



CHARTwell
retirement residences

Q1 2022 CONFERENCE CALL

May 6, 2022



Cautionary Statements

This presentation contains forward-looking information that reflects the current expectations, estimates and projections of management about the future results, performance, achievements, prospects or opportunities for Chartwell and the seniors housing industry. Forward-looking statements are based upon a number of assumptions and are subject to a number of known and unknown risks and uncertainties, many of which are beyond our control, and that could cause actual results to differ materially from those that are disclosed in or implied by such forward-looking statements. There can be no assurance that forward-looking information will prove to be accurate, as actual results and future events could differ materially from those expected or estimated in such statements. Accordingly, readers should not place undue reliance on forward-looking information. These factors are more fully described in the “COVID-19 Business Impacts and Related Risks” and the “Risks and Uncertainties and Forward-Looking Information” sections of our Management’s Discussion & Analysis for the year ended December 31, 2021 (the “2021 MD&A”), and in materials filed with the securities regulatory authorities in Canada from time to time, including but not limited to our most recent Annual Information Form.

In this presentation “Q1” refers to the three-month period ended March 31; “Q2” refers to the three-month period ended June 30; “Q3” refers to the three-month period ended September 30; “Q4” refers to the three-month period ended December 31; “2021” refers to the calendar year 2022; and “2021” refers to the calendar year 2021.

In this presentation we use a number of performance measures that are not defined in generally accepted accounting principles (“GAAP”) which follow the disclosure requirements established by National Instrument 52-112 Non-GAAP and Other Financial Measures Disclosures, to measure, compare and explain the operating results and financial performance of the Trust (collectively, the “Non-GAAP Financial Measures”).

These Non-GAAP Financial Measures do not have standardized meanings prescribed by GAAP and, therefore, may not be comparable to similar measures used by other issuers. The Real Property Association of Canada (“REALPAC”) issued white papers with recommendations for calculations of Funds from Operations (“FFO”) and Adjusted Funds from Operations (“AFFO”) (the “REALPAC Guidance”). Our FFO definition is substantially consistent with the definition adopted by REALPAC. Please refer to the “Additional Information on Non-GAAP Financial Measures” section of this MD&A for details. As part of our financial covenants reporting, we present AFFO in accordance with the definitions used in our credit agreements. This definition differs from the definition in the REALPAC Guidance.

In this presentation we use various financial metrics and ratios in our disclosure of financial covenants. These metrics are calculated in accordance with the definitions contained in our credit agreements and the trust indenture governing our outstanding debentures and may be described using terms which differ from standardized meanings prescribed by GAAP. These metrics may not be comparable to similar metrics used by other issuers.

Specified financial measures are categorized as non-GAAP financial measures, non-GAAP ratios, supplementary financial measures and capital management measures as follows:

Non-GAAP Financial Measures

Funds from operation (“FFO”) and Internal Funds from Operations, (“IFFO”), Adjusted Funds from operations (“AFFO”) including per unit amounts (“PU”), Earnings before interest, tax, depreciation and amortization (“consolidated EBITDA” or “EBITDA”), Adjusted Resident Revenue, Adjusted Direct Property Operating Expense, Consolidated Interest Expense, Adjusted Consolidated Gross Book Value of Assets, Book value of assets, Gross book value adjustment on IFRS transition, Adjustment for accumulated depreciation and amortization, Aggregate Adjusted Assets, Payment of cash distributions and Amortization of finance costs and fair value adjustments on assumed mortgages, Finance cost reserve and Proforma adjustments.

Non-GAAP Ratios

Debt Service Coverage Ratio, Interest Coverage Ratio, Total Leverage Ratio, Adjusted Consolidated Unitholders’ Equity Ratio, Secured Indebtedness Ratio, Unencumbered Property Asset Ratio, Consolidated EBITDA to Consolidated Interest Expense Ratio, Indebtedness Percentage, Net Debt to Adjusted EBITDA Ratio, Payment of Cash Distributions, Expected Unlevered Yield and Coverage ratio.

