



# YOUR FAMILY YOUR HOSPITAL



## Sustainability Report 2024



โรงพยาบาลเว็ลด์เมดิคอล  
World Medical Hospital



โรงพยาบาลเกษมราษฎร์  
KASEMRAD INTERNATIONAL



โรงพยาบาลเกษมราษฎร์  
KASEMRAD HOSPITAL



โรงพยาบาลการุญเวช  
KARUNVEJ HOSPITAL

# Vision

To be one of the leaders in healthcare industry, both domestically and in the Southeast Asian region.

# Mission

We are committed to providing trusted health services, aiming to make our hospital the first choice for patients.

In collaboration with business partners, we strive to enhance various aspects of efficiency for shared success.

We focus on nurturing our personnel to be capable and responsible in their roles and towards patients.

Our management practices are anchored in professionalism and good governance, fostering positive relationships within society and communities.



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KARUNVEJ HOSPITAL

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# AWARDS AND ACHIEVEMENTS

## 1. Sustainability and Corporate Governance



BCH has been rated "AA" in the SET ESG Ratings, reflecting the company's strong commitment to sustainable business practices that integrate environmental, social, and governance (ESG) considerations alongside solid financial performance and long-term value creation for shareholders and all stakeholders.



BCH received an "Excellent" rating (Five Stars) in the 2024 Corporate Governance Report (CGR) of Thai Listed Companies, conducted by the Thai Institute of Directors (IOD).



BCH has received a 100% evaluation result from the AGM (Annual General Meeting) audit for the 6th consecutive year, reflecting its ability to adhere to standards and best practices in conducting meetings and managing operations transparently.



BCH has received a corporate credit rating of "A" with a "Stable" outlook from TRIS Rating.



Prof. Dr. Chalerm Harnphanich, M.D., Chief Executive Officer of Bangkok Chain Hospital Public Company Limited, received the "Distinguished National Father Award" from the National Father Association of Thailand during the "Father's Day Celebration" event. This award honors his dedication and exemplary role as a father, serving as an inspiration to Thai society.



Asst. Prof. Dr. Somporn Harnphanich, M.D., Chairperson of the Board of Directors of Bangkok Chain Hospital Public Company Limited, was graciously granted the Outstanding Mother of the Nation Award 2024 by Princess Maha Chakri Sirindhorn, The Princess Royal. and honored by the the Ministry of Social Development and Human Security for Outstanding Thai Woman Award 2024.



BCH received an ESG Score of 3.5 out of 5.0 from FTSE Russell, indicating internationally recognized performance in environmental, social, and governance aspects among healthcare institutions.



Ms. Pornsuda Harnphanich, C.P.S., Chief Financial Officer of Bangkok Chain Hospital Public Company Limited, was honored with the "Sustainability Disclosure Recognition" at the 2024 Sustainability Disclosure Awards. This recognition is granted to listed companies and members of the Sustainability Disclosure Community that demonstrate commitment to enhancing transparency and accountability in sustainability reporting.



BCH was included in the ESG100 List 2024 by Thaipat Institute, which evaluates companies based on their environmental, social, and governance (ESG) practices and financial performance. This selection reflects the company's and executive leadership's commitment to responsible business conduct, consideration of potential impacts, and implementation of measures to prevent or mitigate adverse effects on communities, society, and the environment.



## 2. Operations and Management



Ms. Pornsuda Harnphanich, C.P.S., Chief Financial Officer of Bangkok Chain Hospital Public Company Limited, received the Corporate Excellence Award in the Healthcare, Pharmaceutical, and Biotechnology category at the Asia Pacific Enterprise Awards (APEA) 2024 Regional Edition. This prestigious award recognizes her effective organizational leadership in driving strong operational performance while embracing environmental, social, and good governance principles.



Ms. Pornsuda Harnphanich, C.P.S., Chief Financial Officer of Bangkok Chain Hospital Public Company Limited, received the Outstanding Investor Relations Award 2024 in the Business Excellence category at the SET Awards 2024. This recognition reflects the company's strong commitment to building trust and gaining recognition from investors and all stakeholders, demonstrating a transparent and effective approach to investor relations.



Ms. Kantaporn Hamphanich, Chief Marketing Officer of Bangkok Chain Hospital Public Company Limited, was honored with the Mahidol University Young Alumni Awards 2024 at Mahidol Sithakarn Auditorium. This recognition celebrates alumni who exemplify outstanding achievements and leadership in their professional fields.



Ms. Pornluck Harnphanich, M.D., Chief Operating Officer received the Distinguished Alumni Award in Healthcare Management for the year 2024 from the Thammasat University Alumni Association, Faculty of Medicine. This award is conferred upon individuals who have demonstrated exceptional professional success and societal recognition.



Bangkok Chain Hospital received the Outstanding CEO, CFO, and IR Awards at the IAA Awards for Listed Companies 2023-2024. These awards signify the trust and confidence of analysts and fund managers in the company's leadership in management, financial governance, and investor relations within the healthcare service industry.



Assoc. Prof. Piya Netrawichien, Director of Kasemrad Hospital Prachachuen, was awarded the "Favorite Healthcare Facility" on the occasion of the 34th anniversary of the Social Security Office. The award was presented by Mr. Pipat Ratchakitprakarn, Minister of Labour, in recognition of the hospital's dedication to providing high-quality healthcare services and achieving high patient satisfaction.



Mr. Kantaporn Harnphanich, Chief Marketing Officer received the Social Security Contribution Award in recognition of the support for the administration of the Social Security Office. The award was presented by Mr. Pipat Ratchakitprakarn, Minister of Labour, during the award ceremony held on the occasion of the 34th anniversary of the establishment of the Social Security Office, on 3 September 2024.



Kasemrad Hospital Sriburin received a certificate of honor as a model establishment for occupational health and safety. This recognition affirms the hospital's commitment and success in enhancing workplace safety standards, while also contributing to sustainable development in the field of occupational health.



Kasemrad Hospital Sriburin received the National Outstanding Establishment Award for Labor Relations and Welfare in 2024 from the Ministry of Labor, marking the third consecutive year of recognition. The award reflects the hospital's commitment to fostering positive employer-employee relations and providing high-quality welfare benefits for its staff.





## Message from the Board of Directors



(Asst. Prof. Dr. Somporn Harnphanich, M.D.)  
Chairman of the Board of Directors

(Prof. Dr. Chalerm Harnphanich, M.D.)  
Chief Executive Officer



In 2024, there is a growing trend among the public toward taking better care of health management and focusing on preventive healthcare, particularly through comprehensive annual health check-ups and adopting lifestyle changes that promote longevity. Additionally, the continuous development of new medical technologies will significantly assist doctors and healthcare professionals in diagnosing and planning patient treatments with greater precision. This will also enhance the effectiveness of medical care. In line with this, BCH has commenced operations at Kasemrad Ari Radiation Oncology Clinic, which has been certified with the ISO 9001:2015 standard for radiation therapy services. The clinic is equipped with state-of-the-art equipment designed to improve treatment outcomes, together with minimizing side effects for cancer patients. Initially, BCH will provide services to patients under the social security scheme to reduce the cost of referring patients to hospitals outside the network, with plans to expand services to other patient groups soon. Furthermore, BCH has partnered with various companies and government sectors to launch mobile annual health check-up units. These units aim to detect early-stage health risks or abnormalities, allowing for timely interventions that can prevent the progression of diseases and enable prompt treatments. To complement the mobile health check-up services, BCH has also launched mobile dental units that will serve in five provinces: Bangkok, Nonthaburi, Pathum Thani, Nakhon Ratchasima, and Rayong. This initiative is designed to expand proactive dental services to patients at all levels.

For the hospitals under the Kasemrad network, Kasemrad International network, World Medical Hospital, and Karunvej Hospital, across its 15 branches and two polyclinics, we are dedicated to continuously enhancing the quality and standards of our services. This is achieved through the expansion of specialized medical centers such as WMC New Frontier Cancer Center, providing alternative cancer treatment, a comprehensive heart center offering services for referral patients in Chachoengsao and surrounding provinces, and Kasemrad Plastic Surgery (KPS) for aesthetic surgeries. Additionally, we have made significant improvements to hospital facilities to optimize service areas and attract new patient groups, particularly at Kasemrad Hospital Prachachuen, Kasemrad Hospital Pathumthani, and Kasemrad Hospital Bangkai. In 2024, BCH provides 684 examination rooms, an increase of 12.9 percent, as well as 2,323 licensed beds, an increase of 3.1 percent compared to the previous year.

Despite the adverse impact on revenue from international patients, particularly from Kuwaiti patients who have deferred seeking treatment in other countries, as well as the reduction in revenue from complex treatments (RW>2) under the social security scheme. BCH has reported

total revenue of 11,832.4 million Baht, which is similar to the previous year. The increase in revenue mainly comes from outpatient services for both Thai and foreign patients, particularly from CLMV<sup>1</sup> patients, which rose by 9.9 percent. This growth is partially attributed to newly opened hospitals, including Kasemrad International Hospital Aranyaprathet, Kasemrad International Hospital Vientiane, Kasemrad Hospital Sriburin, and Kasemrad Hospital Maesai, which is strategically located near the Maesai and Tachileik area, adjacent to the Thai-Myanmar border. The company reported earnings before interest, taxes, depreciation, and amortization (EBITDA) of 2,708.7 million Baht, a decrease of 6.7 percent compared to the previous year, with an EBITDA margin of 22.9 percent. The net profit attributable to the company amounted to 1,282.4 million Baht, reflecting an 8.8 percent decline from the previous year. The company achieved a net profit margin of 10.8 percent. Excluding the non-recurring items, the company's normal operations would have reported a net profit of 1,411.3 million Baht, with a net profit margin of 11.7 percent, which is similar to the previous year's performance.

