quarter 4	February 2004
Annual statement 2003	February 2004
Interim report, quarter 1 2004	May 2004

## **Financial information**

On the group's web page, [www.attendo.se](http://www.attendo.se) all external information will be published when made public.

## **Contact persons**

Henrik Borelius, CEO or Jarl Dahlfors, CFO will answer questions.

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## **Audit**

The interim report has not been subject to an audit.

Stockholm, 10 November 2003

Henrik Borelius  
CEO

\*2002 is proforma. See comments on last page.

## REPORTING BY BUSINESS SEGMENT

### Revenues by business segment

	Jul-sep 2003	Jul-sep 2002	Jan-sep 2003	Jan-sep 2002	Full year 2002
<b>MSEK</b>					
Attendo Systems	87,2	84,0	285,9	267,8	375,4
Attendo Response	32,0	24,7	82,0	67,2	95,1
Attendo Care	243,9	212,8	715,8	631,0	854,7
Elimination of group transactions	-4,3	-	-11,7	-	-
<b>Total group</b>	<b>358,8</b>	<b>321,5</b>	<b>1 072,0</b>	<b>966,0</b>	<b>1 325,2</b>

### Operating profit by business segment

	Jul-sep 2003	Jul-sep 2002	Jan-sep 2003	Jan-sep 2002	Full year 2002
<b>MSEK</b>					
Attendo Systems	11,3	6,6	29,1	19,7	32,5
Attendo Response	1,1	1,2	0,3	0,5	5,0
Attendo Care	19,8	1,1	31,5	-0,6	14,3
Group cost and elimination of group transactions <sup>1)</sup>	-5,0	-3,6	-15,3	-12,1	-14,9
<b>Total group</b>	<b>27,2</b>	<b>5,3</b>	<b>45,6</b>	<b>7,5</b>	<b>36,9</b>

1) Group cost and elimination of group transactions includes i.e. the parent company's group management and support functions.

## THE GROUP INCOMESTATEMENTS IN BRIEF

	Jul-sep 2003	Jul-sep 2002	Jan-sep 2003	Jan-sep 2002	Full year 2002
<b>MSEK</b>					
Revenue	358,8	321,5	1 072,0	966,0	1 325,2
Costs of goods and services sold	-278,2	-266,9	-858,5	-801,3	-1 104,8
<b>Gross Profit</b>	<b>80,6</b>	<b>54,6</b>	<b>213,5</b>	<b>164,7</b>	<b>220,4</b>
Selling expenses	-21,2	-19,3	-64,5	-62,1	-84,3
Administrative expenses	-32,3	-29,6	-103,5	-94,8	-127,9
Proportion of associated companies	0,1	-0,4	0,1	-0,3	-0,4
Item affecting comparability	0,0	0,0	0,0	0,0	29,1
<b>Operating profit <sup>1)</sup></b>	<b>27,2</b>	<b>5,3</b>	<b>45,6</b>	<b>7,5</b>	<b>36,9</b>
Operating margin, %	7,6%	1,7%	4,3%	0,8%	2,8%
Result from financial items	-0,8	-1,1	-3,0	-6,8	-7,6
Result after financial items	<b>26,4</b>	<b>4,2</b>	<b>42,6</b>	<b>0,7</b>	<b>29,3</b>
<b>Taxes</b>	<b>-9,8</b>	<b>-0,3</b>	<b>-17,8</b>	<b>-2,0</b>	<b>-19,6</b>
<b>Net profit</b>	<b>16,6</b>	<b>3,9</b>	<b>24,8</b>	<b>-1,3</b>	<b>9,7</b>
Earnings after tax and before dilution	1,99	1,10	2,98	-0,35	2,65
Earnings after tax and after dilution	1,74	1,16	2,71	-0,14	2,69

## THE GROUP CASH-FLOW IN BRIEF

	Jul-sep 2003	Jul-sep 2002	Jan-sep 2003	Jan-sep 2002	Full year 2002
<b>MSEK</b>					
Cash flow from:					
-operating activities	7,5	7,6	56,6	27,3	77,0
-investing activities	-4,9	-6,2	-21,4	-36,7	-44,8
<b>Cash flow before financing activities</b>	<b>2,6</b>	<b>1,4</b>	<b>35,2</b>	<b>-9,4</b>	<b>32,2</b>
Cash flow from financing activities	-0,1	-13,0	-44,2	-7,2	-7,1
<b>Net cash flow</b>	<b>2,5</b>	<b>-11,6</b>	<b>-9,0</b>	<b>-16,6</b>	<b>25,1</b>
<b>Liquid assets, beginning of period</b>	<b>72,2</b>	<b>54,3</b>	<b>84,2</b>	<b>60,0</b>	<b>60,0</b>
Translation difference	-0,4	0,1	-0,9	-0,6	-0,9
<b>Liquid assets, end of period</b>	<b>74,3</b>	<b>42,8</b>	<b>74,3</b>	<b>42,8</b>	<b>84,2</b>