Supplementary Financial Measures

Net Operating Income (“NOI”), Adjusted NOI, Adjusted Development Costs, Lease-up-Losses, Estimated Stabilized NOI, Unencumbered Property Asset Value and Unencumbered Aggregate Adjusted Assets

Capital Management Measures

Liquidity, Imputed Cost of Debt, Total Equity, Regularly Scheduled Debt Principal Payments, Consolidated Indebtedness, Secured Indebtedness, Unsecured Indebtedness, Investment restrictions

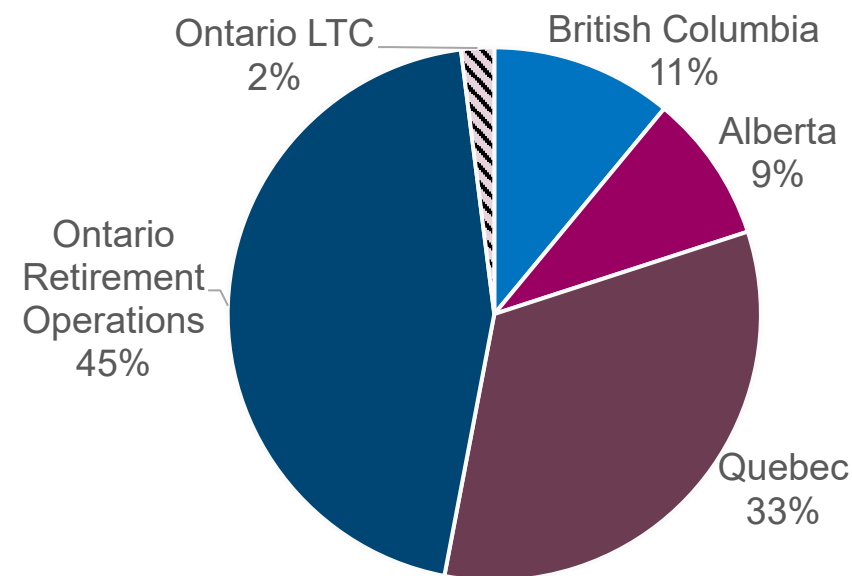
Please refer to the “Additional Information on Non-GAAP Financial Measures”, “Consolidated Results of Operations – FFO”, “Significant Events – Development – Expected Unlevered Yield, Development Lease-up-Losses and Imputed Cost of Debt”, “Consolidated Results of Operations – Adjusted Resident Revenue, Adjusted Property Operating Expenses and Adjusted NOI” and “Liquidity and Capital Resources – Financial Covenants” sections of our Q1 2022 MD&A for details on these measures.

Due to rounding, numbers presented throughout this presentation may not add up precisely to the totals provided and percentages may not precisely reflect the absolute figures.

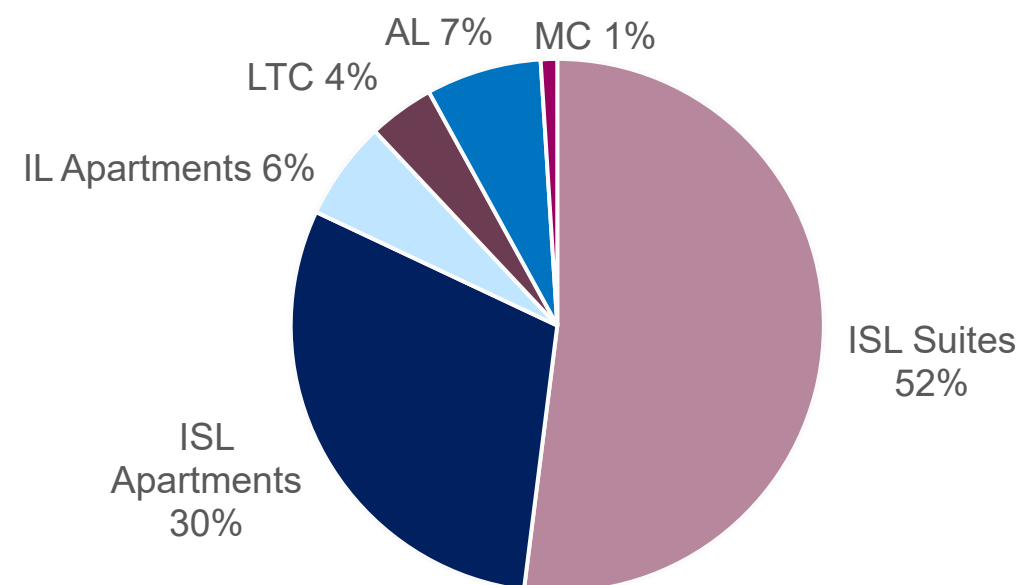
Executing on Portfolio Optimization Strategy