In addition to conducting business, the Company is aware of the importance of sustainability activities aiming to create positive impacts on the community, society, and the environment. This includes employee engagement and collaboration with business partners in the supply chain. BCH is dedicated to strengthening all aspects, such as promoting the use of renewable energy, effective waste management, community healthcare, and enhancing medical personnel and staff to strengthen the organization internally. The company has been recognized by several leading organizations for its sustainability measures and corporate governance, receiving an "AA" in SET ESG Rating from the Stock Exchange of Thailand. BCH is also a member of the Thai Private Sector Collective Action Coalition Against Corruption (Thai CAC), has been certified with an "Excellent" corporate governance rating from the Thai Institute of Directors (IOD), and has achieved a 100 percent rating for six consecutive years in the shareholder meeting quality assessment program. The company has also been ranked for its outstanding ESG performance by the Thaipat Institute. Furthermore, BCH has been assigned an "A" credit rating with a "Stable" outlook by TRIS Rating, reflecting the company's strong financial statement.

In conclusion, on behalf of Bangkok Chain Hospital Public Company Limited, the Board of Directors would like to share my gratitude to shareholders, customers, financial institutions, government, and private agencies, including all business partners, for your trust and support as always. The Company will be dedicated to conducting business based on building long-term value with fairness under the principles of good corporate governance.

**Note :** <sup>1</sup> CLMV patients is the patients from Cambodia, Laos, Myanmar, and Vietnam



คลินิกเฉพาะทางด้านเวชกรรมรังสีรักษา

**เกษมราษฎร์ อารี**

Kasemrad Ari Radiation Oncology Clinic



# 01

## Business Overview



# Business Overview of Bangkok Chain Hospital Public Company Limited<sup>1</sup>



**Head Office:**  
44 Moo 4, Chaeng Watthana Road,  
Pak Kret Subdistrict, Pak Kret District,  
Nonthaburi Province, Thailand.



Listed on the Stock Exchange of Thailand (SET)  
**November 10, 2004.**



Paid-up Registered Capital  
**2,493.75** million baht.  
Healthcare Network 15 hospitals and 2  
polyclinics across 9 provinces in Thailand and 1  
city in Lao.



Patient Capacity in 2024 is an  
average of **27,480** patients per day,  
with a total of **2,323** beds.



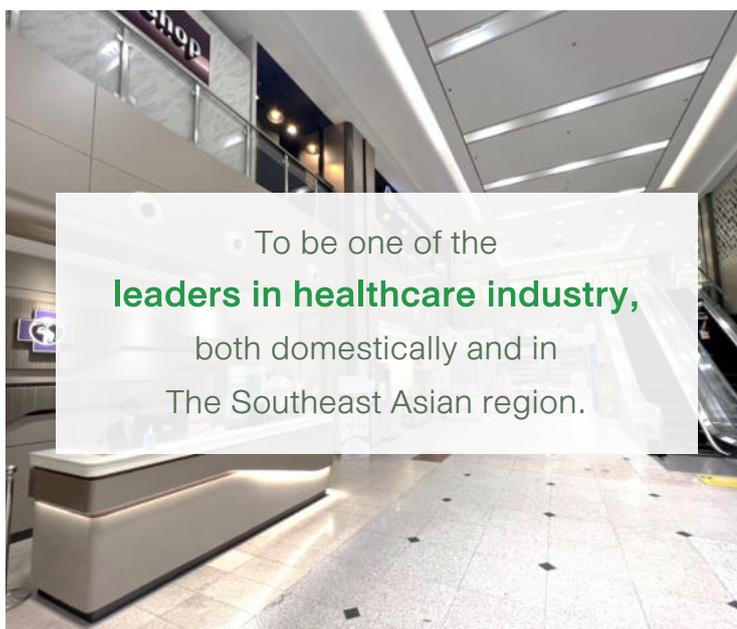
Number of Insured Persons under the Social  
Security Program for the year 2024  
(as of December 16, 2024)  
**1,033,657** persons.



Quota of Insured Persons under the Social  
Security Program for the year 2024:  
**1,856,100** persons.

Bangkok Chain Hospital Public Company Limited<sup>2</sup> operates in the health services sector, providing private hospital services through a comprehensive hospital group network. As a leader in the healthcare industry, the Company operates an extensive network of hospitals and clinics nationwide. BCH is committed to delivering high-quality, internationally standardized medical services, offering comprehensive healthcare ranging from general care and specialized treatment to complex medical procedures. The Company places a strong emphasis on leveraging modern medical technologies to enhance treatment efficiency and ensure a superior patient experience throughout the entire care process.

## Vision



To be one of the  
**leaders in healthcare industry,**  
both domestically and in  
The Southeast Asian region.

<sup>1</sup> GRI 2-23

<sup>2</sup> GRI 2-1



Quality Standards  
International Healthcare Facility  
Standards by Joint Commission  
International (JCI)

**4 Hospitals**



Quality Standards  
Hospital Accreditation (HA)

**8 Hospitals**

## Mission



We are committed to providing trusted health services, aiming to make our hospital the first choice for patients.



We focus on nurturing our personnel to be capable and responsible in their roles and towards patients.



In collaboration with business partners, we strive to enhance various aspects of efficiency for shared success.



Our management practices are anchored in professionalism and good governance, fostering positive relationships within society and communities.

## Values



Service with  
Heart



Commitment  
to Success



Collaboration  
and Empathy



Self-  
Improvement



Integrity and  
Morality



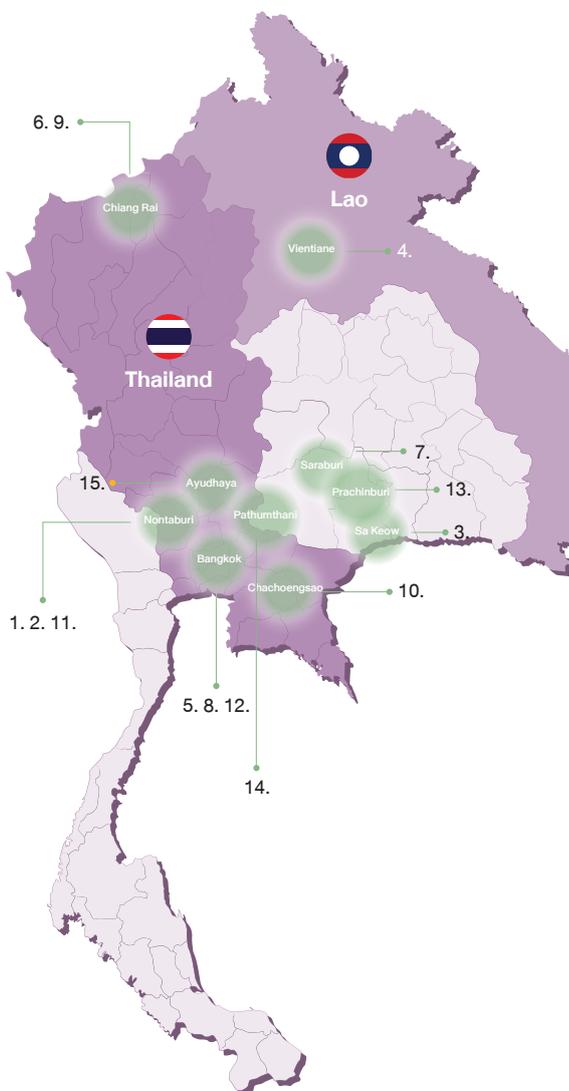
## Corporate Structure and Operations

### Business Policy and Overview

Bangkok Chain Hospital Public Company Limited was established on November 24, 1993, as a result of the restructuring of the original company, Kasemrad Hospital, which had been operating since 1984. The company was formed to operate as a private hospital group. It has continuously expanded its hospital operations, becoming one of the leaders in the healthcare services industry and a major provider under the Social Security Scheme. The company was listed on the Stock Exchange of Thailand on November 10, 2004, with an initial registered capital of 950 million baht. Since then, the registered capital has been increased continuously, and as of now, the company has a paid-up registered capital of 2,493.75 million baht.

At present, the Company and its subsidiaries operate a total of 15 private hospitals and 2 polyclinics, located in both Thailand and the Lao People's Democratic Republic, organized into four distinct groups, as follows.