## KEY RATIOS

	Sep 2003	Jun 2003	Dec 2002	Sep 2002	Jun 2002
<b>MSEK</b>					
Capital employed	300,0	286,5	326,0	311,0	324,4
Return on capital employed, % <sup>2)</sup>	25,0	18,6	11,7	5,8	5,5
Operating capital	225,7	214,3	241,8	268,1	270,2
Return on operating capital, % <sup>2)</sup>	30,4	22,2	14,6	6,8	6,9
Equity	227,2	213,4	208,9	198,5	188,3
Return on equity, % <sup>2)</sup>	16,8	11,2	5,9	2,1	0,6
Solidity, %	39,7	36,3	34,9	32,8	28,8
Goodwill	95,4	98,9	105,0	133,2	138,5

## THE GROUP BALANCE SHEETS IN BRIEF

MSEK	Sep 2003	Jun 2003	Dec 2002	Sep 2002	Jun 2002
<b>ASSETS</b>					
Intangible assets	122,7	129,0	132,3	162,3	165,8
Tangible assets	65,1	68,3	70,2	70,3	74,6
Financial assets	27,0	35,7	41,1	48,4	49,1
Current assets	283,4	283,4	271,2	281,5	309,0
Liquid assets	74,3	72,2	84,2	42,8	54,3
<b>TOTAL ASSETS</b>	<b>572,5</b>	<b>588,6</b>	<b>599,0</b>	<b>605,3</b>	<b>652,8</b>
<b>SHAREHOLDERS' EQUITY AND LIABILITIES</b>					
Equity	227,2	213,4	208,9	198,5	188,3
Provisions	10,6	10,5	9,6	56,7	56,7
Long-term liabilities	71,8	71,8	71,8	-	-
Current liabilities	262,9	292,9	308,7	350,1	407,8
<b>TOTAL SHAREHOLDERS' EQUITY AND LIABILITIES</b>	<b>572,5</b>	<b>588,6</b>	<b>599,0</b>	<b>605,3</b>	<b>652,8</b>
Pledge assets	0,1	0,1	0,1	0,1	0,1
Guarantees	60,1	60,2	100,7	100,7	102,5

## CHANGE IN EQUITY

MSEK	Sep 2003	Jun 2003	Dec 2002	Sep 2002	Jun 2002
Opening balance	208,9	208,9	122,5	122,5	122,5
New share issue	-	-	83,1	83,1	78,3
Translation differences	-6,5	-3,8	-6,4	-5,8	-7,3
Net profit for the period	24,8	8,3	9,7	-1,3	-5,2
<b>Closing balance</b>	<b>227,2</b>	<b>213,4</b>	<b>208,9</b>	<b>198,5</b>	<b>188,3</b>

## EARNINGS PER SHARE

SEK	Jul-sep 2003	Jul-sep 2002	Jan-sep 2003	Jan-sep 2002	Full year 2002
Earnings after tax and before dilution <sup>3)</sup>	1,99	1,10	2,98	-0,35	2,65
Earnings after tax and after dilution <sup>4)</sup>	1,74	1,16	2,71	-0,14	2,69
Earnings per share <sup>5)</sup>	1,23	0,33	1,91	-0,04	0,80
Equity, before dilution <sup>6)</sup>	19,16	50,22	19,16	50,22	52,87
Equity, after dilution <sup>7)</sup>	16,28	42,68	16,28	42,68	44,92
Number of shares outstanding	11 854 380	3 951 460	11 854 380	3 951 460	3 951 460
Average number of shares outstanding	8 341 971	3 562 437	8 341 971	3 562 437	659 693
Number of shares after dilution	13 950 000	4 650 000	13 950 000	4 650 000	4 650 000
Average number of shares after dilution	9 816 667	3 961 950	9 816 667	3 961 950	4 133 963

## FURTHER INFORMATION REGARDING EARNINGS PER SHARE

SEK	Jul-sep 2003	Jul-sep 2002	Jan-sep 2003	Jan-sep 2002	Full year 2002
Net profit for the period	16,6	3,9	24,8	-1,3	9,7
Interest cost for convertible debenture loan, net 28 % tax	0,5	0,7	1,8	0,7	1,4
<b>Net profit used in data per share calculations</b>	<b>17,1</b>	<b>4,6</b>	<b>26,6</b>	<b>-0,6</b>	<b>11,1</b>

## Comments and definitions

### Comments

From 1 January 2003 some business were transferred from business area Care to business area Response. The 2002 result is restated.

### Key ratios

The key ratios are calculated in accordance with the Swedish Society of Financial Analysts recommendations 2000.

### Notes

- 1) In the operating profit, goodwill depreciations account for 8,0 MSEK (8,9) and other depreciations for 25,9 MSEK (20,9).
- 2) Measurement of profitability has used rolling 12 months divided with average balance sheet item.
- 3) Calculated on net profit for the period and average number of shares outstanding before dilution. (16 560/8 342)
- 4) Calculated on net profit for the period adjusted for interest cost for convertible debenture loan and average number of shares after dilution. (17 118/9 817)
- 5) Calculated on net profit for the period adjusted for interest cost for convertible debenture loan divided with number of shares after dilution per 2003-09-30. (17 118/13 950)
- 6) Equity divided by number of shares outstanding. (227 161/11 854)
- 7) Equity divided by number of shares after dilution. (227 161/13 950)