Exiting Long Term Care Business in Ontario

Chartwell's Portfolio
Composition by
Geographic Location ⁽¹⁾



Chartwell's Portfolio
Composition by
Level of Care ⁽¹⁾



Enhancing Focus on Growing Retirement Business



**Acquired Three
Retirement Residences in
Ontario**

467 Suites

\$228M

6.4%
Stabilized NOI Yield

(1) Portfolio composition based on number of suites/beds as at March 31, 2022, at Chartwell's share of ownership interest, post OLTC sale (2,418 beds) and including recent acquisition of three retirement residences (467 suites). Excluding development properties and development properties by Batimo.

Leading Indicators

Initial Contacts

Leases

Move-Ins



Operations

Questions about living at Chartwell?

1-855-461-0685

Book a Tour

Preferred Date

mm/dd/yyyy



Any Time

First Name (Required)

Last Name

Email (Required)

Phone Number: (999)999

City (Required)

Questions

Sign up for our newsletter to receive retirement living and lifestyle advice

☐ Yes ☐ No

Submit



Sales and Marketing



Think you know retirement living?
Think again.

Mom is always busy doing social activities with other residents and has made an amazing group of friends. We no longer worry, as staff are always there to help.

—Tasha C., Google Review



OPEN HOUSE

Drop in April 7th to 10th • 1-6 pm



Spring 2022



Operations



Q1 2022 Summary

	Q1 2022	Q1 2021	Change
Net loss ⁽¹⁾	(\$3.3M)	(\$4.9M)	\$1.6M
FFO ⁽²⁾			
Continuing operations	\$20.3M	\$34.5M	(\$14.2M)
Total	\$31.3M	\$35.1M	(\$3.8M)
FFOPU ⁽²⁾			
Continuing operations	\$0.09	\$0.16	(\$0.07)
Total	\$0.13	\$0.16	(\$0.03)
Average occupancy – same property	76.4%	78.7%	(2.3pp)
Adjusted NOI ⁽²⁾ – same property	\$46.8M	\$59.9M	(\$13.2M)

(1) Includes net income from discontinued operations.

(2) Refer to the "Supplemental Information" section on page 13 of this presentation.

- Lower occupancy.
- Elevated pandemic-related expenses.
- Higher agency staffing and utilities expenses.