1. World Medical Hospital Group
2. Kasemrad International Hospital Group
3. Kasemrad Hospital Group
4. Karunvej Hospital Group



#### World Medical Hospital Group

1. World Medical Hospital



#### Kasemrad International Hospital Group

2. Kasemrad International Hospital Rattanaatibeth
3. Kasemrad International Hospital Aranyaprathet
4. Kasemrad International Hospital Vientiane



#### Kasemrad Hospital Group

5. Kasemrad Hospital Bangkae
6. Kasemrad Hospital Sriburin
7. Kasemrad Hospital Saraburi  
- Kasemrad Saraburi Medical and Dental Clinic
8. Kasemrad Hospital Prachachuen
9. Kasemrad Hospital Maesai  
- Kasemrad Sriburin Chiang Saen Clinic
10. Kasemrad Hospital Chachoengsao
11. Kasemrad Hospital Rattanaatibeth
12. Kasemrad Hospital Ramkhamhaeng
13. Kasemrad Hospital Prachinburi
14. Kasemrad Hospital Pathumthani



#### Karunvej Hospital Group

15. Karunvej Hospital Ayutthaya

## Company Highlights



**15 hospitals**

Spanning across nine provinces in Thailand and one City in the Lao PDR



**2,323 beds**

Licensed bed capacity



**27,480 patients per day**

Service capacity



**684 exam rooms**



**1,033,657 individuals**

Insured persons in Social Security Scheme 2024 (as of December 16, 2024)



**1,856,100 individuals**

The quota of insured persons under the Social Security The scheme of 2024



**41 Years**

of hospital management experience since 1984



**Advanced**

medical tools and equipment



International Standard from Joint Commission International: JCI



Health Institute Accreditation Hospital Accreditation: HA

**4 hospitals**

**8 hospitals**

**15 hospitals**

**2 polyclinics**



## Key strengths in our business operations

(1) The Company operates as a hospital group with 15 hospitals, offering medical services that cater to all patient groups, including Thai and foreign patients, as well as individuals insured under the Social Security Scheme. Additionally, the hospitals within the group can receive referred patients from partner hospitals for diagnosis and treatment in various medical fields.



### Heart Center

Provides comprehensive diagnostic and treatment services for heart diseases, including cardiac catheterization and open-heart surgery, delivered by experienced cardiologists and a dedicated medical support team.



### Diagnostic Imaging Center

Provides diagnostic services using advanced imaging technologies such as MRI and CT scans, which enable thorough detection of abnormalities within the body, ensuring accurate and timely diagnoses.



### Eye Center

Provides comprehensive eye care services, including advanced laser eye surgery (LASIK).



### Cancer Center

Offers services ranging from screening and diagnosis to treatment with radiation therapy and chemotherapy, utilizing modern equipment and technology.



### IVF Center

Provides diagnosis and treatment for infertility issues using standard fertility technologies, such as Blastocyst Culture techniques and chromosomal screening to assess embryo abnormalities before transfer to the uterus.



### Diabetic Care Center

Specializes in the treatment of diabetic wounds, infections, and chronic wounds, using advanced technologies such as Versajet debridement, Hyperbaric Oxygen Therapy, and Ultra Sonic Technology, along with rehabilitation services from physical therapy experts.



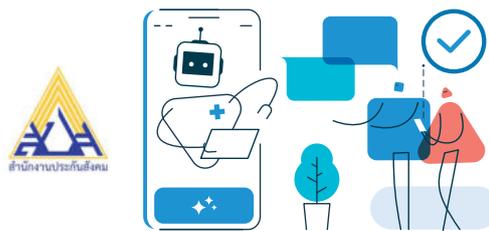
### Dental Center

Provides comprehensive oral and dental health services, offering consultations and care plans from specialized dentists, using high-standard materials and modern technology.



### Hemodialysis Center

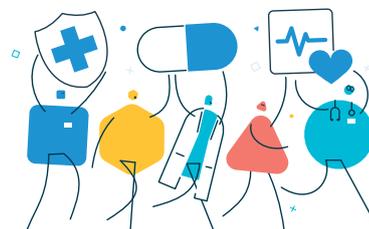
Offers safe care and treatment for kidney disease patients with a specialized team of nephrologists and dialysis services, including both general blood dialysis and high-efficiency hemodialysis using advanced dialysis machines.



(2) The Company generates recurring revenue from government-sponsored healthcare schemes, particularly the Social Security Scheme, which represents a significant source of income for the BCH hospital group. BCH is the largest private hospital group in Thailand in terms of the number of insured persons under the Social Security Scheme, serving over one million insured individuals. This extensive insured base contributes to the Company's financial stability and supports the sustainable expansion of its medical services.



Moreover, the Company serves a diverse customer base, including both self-paying patients and those covered under government schemes. This diversification enhances the Company's revenue structure, ensuring greater stability and predictability. A substantial portion of the Company's revenue is derived from services under the Social Security Fund and the Universal Health Coverage Scheme, for which the Social Security Office and the National Health Security Office are legally and policy-bound to cover patient expenses. As a result, the Company can optimize the utilization of medical resources, including physicians, nurses, healthcare personnel, medical equipment, and hospital beds, more efficiently.

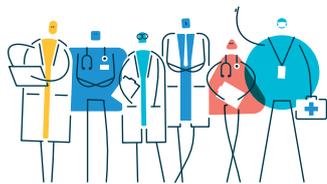


(3) Operating under a hospital group model allows the Company to benefit from economies of scale in management and inventory control. The Company has established centralized procurement policies for key medical supplies, including pharmaceuticals, consumables, and medical equipment, through a central purchasing department. Bulk purchasing enhances the Company's bargaining power with suppliers, resulting in greater

discounts and lower operational costs. Furthermore, the Company adopts a resource-sharing policy among hospitals within the group, enabling efficient utilization of equipment and materials, minimizing waste from expired goods, and enhancing overall operational efficiency. Additionally, a subsidiary has been established to develop specialized hospital operation software systems, aiming to maximize administrative and operational effectiveness and support long-term sustainable growth.



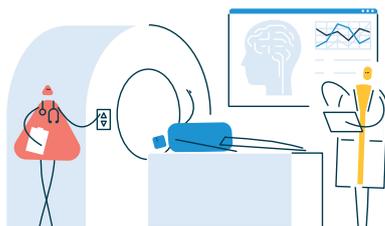
(4) The Company's executive management team possesses extensive experience in hospital operations and has actively contributed to public health administration at the national level. Their expertise enhances confidence in the Company's strategic direction and decision-making, while supporting the continuous development and expansion of medical services to effectively meet patient needs and adapt to the evolving healthcare landscape.



(5) The Company has medical specialists in all fields.



(6) There is training for doctors and nurses, both internal and external.



(7) There are high-tech medical tools and equipment, such as medical equipment for the heart center and

aesthetic center, laser vision correction (LASIK), upper and lower gastrointestinal tract examination machine through a monitor system, diagnosis tools with MRI or CT scan, assistant robot for patients' physical rehabilitation, chemotherapy, standardized assisted reproductive technology, and evaluation tools for coagulation and hydrosurgery for diabetic wound treatment.



International Standard  
from Joint Commission  
International: JCI

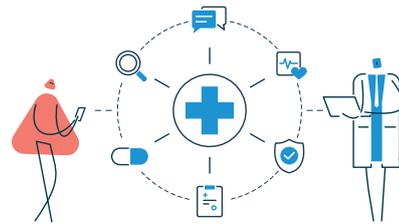
4 hospitals



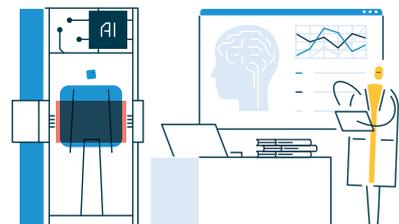
Health Institute  
Accreditation Hospital  
Accreditation: HA

8 hospitals

(8) Most of the affiliated hospitals have been accredited by Hospital Accreditation. In addition, World Medical Hospital, Kasemrad International Hospital Rattanaibeth, Kasemrad Hospital Ramkhamhaeng, and Kasemrad Hospital Prachachuen have received the international accreditation standard of Joint Commission International (JCI).



(9) The Company focuses on the development and comprehensive dental services through its mobile dental units operated by Bangkok Chain Dental Co., Ltd. These services include dental check-ups, scaling, fillings, extractions, and other related treatments. The Company prioritizes reaching underserved communities by providing services in various locations, such as schools, factories, and local communities.



(10) The Company operates a high-standard medical laboratory services center, specializing in pathology, anatomic pathology, and cytology, all of which comply with international standards. Furthermore, the Company has developed the "Kasemrad Vitamin and Mineral Water" a health beverage product that has been meticulously researched and designed to promote strength and balance in the body, demonstrating the Company's dedication to creating health value.

**02**

**Overall Sustainability  
Performance**





## About this Report<sup>3</sup>

**Bangkok Chain Hospital Public Company Limited** has prepared this Sustainability Report following international reporting frameworks to demonstrate its genuine commitment to leading the organization toward sustainability with accuracy and transparency for all stakeholders. This report covers the economic, social, and environmental dimensions throughout the Company's operations from January 1 to December 31, 2024.

## Sustainability Reporting Approach

Bangkok Chain Hospital Public Company Limited prepares the Sustainability Report to disclose its annual performance in sustainability through an integrated reporting approach, along with identifying key sustainability topics based on the principle of materiality assessment. The report aims to communicate progress in sustainability performance across economic, corporate governance, social, and environmental dimensions. This report is prepared following the GRI Sustainability Reporting Standards (GRI Standards). It aligns with the 10 Principles of the United Nations Global Compact (UNGC) and the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD). Additionally, the Company has integrated the United Nations Sustainable Development Goals (SDGs) into its corporate strategies and operations, demonstrating its commitment to advancing sustainability and meeting the expectations of various stakeholders.

## Companies Covered in this Report<sup>4</sup>

This report has been prepared with consideration for the business relevance, data availability, and the impact on the performance of Bangkok Chain Hospital Public Company Limited. The Company operates primarily in the health services sector as a private hospital group, with operations in both Thailand and the Lao People's Democratic Republic. The operations are categorized into four hospital groups as follows:

- World Medical Hospital Group
- Kasemrad International Hospital Group
- Kasemrad Hospital Group
- Karunvej Hospital Group



<sup>3</sup> GRI 2-2, GRI 2-3, GRI 3-1

<sup>4</sup> GRI 3-3

# Subsidiaries in Sustainability Reported 2024<sup>5</sup>

Performance data of Environmental Management, Health and Safety, and Sustainability Management System.

| List of Companies and Subsidiaries                         | Environmental                                   |                               |              |             |             |       |       |                  |               |          | Social |   | Economic |   |
|--|---|-------------------------------|--------------|-------------|-------------|-------|-------|------------------|---------------|----------|--------|---|----------|---|
|  | Power Generator                                 | LPG (Liquefied Petroleum Gas) | Vehicle Fuel | Medical Gas | Electricity | Water | Waste | Infectious Waste | Water Quality | Employee | Doctor |   |          |   |
| <b>A Bangkok Chain Hospital Public Company Limited</b>     |   |                               |              |             |             |       |       |                  |               |          |        |   |          |   |
| A1   | Head Office                                     | ●                             | ●            | ✓           | ●           | ✓     | ✓     | ✓                | ✓             | ✓        | ●      | ✓ | ●        | ✓ |
| A2   | Kasemrad Hospital Ramkhamhaeng                  | ✓                             | ●            | ✓           | ✓           | ✓     | ✓     | ✓                | ✓             | ✓        | ✓      | ✓ | ✓        | ✓ |
| A3   | Kasemrad Hospital Prachachuen                   | ✓                             | ✓            | ✓           | ✓           | ✓     | ✓     | ✓                | ✓             | ✓        | ✓      | ✓ | ✓        | ✓ |
| A4   | Kasemrad Hospital Rattanaithibeth               | ✓                             | ●            | ✓           | ✓           | ✓     | ✓     | ✓                | ✓             | ✓        | ✓      | ✓ | ✓        | ✓ |
| A5   | Kasemrad Hospital Bangkae                       | ✓                             | ✓            | ✓           | ✓           | ✓     | ✓     | ✓                | ✓             | ✓        | ✓      | ✓ | ✓        | ✓ |
| A6   | Kasemrad International Hospital Aranyaprathet   | ✓                             | ✓            | ✓           | ✓           | ✓     | ✓     | ✓                | ✓             | ✓        | ✓      | ✓ | ✓        | ✓ |
| A7   | World Medical Hospital                          | ✓                             | ✓            | ✓           | ✓           | ✓     | ✓     | ✓                | ✓             | ✓        | ✓      | ✓ | ✓        | ✓ |
| <b>B Rattanaithibeth General Hospital Co., Ltd.</b>        |   |                               |              |             |             |       |       |                  |               |          |        |   |          |   |
| B1   | Kasemrad International Hospital Rattanaithibeth | ✓                             | ✓            | ✓           | ✓           | ✓     | ✓     | ✓                | ✓             | ✓        | ✓      | ✓ | ✓        | ✓ |
| <b>C Sothon Vejchakit Co., Ltd.</b>                        |   |                               |              |             |             |       |       |                  |               |          |        |   |          |   |
| C1   | Kasemrad Hospital Chachoengsao                  | ✓                             | ✓            | ✓           | ✓           | ✓     | ✓     | ✓                | ✓             | ✓        | ✓      | ✓ | ✓        | ✓ |
| C2   | Kasemrad Hospital Prachinburi                   | ✓                             | ✓            | ✓           | ✓           | ✓     | ✓     | ✓                | ✓             | ✓        | ✓      | ✓ | ✓        | ✓ |
| <b>D Navanakorn Medical Co., Ltd.</b>                      |   |                               |              |             |             |       |       |                  |               |          |        |   |          |   |
| D1   | Kasemrad Hospital Pathumthani                   | ✓                             | ✓            | ✓           | ✓           | ✓     | ✓     | ✓                | ✓             | ✓        | ✓      | ✓ | ✓        | ✓ |
| D2   | Karunvej Hospital Ayutthaya                     | ✓                             | ●            | ✓           | ●           | ✓     | ✓     | ✓                | ✓             | ✓        | ✓      | ✓ | ✓        | ✓ |
| <b>E Bangkok Chain Management Co., Ltd.</b>                |   |                               |              |             |             |       |       |                  |               |          |        |   |          |   |
| E1   | Head Office                                     | ●                             | ●            | ●           | ●           | ●     | ●     | ●                | ●             | ●        | ●      | ● | ●        | ● |
| E2   | Laboratory (BCL)                                | ●                             | ●            | ●           | ●           | ●     | ●     | ●                | ●             | ●        | ●      | ● | ●        | ● |
| <b>F Sriburin Hospital Co., Ltd.</b>                       |   |                               |              |             |             |       |       |                  |               |          |        |   |          |   |
| F1   | Kasemrad Hospital Sriburin                      | ✓                             | ✓            | ✓           | ✓           | ✓     | ✓     | ✓                | ✓             | ✓        | ✓      | ✓ | ✓        | ✓ |
| F2   | Kasemrad Hospital Mae Sai                       | ✓                             | ✓            | ✓           | ✓           | ✓     | ✓     | ✓                | ✓             | ✓        | ✓      | ✓ | ✓        | ✓ |
| F3   | Kasemrad Sriburin Clinic Chiang Saen Branch     | ●                             | ✓            | ✓           | ✓           | ✓     | ✓     | ✓                | ✓             | ✓        | ✓      | ✓ | ✓        | ✓ |
| <b>G Saraburi Watchakit Co., Ltd.</b>                      |   |                               |              |             |             |       |       |                  |               |          |        |   |          |   |
| G1   | Kasemrad Hospital Saraburi                      | ✓                             | ✓            | ✓           | ✓           | ✓     | ✓     | ✓                | ✓             | ✓        | ✓      | ✓ | ✓        | ✓ |
| <b>H Bangkok Chain International (Laos) Co., Ltd.</b>      |   |                               |              |             |             |       |       |                  |               |          |        |   |          |   |
| H1   | Kasemrad International Hospital Vientiane       | ✓                             | ✓            | ✓           | ✓           | ✓     | ✓     | ✓                | ✓             | ✓        | ✓      | ✓ | ✓        | ✓ |
| <b>I Health Chain Innotech Co., Ltd.</b>                   |   |                               |              |             |             |       |       |                  |               |          |        |   |          |   |
| I1   | Head Office                                     | ●                             | ●            | ●           | ●           | ●     | ●     | ●                | ●             | ●        | ✓      | ● | ✓        |   |
| <b>J Kasemrad Ari Cancer Rangsi Raksa Center Co., Ltd.</b> |   |                               |              |             |             |       |       |                  |               |          |        |   |          |   |
| J1   | Kasemrad Ari Radiation Oncology Clinic          | ●                             | ●            | ●           | ●           | ✓     | ✓     | ✓                | ✓             | ✓        | ✓      | ✓ | ✓        | ✓ |
| <b>K Bangkok Chain Dental Co., Ltd.</b>                    |   |                               |              |             |             |       |       |                  |               |          |        |   |          |   |
| K1   | Mobile Dental Unit                              | ●                             | ●            | ✓           | ●           | ●     | ●     | ●                | ●             | ●        | ✓      | ✓ | ✓        | ✓ |

● = Non-Relevance The information is not relevant, not material, or has not yet been included in the reporting scope for this year.

<sup>5</sup> GRI 2-2, GRI 3-1



## Sustainability Operations of Bangkok Chain Hospital Public Company Limited

The company is committed to conducting its business with integrity, ethics, and transparency in management, thereby fostering trust and credibility. It emphasizes stakeholder engagement, sound audit systems, and consideration for social and environmental responsibilities to ensure compliance with business standards and the integration of sustainability principles. The company incorporates the Environmental, Social, and Governance (ESG) dimensions into its operations to create long-term value for all stakeholders, while proactively addressing challenges and risks arising from global changes. To prevent or mitigate potential negative impacts on the company, communities, society, and the environment, the company has formulated strategies aimed at becoming a leading hospital group. It also focuses on strategic partnerships to enhance service efficiency, build a brand that meets diverse customer needs, and continuously develop medical specialists and support teams to maintain high-quality and consistent standards in line with the company's strategic direction.

To demonstrate its commitment to sustainable business practices, the company has established the Sustainability, Corporate Governance, and Risk Management Committee (“Sustainability Committee”), which is responsible for setting goals, directions, policies, and sustainability strategies for the company’s operations. The committee considers the Sustainable Development Goals (SDGs), material issues identified through the corporate sustainability assessment, as well as the needs and expectations of stakeholders. The committee meets at least six times per year and promotes employee awareness, prioritization, and engagement in integrating sustainability into the strategic business plan. This integration serves as a key driver toward long-term sustainable business growth.