Q1 2022 Adjusted NOI and Occupancy

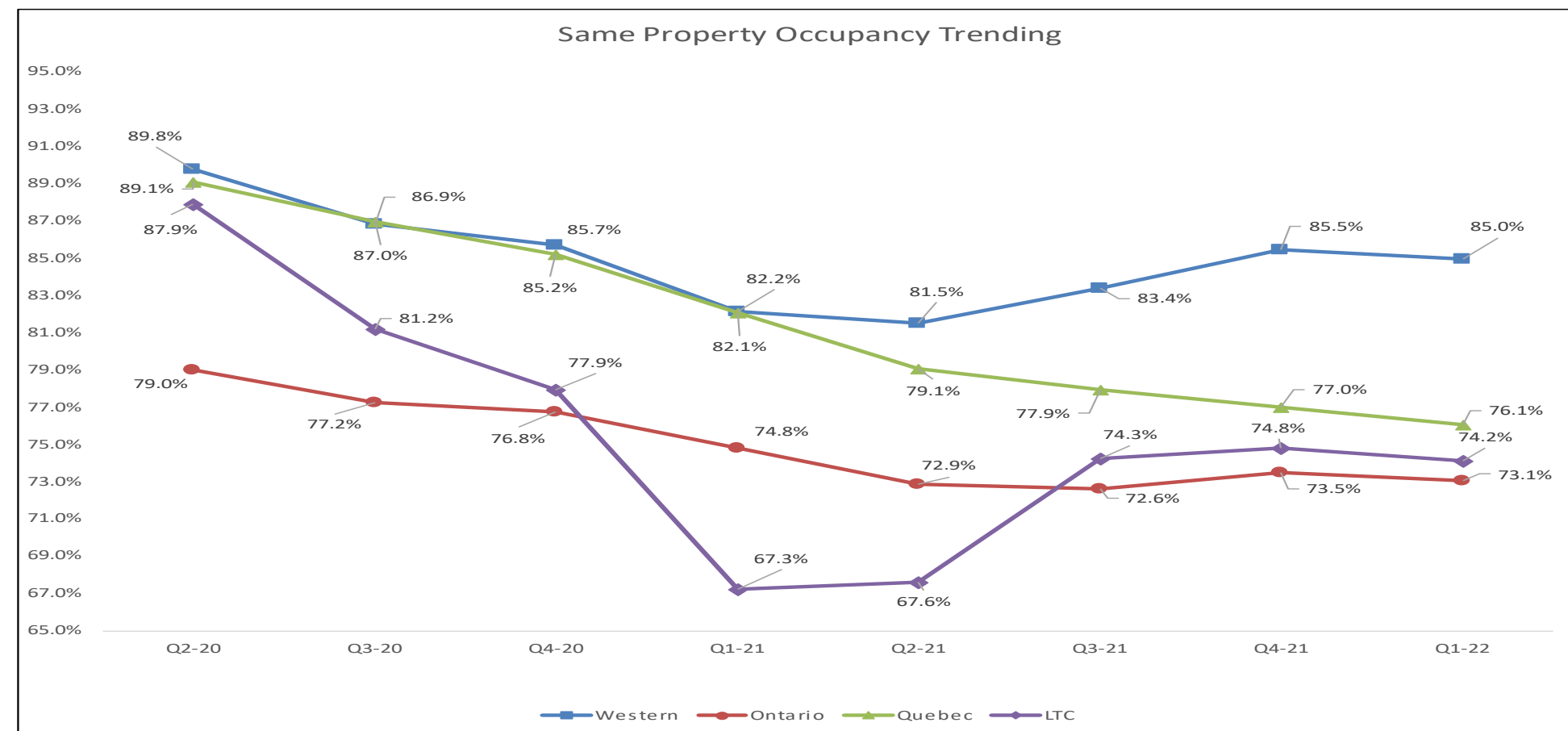
(\$M, except Occupancy)	Same Property					
	Adjusted NOI				Occupancy	
	Q1 2022	Q1 2021	Inc/(Dec) \$	Inc/(Dec) %	Q1 2022	Q1 2021
Retirement:						
Western Canada	15.5	15.2	0.3	1.8%	85.0%	82.2%
Ontario	23.5	32.9	(9.4)	(28.5%)	73.1%	74.8%
Quebec	7.3	11.3	(4.0)	(35.7%)	76.1%	82.1%
Total Retirement	46.3	59.4	(13.2)	(22.0%)	76.5%	78.9%
Long term care	0.5	0.5	-	-	74.2%	67.3%
Total Same Property	46.8	59.9	(13.2)	(22.0%)	76.4%	78.7%

Retirement same property adjusted NOI:

- higher net pandemic expense of \$8.8M,
- lower occupancy of \$3.2M,
- higher agency staffing costs, and
- higher utilities

partially offset by

- higher revenue from regular annual market-based rental and service rate increases.



Additional platform-specific trends:

- Western Canada - Higher occupancy.
- LTC - Higher pandemic-expense recoveries and ancillary revenue and higher preferred and retirement accommodation revenues.

Occupancy and Rent Update

	One month ended January 31, 2022	One month ended February 28, 2022	One month ended March 31, 2022	Forecast One month ended April 30, 2022 ⁽¹⁾	Forecast One month ended May 31, 2022 ⁽¹⁾	Forecast One month ended June 30, 2022 ⁽¹⁾
Weighted average occupancy rate - same property portfolio	76.9%	76.4%	76.2%	76.0%	76.1%	76.3%
<i>Change from the previous month</i>		(0.5pp)	(0.2pp)	(0.2pp)	0.1pp	0.2pp

(1) Forecast includes leases and notices as at April 28, 2022.

- Occupancy trends January to March are consistent with our historical experience.
- Rebounding sales and leasing activity mid January post Omicron softness and 2022 year-to-date improved from 2021.
- Forecast occupancy to increase starting in May.
- Expect occupancy to begin to recover in our same property portfolio as restrictions are eased and as we move into the spring leasing season.
- Our tenant credit quality remains strong given the typical investment profile of Canadian seniors in our target customer demographic.
- Substantially all April and May rent and service charges have been collected, consistent with our past experience.

Financial Position

At March 31, 2022

\$374.8M

Liquidity

includes

\$159.9M Cash and
\$214.9M available credit facilities

\$1.0B

**Unencumbered
Asset Value**

Represents value of **37** properties

At May 5, 2022

\$264.1M

Liquidity

includes

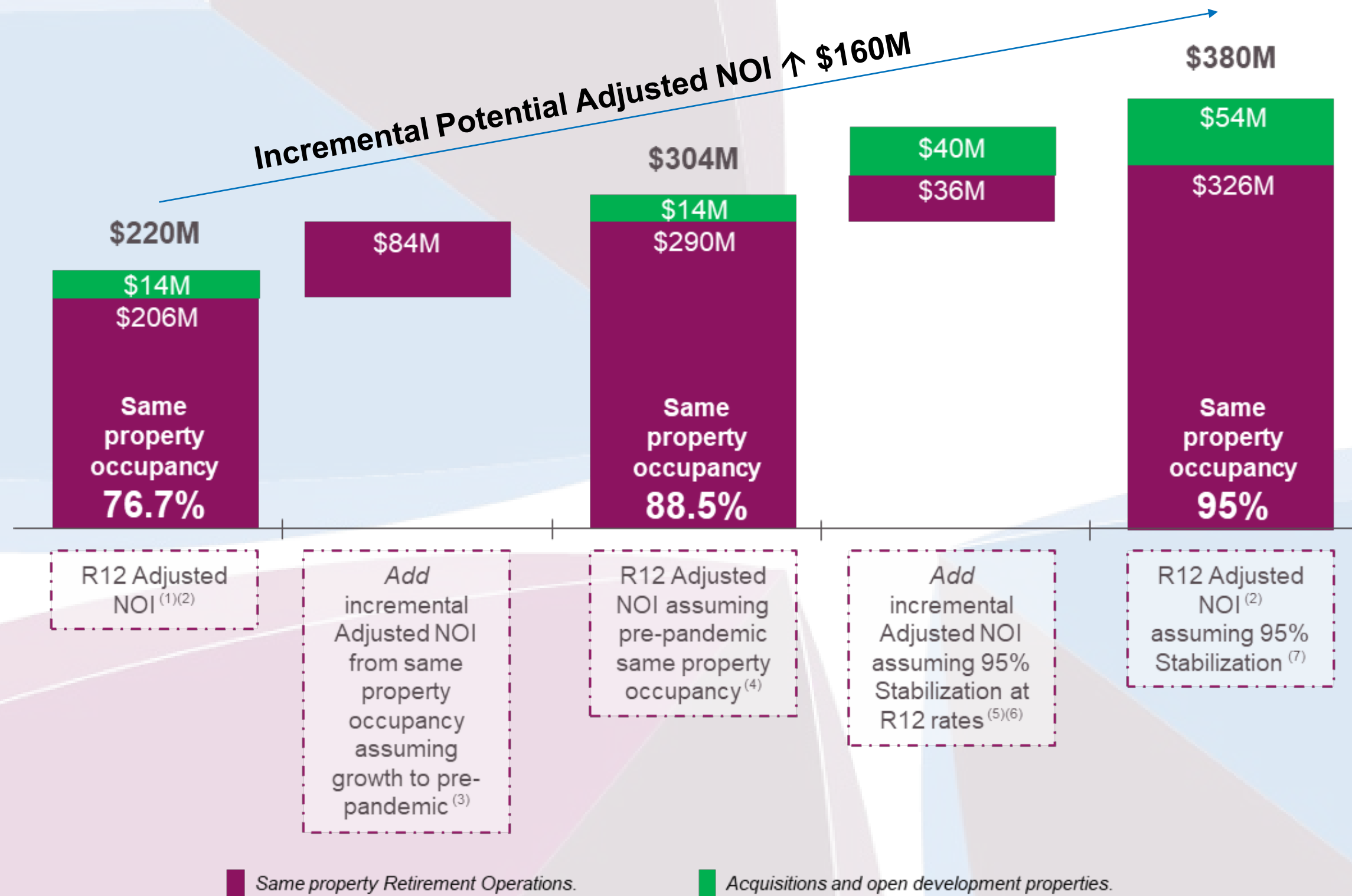
\$68.2M Cash and
\$195.9M available credit facilities