## Sustainability Principles and Conceptual Framework<sup>6</sup>

The company has established a Sustainability Policy that integrates internationally recognized principles and standards in sustainability, aiming to generate long-term impacts across economic, social, and environmental dimensions. This includes adherence to the United Nations Global Compact (UNGC), alignment with the Sustainable Development Goals (SDGs), compliance with standards set by the International Organization for Standardization (ISO), and responsiveness to the needs and expectations of stakeholders. These elements are embedded into the company's vision and business strategy to form a comprehensive organizational sustainability framework. The policy ensures alignment with stakeholder expectations both domestically and internationally, serving as a foundation for corporate sustainability management. Performance is tracked and reported by the Global Reporting Initiative (GRI) framework, demonstrating the company's firm commitment to sustainable development throughout the value chain.

In parallel, the company has also formulated specific policies and guidelines that address environmental and social considerations as part of its sustainable business development approach. These are informed by the operational context of the group's businesses, while considering anticipated global trends such as emerging risks and environmental challenges, including climate change and natural resource depletion. The goal is to ensure the organization is equipped with adaptive strategies that can effectively respond to these changes and align with the evolving expectations of all stakeholder groups.



<sup>6</sup> GRI 2-23

# Business Value Chain



The Company is committed to driving organizational transformation by conducting business responsibly across economic, environmental, and governance dimensions. We engage stakeholders through communication to understand their perspectives and expectations, supporting continuous operational improvement. Managing stakeholder impacts throughout the business value chain from upstream to downstream, covering core and support activities, is essential for creating long-term value and sustainability. Furthermore, the Company assesses the significance of stakeholders based on two factors: influence (impact) and interest in the Company, categorizing them into four groups: those requiring close engagement, including patients, service users, and employees; those whose satisfaction must be maintained, including shareholders, investors, creditors, and business partners; those requiring continuous communication, including communities, society, and government agencies; and those to be monitored, including competitors and the media. A summary of stakeholder groups and related activities is as follows:

## Stakeholders and Their Related Activities



### Patients and customers

Satisfying healthcare treatment and convenience to patients and customers



### Employee

- Provision of healthcare services
- Performance of other tasks



### Creditors

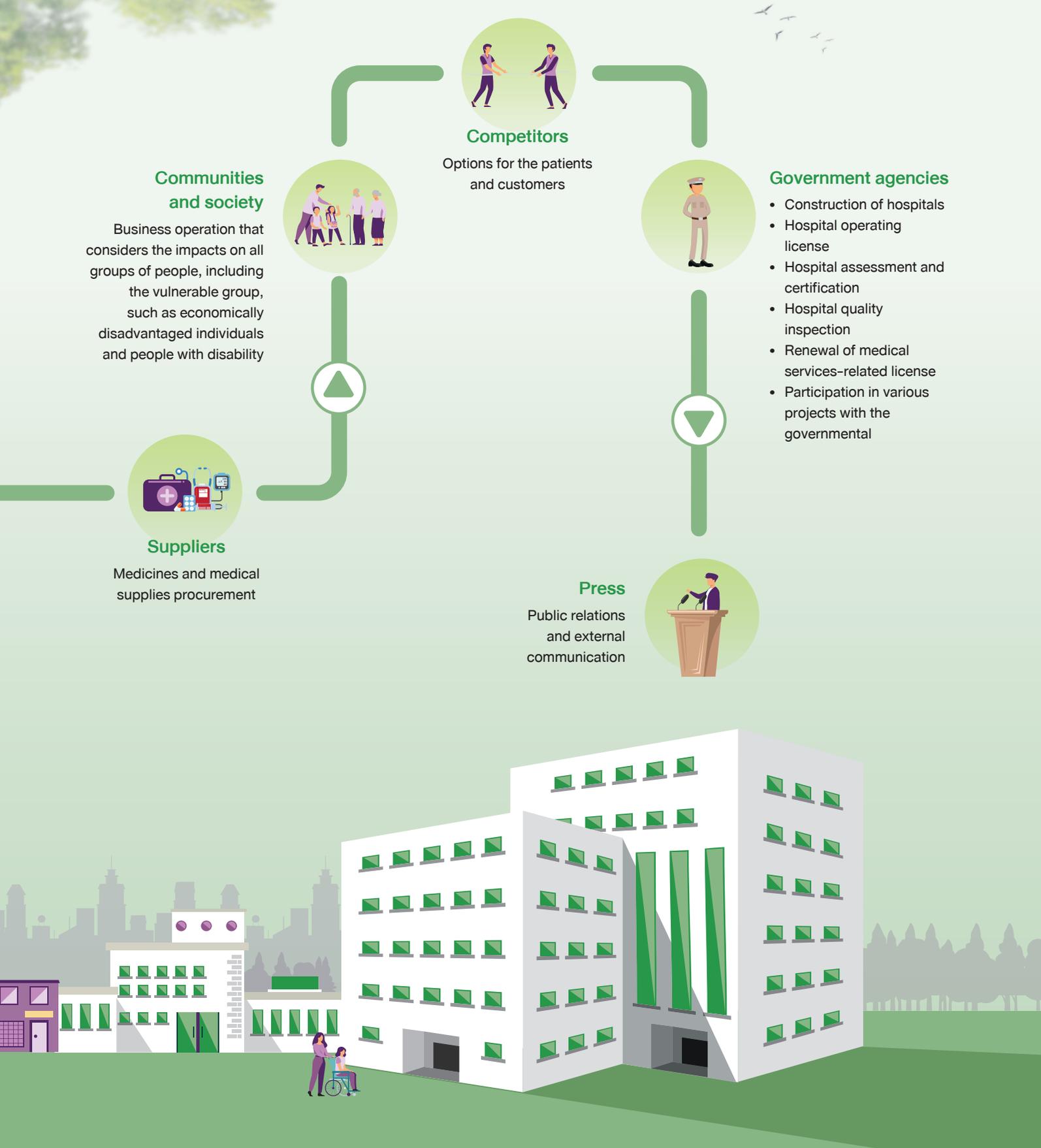
Capital funding



### Shareholders and investors

Satisfying to individuals/institutions that are interested in the company's securities







## Stakeholders in Business Value Chain Analysis

The company has established a process to analyze business activities related to stakeholders who may be affected by, or may affect, the company's operations. The company implements strategic communication and facilitates stakeholder engagement through multiple channels to ensure accurate understanding, maintain strong relationships, and monitor business changes. This approach enables the identification of opportunities, the mitigation of risks, and the determination of key business issues, as outlined below:



### DELIVERY OF QUALITY HEALTHCARE

The provision of healthcare services and treatment by established standards and ethical principles.



### ORGANIZATION & HUMAN RESOURCE DEVELOPMENT

Organizational and employee development.



### OCCUPATIONAL HEALTH AND SAFETY

Management of occupational health and workplace safety.



### FINANCIAL PERFORMANCE

Strong operational results and business growth.



### CORPORATE GOVERNANCE & TRANSPARENCY

Good corporate governance and compliance with applicable laws and regulations.



### SUPPLY CHAIN MANAGEMENT

Management of the supply chain.



### DATA PRIVACY & SECURITY

Protection of Data Privacy and Information Security.



### ENVIRONMENT & SOCIAL RESPONSIBILITY

Operations that consider community and environmental impacts.



### CLIMATE CHANGE

Management of the climate-related effects.

| Stakeholder   | Demand, Expectation  | The way to engage with Stakeholder  | Respond Strategy with Stakeholder  |
|---|--|---|--|
|  <p><b>1. Patient And Customer</b></p> | <p><b>Delivery of Quality Healthcare</b></p> <ul style="list-style-type: none"> <li>Standardized medical services with safety and a good code of conduct.</li> <li>Satisfactory to good services.</li> <li>Correct, quick, and convenient health information.</li> <li>Appropriate medical service fees.</li> </ul> <p><b>Data Privacy &amp; Security</b></p> <ul style="list-style-type: none"> <li>privacy and security of patient information and treatment information.</li> </ul>   | <ul style="list-style-type: none"> <li>Offline communication and consultation, online media (Website, Facebook, Line, Twitter), and Call center 1218.</li> <li>Service satisfaction survey.</li> <li>Public relations and knowledge sharing.</li> </ul>                                       | <ul style="list-style-type: none"> <li>Provide services to patients in accordance with Hospital Accreditation (HA) and certification to international standards, as set by the Joint Commission International (JCI).</li> <li>Open for opinions, suggestions, and complaints to improve services.</li> <li>Organize training to provide health knowledge.</li> <li>Assign a customer relations department to be responsible for evaluating expenses incurred and informing patients in advance of any charges that may be incurred.</li> <li>Provide a system to protect patient information and treatment information securely.</li> </ul>        |
|  <p><b>2. Employee</b></p>           | <p><b>Organization &amp; Human Resource Development</b></p> <ul style="list-style-type: none"> <li>Learning and developing skills and increasing potential in accordance with business changes.</li> <li>Being treated fairly and equally.</li> <li>Appropriate compensation and benefits as well.</li> <li>As career growth opportunities.</li> <li>Participation in activities related to the Company's operations.</li> </ul> <p><b>Occupational Health and Safety</b></p> <ul style="list-style-type: none"> <li>Management of safety and environmental standards in the workplace.</li> </ul> | <ul style="list-style-type: none"> <li>CEO roadshow.</li> <li>New employees' orientation.</li> <li>Organizing seminars and training for employees.</li> <li>Open to suggestions and opinions.</li> <li>Communication within the organization.</li> <li>Employee engagement survey.</li> </ul> | <ul style="list-style-type: none"> <li>Provide services to patients in accordance with Hospital Accreditation (HA) and certification to international standards, as recognized by the Joint Commission International (JCI).</li> <li>Open for opinions, suggestions, and complaints to improve services.</li> <li>Organize training to provide health knowledge.</li> <li>Assign a customer relations department to be responsible for evaluating expenses incurred and informing patients in advance of any charges that may be incurred.</li> <li>Provide a system to protect patient information and treatment information securely.</li> </ul> |