\$1.1B

**Unencumbered
Asset Value**

Represents value of **38** properties

Embedded Potential Value



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(1) "R12" = Rolling 12 months as at March 31, 2022.

(2) R12 Adjusted NOI for same property, acquisitions and open development properties.

(3) Incremental Adjusted same property NOI at pre-pandemic (Q4 2019) occupancy of 88.5% calculated at R12 average rental rate and pre-pandemic margin.

(4) R12 Adjusted NOI for same property at pre-pandemic (Q4 2019) occupancy of 88.5% calculated at R12 average rental rate and pre-pandemic margin and R12 Adjusted NOI for acquisitions and open development properties.

(5) Incremental Adjusted NOI for same property, acquisitions and development properties to 95%.

(6) Includes three newly acquired retirement properties in Ontario (April 1, 2022).

(7) R12 Adjusted NOI for same property, acquisitions and open development properties at 95% stabilization.

Environmental Social Governance



Diversity Of Chartwell Employees

Chartwell employees represent various cultures, life experiences, identities and backgrounds. This rich diversity is a huge asset to Chartwell as it helps us to think differently and create an environment more conducive to innovation, which is especially critical in our ever-evolving and complex world.

Chartwell has established a Diversity and Inclusion Leadership Council ("DILC"), comprised of a diverse group of employees from the corporate office and our residences. The DILC advises and supports Chartwell in the development and implementation of its diversity and inclusion strategies.

"Diversity and inclusion is fundamental to our culture. Our staff, residents and unitholders benefit from Chartwell being a diverse and inclusive organization that values and celebrates our differences. This focus allows us to attract top talent, drive innovation and growth, and contributes to our vision of **Making People's Lives BETTER**. I am proud of our current progress and excited by the steps we continue to take in developing a welcoming, respectful and inclusive culture for all."

— Jonathan Boulakia, Chair, DILC
Chief Investment Officer and Chief Legal Officer

The DILC is responsible for the implementation of Chartwell's Diversity and Inclusion Framework which sets the direction for Chartwell's priorities and objectives with respect to Diversity and Inclusion.

Embodying varied perspectives, life experiences, cultures and ways of looking at the world to generate insight and better results, Chartwell is committed to:

- Strengthening a culture of inclusion and addressing barriers to career advancement.
- Enabling learning through diversity and inclusion, including addressing unconscious bias and fostering inclusive leadership.
- Enabling and promoting work practices that foster diversity of thought.
- Recruiting, developing and advancing persons from groups that have been historically disadvantaged in Canada including indigenous peoples, women, visible minorities, religious minorities, persons with disabilities and persons of minority sexual orientations and gender identities.

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2021 was the first year we asked demographics questions from our employees and we will continue surveying our employees in subsequent years. We also asked our employees how they feel about our handling of issues relating to diversity and inclusion and will continue to do so in future surveys.

DEMOGRAPHICS AT CHARTWELL RESIDENCES

ETHNIC MINORITIES



LGBTQ+¹



DEMOGRAPHICS AT CHARTWELL CORPORATE OFFICES

ETHNIC MINORITIES



LGBTQ+¹



¹Statistics based on Chartwell's 2021 Diversity Survey, where participating employees self-disclosed their status.

¹Lesbian, Gay, Bisexual, Transgender, Transsexual, 2/Two-Spirit, Queer, Intersex, Asexual

Chartwell is focused on ensuring its numerous recruitment, retention, development and promotion initiatives are accessible to people of diverse backgrounds.

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Our Supply Chain

We take supply chain related social risks seriously and seek out reputable and responsible vendors. Over time we have built a robust, two-pronged approach to vendor compliance, with an emphasis on social issues, that is comprised of our Vendor Code of Conduct and our Vendor Compliance Survey.

Chartwell's Vendor Code of Conduct and Ethics (the "Vendor Code") formalizes our expectations regarding the standards national and significant local suppliers are required to uphold as a prerequisite for engaging in a commercial relationship with Chartwell.

The Vendor Code was implemented to improve visibility and direct engagement with vendors on ethical, social and environmental issues.

It requires vendors to provide a safe environment and reasonable working hours and wages for their employees, prohibits forced and child labour, reprisals or discrimination, and covers other topics including, but not limited to, conflicts of interest, confidentiality and quality of products.

National and significant local vendors are required to adhere to the letter and spirit of the Vendor Code and are required to certify compliance with the Vendor Code every three years.



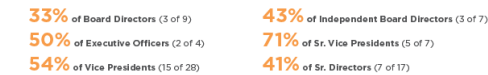
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Chartwell Retirement Residences has a long-standing commitment to the advancement of women to the highest levels of leadership.

"So many of the people that we care for, and those who provide that care and support, are women. I am so proud of how well represented women are at Chartwell at a leadership level and I am honoured to be a role model for the women who will follow me into these senior roles in the future."

— Karen Sullivan, President and Chief Operating Officer

WOMEN WITH LEADERSHIP ROLES AT CHARTWELL



50% OF ALL LEADERSHIP ROLES AT CHARTWELL (32 OF 64)

The Globe and Mail Report on Business' Women Lead Here publication recognized Chartwell as a trailblazer in gender diversity in corporate Canada in 2020.

Since 2011, 144 participants have completed Chartwell's Aspiring Leaders Program for candidates with the potential to become Retirement Residence General Managers or Long Term Care Residence Administrators. Of the attendees since inception, 74% were female and 44% of those women were ultimately promoted. In 2021, 14 women (67%) participated in the program.

Chartwell's Mentorship Program, introduced in 2005, includes one-on-one mentorships as well as sessions with members of the Senior Executive Committee, SVPs and VPs, and education sessions. Since 2016, over 2/3 of mentees and mentors have been women. In 2021, 134 participants graduated from The Chartwell Experience Program designed to create exceptional resident experiences. 113 of these participants (84%) were women.

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CHARTWELL'S EMPLOYEE DATA (AGE AND GENDER REPRESENTATION)

CORPORATE Senior Director and Above



CORPORATE Directors and Below



RESIDENCES Managers



RESIDENCES Other Staff



TOTAL Corporate and Residence Staff



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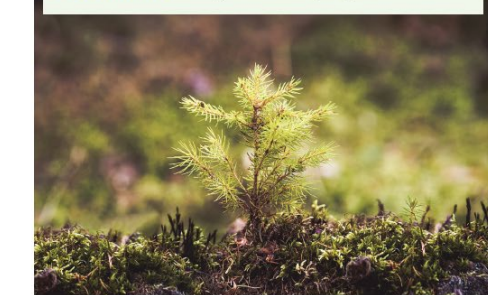
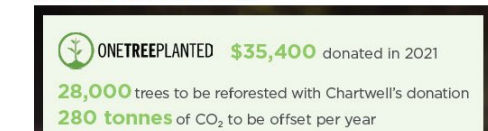
In 2021, Chartwell affiliated with One Tree Planted, a leader in global reforestation. Through this partnership Chartwell will specify where, globally, we will support reforestation with measurable outcomes.

For all new Chartwell developments, Chartwell will donate .1% of total project costs to One Tree Planted or others to support sustainable projects.

In December 2021, Chartwell donated \$35,400 to One Tree Planted on behalf of the Chartwell Ridgepoint Retirement Residence expansion project. This donation will fund reforestation of approximately 34 acres of land or 28,000 trees. Once planted in British Columbia, these trees will offset approximately 280 tonnes of CO2 annually. This donation will additionally support the creation of local jobs for the reforestation project and benefit local biodiversity.