| Stakeholder   | Demand, Expectation  | The way to engage with Stakeholder  | Respond Strategy with Stakeholder   |
|---|--|---|---|
|  <p><b>3. Shareholders and Investors</b></p> | <p><b>Financial Performance</b></p> <ul style="list-style-type: none"> <li>• Good performance and business growth.</li> <li>• Good corporate governance and transparency.</li> <li>• Gaining good returns and appropriate dividend payments.</li> <li>• Receiving information related to the business transparently and continuously.</li> </ul> <p><b>Environment &amp; Social Responsibility</b></p> <ul style="list-style-type: none"> <li>• Conducting business with sustainability and continuity in mind, as well as being responsible for society, community, and environment.</li> </ul> | <ul style="list-style-type: none"> <li>• Organizing shareholder meeting.</li> <li>• Organizing activities between the Company, investors, and shareholders throughout the year, both online and offline, i.e., Analyst Meeting, Opportunity Day, Company Visit, Conference Call, Roadshow.</li> <li>• Disclosing complete, accurate, and timely information through the Stock Exchange of Thailand and the Company website.</li> <li>• Communication on a website, telephone, email, annual report, sustainability report, and management discussion and analysis.</li> </ul> | <ul style="list-style-type: none"> <li>• Achieve good performance and pay appropriate dividends in accordance with the Company's policy.</li> <li>• Formulate policies and practices to ensure business operations are conducted under strict, careful risk management with transparency, fairness, and verifiability.</li> <li>• Disclose essential information about the Company's operations accurately, completely, and in a timely manner.</li> <li>• Update information on the Company website to ensure it is up-to-date and complete.</li> <li>• Open to opinions and suggestions.</li> </ul> |
|  <p><b>4. Creditor</b></p>                 | <p><b>Financial Performance</b></p> <ul style="list-style-type: none"> <li>• Regain the principal and interest in accordance with the agreed-upon contract conditions.</li> <li>• Good performance and business growth.</li> </ul> <p><b>Corporate Governance &amp; Transparency</b></p> <ul style="list-style-type: none"> <li>• Good corporate governance with transparent management.</li> </ul>  | <ul style="list-style-type: none"> <li>• Disclosure of information through the Stock Exchange of Thailand.</li> <li>• Meeting to report performance in every quarter.</li> <li>• Communication on the website, telephone, email, and annual report.</li> </ul>  | <ul style="list-style-type: none"> <li>• Create good performance, repay principal and interest according to contract conditions.</li> <li>• Conduct business under strict, careful risk management, with transparent, fair, and traceable corporate governance.</li> <li>• Disclosing essential information about the company's operations.</li> </ul>  |
|  <p><b>5. Business partners</b></p>        | <p><b>Supply Chain Management</b></p> <ul style="list-style-type: none"> <li>• Transparent and fair negotiations or agreements.</li> <li>• Opportunity to conduct business together in the future.</li> </ul> <p><b>Data Privacy &amp; Security</b></p> <ul style="list-style-type: none"> <li>• Privacy and security of commercial agreements or data.</li> </ul>   | <ul style="list-style-type: none"> <li>• Visiting, Meeting between the Company and a business partner.</li> <li>• Meetings with partners, including presentations of new products and increasing knowledge of product usage.</li> </ul>   | <ul style="list-style-type: none"> <li>• Maintain good relationships with business partners, disclose auction and trading information transparently and equally.</li> <li>• Regularly listen to and exchange opinions with each other.</li> <li>• Promote partners to conduct sustainable business.</li> <li>• Ensure the secure protection of partners' information.</li> </ul>  |

| Stakeholder  | Demand, Expectation   | The way to engage with Stakeholder   | Respond Strategy with Stakeholder   |
|--|---|--|---|
|  <p><b>6. Communities, Society</b></p>  | <p><b>Environment &amp; Social Responsibility</b></p> <ul style="list-style-type: none"> <li>Improving access to medical services to promote a good quality of life.</li> <li>Promoting and supporting social and community activities, as well as providing knowledge about health promotion.</li> <li>Operations with the least impact on communities and society.</li> </ul> <p><b>Climate Change</b></p> <ul style="list-style-type: none"> <li>Proper management of climate change.</li> </ul> | <ul style="list-style-type: none"> <li>Open to suggestions and opinions from the community.</li> <li>Carrying out the activities with the community, i.e., providing knowledge and promoting health, through a volunteer project.</li> </ul> | <ul style="list-style-type: none"> <li>Affiliated hospitals provide services to insured persons under the Social Security program.</li> <li>Expanding affiliated hospitals to border areas with a lack of access to medical services.</li> <li>Offer opportunities for the community to participate in various activities and projects.</li> <li>Continuously support the budget for community and social activities.</li> <li>Provide channels for receiving feedback, including opinions, complaints, and suggestions.</li> </ul> |
|  <p><b>7. Government Sector</b></p>    | <p><b>Corporate Governance &amp; Transparency</b></p> <ul style="list-style-type: none"> <li>Compliance with the law and regulations related.</li> </ul>  | <ul style="list-style-type: none"> <li>Listen and provide opinions and suggestions on government regulations and practices.</li> </ul>   | <ul style="list-style-type: none"> <li>Conduct business activities correctly and in accordance with applicable laws and regulations, strictly adhering to related regulations.</li> </ul>   |
|  <p><b>8. Business competitor</b></p> | <p><b>Corporate Governance &amp; Transparency</b></p> <ul style="list-style-type: none"> <li>Conduct business under the rules of good and fair competition.</li> </ul>  | <ul style="list-style-type: none"> <li>Follow industry trends.</li> </ul>  | <ul style="list-style-type: none"> <li>Promote free trading.</li> <li>Treat its competitors fairly in a competitive environment.</li> </ul>   |
|  <p><b>9. Press</b></p>               | <p><b>Corporate Governance &amp; Transparency</b></p> <ul style="list-style-type: none"> <li>Gain accurate, fast, and timely information equally.</li> <li>Provide the media with an opportunity to meet and talk with senior executives.</li> </ul>  | <ul style="list-style-type: none"> <li>Interviews by executives through various channels.</li> <li>Disclose information through the Stock Exchange of Thailand, on the website, by telephone, email, and in the annual report.</li> </ul>    | <ul style="list-style-type: none"> <li>Disclose essential information about the Company's operations.</li> <li>Open to opinions and suggestions from the media.</li> </ul>  |



## The Approach to Determine Material Topics<sup>7</sup>

The Company conducted a review of all sustainability-related topics relevant to its business operations in 2024, placing importance on stakeholder engagement and sustainability principles. This process takes into consideration the needs and expectations of stakeholders while aiming to generate value for society and the environment. The Company regularly reviews and updates sustainability topics each year to align with global sustainable development trends and relevant industry movements. Material topics are selected through a process that incorporates input from stakeholders in each group, referencing the International Sustainability Reporting Standards (GRI Standards 2021). The materiality review process is conducted annually to ensure alignment with emerging trends and stakeholder expectations.



### 1. Review of Material Sustainability Topics

The Company assessed the material sustainability topics identified in 2024 to determine whether they remain relevant to the Group and its stakeholders. The assessment considered recent developments, including emerging trends, opportunities, risks, market directions, and stakeholder expectations, from both internal and external sources.



### 2. Engagement with Internal Stakeholders

The Company places great importance on the engagement of internal stakeholders in driving sustainability initiatives. Emphasis is placed on communicating with the Sustainability Management Committee and senior executives within the organization. Interviews were conducted to gather feedback and suggestions on sustainability issues, including goals, strategies, and operational approaches, to promote long-term sustainable development.



### 3. Engagement with External Stakeholders

The Company utilized information gathered from the review and analysis of material sustainability topics that are significant to both the Company and its stakeholders. These topics were categorized and assessed for their level of importance, considering alignment with the Global Reporting Initiative (GRI) indicators. In 2024, thirteen sustainability topics were identified as material to both stakeholders and the Company.



### 4. Prioritization

The Company places importance on the engagement of internal stakeholders in advancing sustainability. Emphasis is placed on communication with the Sustainability Management Committee and senior executives within the organization. To this end, the Company conducted interviews to gather insights and suggestions on sustainability-related matters, including goals, strategies, and operational approaches, to support long-term sustainable development.



### 5. Validation

The Sustainability, Corporate Governance, and Risk Management Committee is responsible for reviewing the results of the materiality assessment. The findings are then presented to the Board of Directors for verification and approval of the material topics before they are publicly disclosed.

<sup>7</sup> GRI 2-29, GRI 3-1

## Materiality Matrix<sup>8</sup>

Prioritization Criteria

| Stakeholder                                      | Company   |
|--|---|
| 1. Impact level on stakeholders                  | 1. Opportunity to create impact                     |
| 2. Importance of future issues to stakeholders   | 2. Impact severity level                            |
| 3. Stakeholder diversity                         | 3. Business risk level                              |
| 4. Expectation level of the Company's management | 4. Long-term impact level                           |
|  | 5. Importance and the opportunity of future issues  |
|  | 6. Consistency with the Company's policies or goals |

## Summary of Material Sustainability Topics for 2024

The company organizes and groups data derived from the identification of material issues significant to both the company and its stakeholders. It then analyzes the level of importance of these issues by benchmarking them against indicators of the GRI reporting framework. It was found that, in 2024, 13 key sustainability issues are material to both the stakeholders and the company.

### Materiality Matrix



<sup>8</sup> GRI 3-2

## Key Sustainability Issues in 2024



### Economic sustainability



1. Responsibility towards patients
2. Corporate Governance and Business Ethics
3. Privacy and data security
9. Supply chain management
13. Technology and innovation development



### Social sustainability



4. Organization and employee development
5. Access to medical services
6. Occupational health and safety
7. Human rights management
10. Development and participation in the community



### Environmental sustainability



8. Garbage and waste management
11. Water and wastewater management
12. Energy management and dealing with Climate Change



## Sustainability Management Strategy and Goals

The company places great importance on conducting business sustainably by establishing strategies and objectives aligned with the ESG principles, encompassing the three dimensions of Economy, Society, and Environment. The company emphasizes management practices that consider impacts across all dimensions to minimize or avoid any potential adverse effects on communities, society, and the environment. Sustainability approaches and goals are aligned with the United Nations Sustainable Development Goals (SDGs).

These approaches have been implemented within the company to balance organizational growth with responsibility to all stakeholders. The company is committed to continuous improvement in its operations, promoting mutual benefits among the organization, society, and the environment, ultimately leading to stable and sustainable long-term growth.



To be one of the leaders in healthcare industry,  
both domestically and in the Southeast Asian region.

The company adheres to the GRI Sustainability Reporting Standards (GRI Standards), complies with the Ten Principles of the United Nations Global Compact (UNGC), follows the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), and aligns with its corporate policies.

| Economic sustainability  | Social sustainability   | Environmental sustainability  |
|--|---|---|
|  Responsibility to Patients               |  Community Development and Engagement    |  Garbage and waste management                    |
|  Corporate Governance and Business Ethics |  Human Rights Management                 |  Water and wastewater management                 |
|  Data Privacy and Security                |  Occupational Health and Safety          |  Energy management and addressing climate change |
|  Supply Chain Management                  |  Access to Medical Services              |   |
|  Technology Development and Innovation    |  Organizational and Employee Development |   |

Collaboration and cultivating a strong sustainability mindset are key to building a resilient healthcare system for all.

| Sustainability Framework | Material Issue                                    | Stakeholders   | Management Guidelines   | Global Reporting Initiative (GRI) Standard   | Sustainable Development Goals (SDGs)  | Reported Content                        |
|--------------------------|---|--|---|--|---|---|
| Economic aspect          | Responsibility for patients                       | <ul style="list-style-type: none"> <li>Employees</li> <li>Government Agencies</li> <li>Customers / Patients</li> <li>Communities and Society</li> <li>Business Partners</li> <li>Investors, Shareholders, and Creditors</li> </ul> | <ul style="list-style-type: none"> <li>Develop the potential and quality of service, while building confidence among customers.</li> <li>Providing patient services in accordance with HA and JCI standards.</li> </ul>   | GRI 416-1, GRI 416-2, GRI 417-1, GRI 417-2, GRI 417-3, GRI 3-3   |          | Customer Relationship Management        |
|                          | Corporate Governance and Business Code of Conduct | <ul style="list-style-type: none"> <li>Employees</li> <li>Government Agencies</li> <li>Customers / Patients</li> <li>Communities and Society</li> <li>Business Partners</li> <li>Investors, Shareholders, and Creditors</li> </ul> | <ul style="list-style-type: none"> <li>Conduct business under strict, careful risk management, with transparent, fair, and traceable corporate governance.</li> <li>Conduct business activities correctly and appropriately in strict accordance with relevant laws and regulations.</li> </ul> | GRI 2-9, GRI 2-10, GRI 2-11, GRI 2-12, GRI 2-13, GRI 2-14, GRI 2-15, GRI 2-16, GRI 2-17, GRI 2-18, GRI 2-19, GRI 2-20, GRI 2-21, GRI 2-23, GRI 2-26, GRI 3-3, GRI 205-1, GRI 205-2, GRI 205-3, GRI 206-1 |    | Governance and Business Code of Conduct |
|                          | Privacy and Data Security                         | <ul style="list-style-type: none"> <li>Employees</li> <li>Government Agencies</li> <li>Customers / Patients</li> <li>Business Partners</li> <li>Investors, Shareholders, and Creditors</li> </ul>                                  | <ul style="list-style-type: none"> <li>Develop the potential to protect the personal information of stakeholders.</li> <li>Prepare guidelines for exercising rights related to personal data.</li> </ul>  | GRI 2-13, GRI 3-3  |   | Privacy and Data Security               |
|                          | Supply chain management                           | <ul style="list-style-type: none"> <li>Employees</li> <li>Government Agencies</li> <li>Customers / Patients</li> <li>Communities and Society</li> <li>Business Partners</li> <li>Investors, Shareholders, and Creditors</li> </ul> | <ul style="list-style-type: none"> <li>Continuously assess risks annually.</li> <li>Develop the potential and quality of service, while building confidence among customers.</li> </ul>   | GRI 204-1, GRI 308-1, GRI 308-2, GRI 407-1, GRI 408-1, GRI 409-1, GRI 414-1, GRI 414-2   |    | Supply Chain Management                 |

| Sustainability Framework | Material Issue                        | Stakeholders   | Management Guidelines  | Global Reporting Initiative (GRI) Standard                                | Sustainable Development Goals (SDGs) | Reported Content                                    |
|--------------------------|---------------------------------------|--|--|---|--------------------------------------|---|
|                          | Technology and innovation development | <ul style="list-style-type: none"> <li>Employees</li> <li>Government Agencies</li> <li>Customers / Patients</li> <li>Communities and Society</li> <li>Business Partners</li> <li>Investors, Shareholders, and Creditors</li> </ul> | <ul style="list-style-type: none"> <li>Promote the development of innovative medical services using technology to create business opportunities.</li> </ul>  | GRI 2-13, GRI 3-3   |                                      | Innovation and Technology                           |
| Social aspect            | Organization and employee development | <ul style="list-style-type: none"> <li>Employees</li> <li>Government Agencies</li> <li>Customers / Patients</li> <li>Communities and Society</li> <li>Business Partners</li> <li>Investors, Shareholders, and Creditors</li> </ul> | <ul style="list-style-type: none"> <li>Organize training to develop employees' knowledge and skills for effective work performance.</li> <li>Provide appropriate remuneration and benefits and promote work progress.</li> <li>Encouraging employee and stakeholder participation across all sectors to create sustainable value for society and contribute to the community.</li> </ul> | GRI 401-1, GRI 401-2, GRI 401-3, GRI 404-1, GRI 404-2, GRI 404-3, GRI 3-3 |                                      | Personnel Development and Human Resource Management |
|                          | Access to Medical Services            | <ul style="list-style-type: none"> <li>Employees</li> <li>Government Agencies</li> <li>Customers / Patients</li> <li>Communities and Society</li> <li>Business Partners</li> <li>Investors, Shareholders, and Creditors</li> </ul> | <ul style="list-style-type: none"> <li>Participate in providing medical services to insured persons under the Social Security program.</li> <li>Establish hospitals in the country's border areas to increase access to effective medical care services.</li> </ul>  |   |                                      | Healthcare Accessibility                            |