Of particular local impact, One Tree Planted is currently supporting the Forest Fire Recovery of 1,142 acres of the burned-out Okanagan Valley in British Columbia. The Chartwell donation will support approximately 3% of that initiative.

QUANTIFIABLE IMPACT ON THE ENVIRONMENT



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We will engage sustainability consultants for all future development projects, performing Life Cycle Assessments – a methodology for assessing the environmental aspects associated with the development over its life cycle – and applying a meaningful carbon offset contribution through donation to One Tree Planted.



A Life Cycle Assessment of the Ridgepoint project was completed in December 2021, quantifying the carbon emissions created from the construction and full life cycle of the building. The Ridgepoint expansion project is estimated to create approximately 870 tonnes of carbon emissions. Over the course of 30 years, the 28,000 trees planted are estimated to absorb approximately 5,600 tonnes of carbon emissions, offsetting the build emission and contributing thereafter to overall carbon emission reduction.

ENVIRONMENTAL POLICIES AND LEGAL COMPLIANCE

We have implemented development policies to foster sustainable practices in construction and renovation and minimize the direct and indirect environmental impact of our construction sites. These policies encourage use of green materials; implementation of efficiency measures and equipment with respect to emissions, energy, water and waste; proximity to pedestrian, bicycle and mass-transit networks; and the protection and conservation of natural habitats.

Pursuant to Chartwell's Environmental Policy, Chartwell conducts thorough due diligence, including third party environmental reports and studies, on existing or new land it acquires and Chartwell undertakes remediation efforts for material issues affecting the land and/or the environment.

We also strive to comply with Federal, provincial and local climate and energy-related regulations. There were no material environmental compliance violations reported in 2021.

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Find the Full Report at
investors.chartwell.com/company-profile

Supplemental Information

FFO and FFOPU

	Continuing Operations		Total Operations	
(\$000s, except per unit amounts)	Q1 2022	Q1 2021	Q1 2022	Q1 2021
Net income/(loss)	(11,862)	(2,675)	(3,316)	(4,933)
<i>Add (Subtract):</i>				
B Depreciation of PP&E	36,621	37,679	38,437	40,401
D Amortization of limited life intangible assets	744	786	946	995
B Depreciation of PP&E and amortization of intangible assets used for administrative purposes included in depreciation of PP&E and amortization of intangible assets above	(1,222)	(1,264)	(1,222)	(1,264)
E Loss/(gain) on disposal of assets	(545)	(361)	(545)	(361)
J Transaction costs arising on dispositions	55	64	556	64
G Deferred income tax	641	(1,188)	641	(1,188)
O Distributions on Class B Units recorded as interest expense	234	233	234	233
M Changes in fair value of financial instruments and foreign exchange loss/(gain)	(2,641)	435	(2,641)	435
Q FFO adjustments for Equity-Accounted JVs	(1,766)	752	(1,766)	752
FFO	20,259	34,461	31,324	35,134
Weighted average number of units	236,048	218,331	236,048	218,331
FFOPU	0.09	0.16	0.13	0.16

Adjusted NOI – same property

(\$000s, except occupancy rates)	Q1 2022	Q1 2021
Resident revenue	157,668	156,927
<i>Add:</i>		
Share of resident revenue from joint ventures	28,080	27,743
Resident revenue from discontinued operations	67,955	60,748
Adjusted resident revenue	253,703	245,418
<i>Comprised of:</i>		
Same property	170,707	169,071
Acquisitions, development, and other	82,996	76,347
Adjusted resident revenue	253,703	245,418
Direct property operating expense	113,787	101,211
<i>Add:</i>		
Share of direct property operating expense from joint ventures	20,743	18,581
Direct property operating expense from discontinued operations	55,200	58,294
Adjusted direct property operating expense	189,730	178,086
<i>Comprised of:</i>		
Same property	123,953	109,141
Acquisitions, development, and other	65,777	68,945
Adjusted direct property operating expense	189,730	178,086
Adjusted NOI	63,973	67,332
<i>Comprised of:</i>		
Same property	46,754	59,930
Acquisitions, development, and other	17,219	7,402
Adjusted NOI	63,973	67,332

THANK YOU



CHARTwell
retirement residences