| Sustainability Framework | Material Issue                            | Stakeholders   | Management Guidelines  | Global Reporting Initiative (GRI) Standard   | Sustainable Development Goals (SDGs)  | Reported Content               |
|--------------------------|---|--|--|--|---|--------------------------------|
|                          | Occupational health and safety            | <ul style="list-style-type: none"> <li>Employees</li> <li>Government Agencies</li> <li>Customers / Patients</li> <li>Communities and Society</li> <li>Business Partners</li> <li>Investors, Shareholders, and Creditors</li> </ul> | <ul style="list-style-type: none"> <li>Raise awareness and change working behavior to create a safety culture.</li> </ul>  | GRI 403-1, GRI 403-2, GRI 403-3, GRI 403-4, GRI 403-5, GRI 403-6, GRI 403-7, GRI 403-8, GRI 403-9, GRI 403-10, GRI 3-3 |     | Occupational Health and Safety |
|                          | Human rights management                   | <ul style="list-style-type: none"> <li>Employees</li> <li>Government Agencies</li> <li>Customers / Patients</li> <li>Communities and Society</li> <li>Business Partners</li> <li>Investors, Shareholders, and Creditors</li> </ul> | <ul style="list-style-type: none"> <li>Respect human rights, equality, non-discrimination, and diversity of individuals.</li> </ul>  | GRI 412-1, GRI 407-1, GRI 3-3  |     | Human Rights                   |
|                          | Development and Engagement with Community | <ul style="list-style-type: none"> <li>Employees</li> <li>Government Agencies</li> <li>Customers / Patients</li> <li>Communities and Society</li> <li>Business Partners</li> <li>Investors, Shareholders, and Creditors</li> </ul> | <ul style="list-style-type: none"> <li>Support public benefit activities for society.</li> <li>Promote health knowledge and access to medical services for society and communities.</li> </ul> | GRI 413-1, GRI 413-2, GRI 3-3  |      | Community Engagement           |

| Sustainability Framework | Material Issue                                  | Stakeholders   | Management Guidelines   | Global Reporting Initiative (GRI) Standard  | Sustainable Development Goals (SDGs) | Reported Content          |
|--------------------------|---|--|---|---|--------------------------------------|---------------------------|
| Environment aspect       | Garbage and Waste Management                    | <ul style="list-style-type: none"> <li>Employees</li> <li>Government Agencies</li> <li>Customers / Patients</li> <li>Communities and Society</li> <li>Business Partners</li> <li>Investors, Shareholders, and Creditors</li> </ul> | <ul style="list-style-type: none"> <li>Support the correct management of each type of waste.</li> <li>Reduce waste at its source by changing behavior to minimize plastic usage.</li> </ul>   | GRI 306-1, GRI 306-2, GRI 306-3, GRI 306-4, GRI 306-5, GRI 3-3  |                                      | Waste Management          |
|                          | Water and Wastewater Management                 | <ul style="list-style-type: none"> <li>Employees</li> <li>Government Agencies</li> <li>Customers / Patients</li> <li>Communities and Society</li> <li>Business Partners</li> <li>Investors, Shareholders, and Creditors</li> </ul> | <ul style="list-style-type: none"> <li>Campaign for economical water usage.</li> </ul>  | GRI 303-1, GRI 303-2, GRI 303-3, GRI 303-4, GRI 303-5, GRI 3-3  |                                      | Water Management          |
|                          | Energy Management and Addressing Climate Change | <ul style="list-style-type: none"> <li>Employees</li> <li>Government Agencies</li> <li>Customers / Patients</li> <li>Communities and Society</li> <li>Business Partners</li> <li>Investors, Shareholders, and Creditors</li> </ul> | <ul style="list-style-type: none"> <li>Organize activities to create awareness of energy conservation among employees, partners, customers/patients.</li> <li>Replace equipment in hospitals and offices with energy-saving models.</li> <li>Install alternative energy sources that reduce energy use and lower greenhouse gas emissions.</li> </ul> | GRI 302-1, GRI 302-2, GRI 302-3, GRI 302-4, GRI 302-5, GRI 305-1, GRI 305-2, GRI 305-3, GRI 305-4, GRI 305-5, GRI 305-6, GRI 305-7, GRI 3-3 |                                      | Energy and Climate Change |

## Overview of BCH's Sustainability Performance

### CORPORATE GOVERNANCE AND ECONOMIC ASPECT

#### Total Revenue



**11,832.4**  
million Baht

#### Net profit attributable to the owners of the parent



**1,282.4**  
million Baht

#### Dividend per share



**0.40**  
Baht Per Share

#### EBITDA



**2,708.7**  
million Baht



#### Tax Contributions to the Government

**346.2**  
million Baht



#### Personnel-Related Expenditures

**2,395.6**  
million Baht

#### Corporate Governance

Received an "Excellence" rating in the Corporate Governance Report (CGR) survey for listed companies.



#### Executives' acknowledgement of the anti-corruption policy

**100%**



#### Executives' acknowledgement of the business code of conduct

**100%**



#### Partner assessment

**100%**



#### Supply Chain Management and Local Procurement (Thailand)

**1,842.7** million Baht

#### Customer Satisfaction Measured Using the Evaluation Indicators Based on the Principles of **HAPPY**



- Number of beds: **2,323** beds
- Daily patient capacity: **27,480** patients per day
- Number of examination rooms: **684** rooms
- Number of insured persons under the Social Security Scheme in 2024 (as of December 16, 2024): **1,033,657** persons
- Quota for insured persons under the Social Security Scheme in 2024: **1,856,100** persons

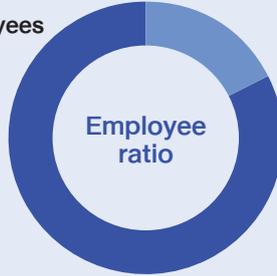
## SOCIAL ASPECT



Number of employees

**7,054**

persons



● Male : **17.04%**

● Female : **82.96%**



Average training hours per employee

**15.70**

hours per person per year



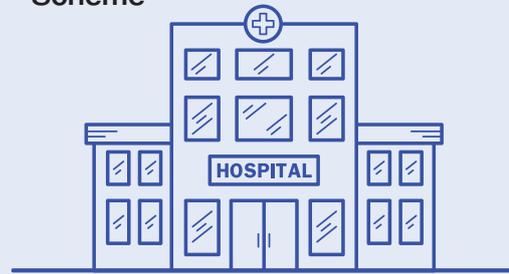
**No**

Cases of human rights violations in The entire value chain

Providing medical services under the Social Security Scheme

**10**

hospitals



**No**

Work-related fatalities were reported



**No**

Complaints from the community

## ENVIRONMENTAL ASPECT



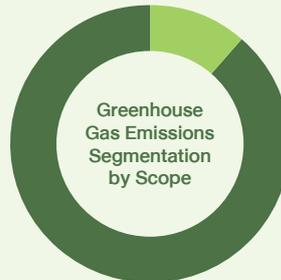
Greenhouse gas emissions

**23,843.60**

Tons of carbon dioxide equivalent (tCO<sub>2</sub>e)

● Scope 1 : **11.56%**

● Scope 2 : **88.44%**



Number of incidents of non-compliance with environmental laws and regulations

**0** cases



Electricity Consumption for Operational Activities

**56,728,311.05** kilowatt-hours (kWh)

Energy consumption intensity: **4,794.32** kWh per million baht of revenue.



Electricity Purchased from Renewable Energy Sources

**2,658,022.13** kilowatt-hours (kWh)

Representing approximately **4.68%** of its total electricity consumption.



Total Consumption of Oil and Fuel

**455,726.74** liters

Energy consumption intensity: **38.52** liters per million baht of revenue.



Water intake from various sources

(Including process water, groundwater, and municipal water supply)

**700,867.00** cubic meters

Water usage intensity: **59.23** cubic meters per million baht of revenue

# 03

## Sustainability Performance





# GRAND OPENING



กสิ  
ใน  
Kas



# EMERA

คลินิกเฉพาะทางด้านเวชกรรมรังสีรักษา  
เชมราษฏร์ อารี  
Chemrad Ari Radiation Oncology Clinic

# Economic Dimension





## Service quality & Responsibility to patients<sup>9</sup>

The affiliated hospitals prioritize patient safety above all else. Therefore, they have established policies for quality control of healthcare services and operational guidelines aligned with both national and international standards to mitigate potential risks to patients and the organization. The Company is committed to continuous and consistent improvement by implementing various quality management systems in patient care processes. These include national hospital accreditation standards (Hospital Accreditation: HA) from the Institute of Hospital Quality Improvement and Accreditation, as well as international hospital quality standards from the Joint Commission International (JCI).

In addition, the Company continuously manages customer relationships (Customer Relationship Management: CRM) with a strong focus on enhancing customer satisfaction alongside a commitment to delivering quality, standardized, and safe services. This approach helps to build confidence and trust among service users, thereby supporting the long-term retention of the Company's customer base.

### Service quality & Responsibility to patients



#### Patient Safety

Strict measures are implemented to prevent risks associated with medical treatment, including infection control within the hospital, by international standards such as JCI and HA.



#### Quality of Medical Care

Develop standardized treatment protocols and utilize advanced technology to enhance diagnostic and treatment efficiency, as well as to reduce patient waiting times, ensuring timely and optimal care delivery.



#### Patient Satisfaction

The hospital provides channels for patients to express their opinions, including a complaint and feedback system, which is used to improve service quality in alignment with patient needs.



#### Patient Rights and Data Protection

The hospital implements data security measures in compliance with laws such as PDPA and HIPAA. It also provides clear information regarding treatment procedures and patient rights before receiving services.



#### Access to Medical Services

The Company has expanded its hospital network, including the enhancement of telemedicine services and the development of staff readiness, to ensure that everyone has equitable access to quality healthcare.

<sup>9</sup>GRI 416-1

## Accreditation

| National Accreditation (Hospital Accreditation: HA)                                |  |
|--|--|
|   | <p>HA certification by the Healthcare Accreditation Institute (Public Organization) assures the quality and safety of patient care in healthcare facilities according to international standards. The assessment consists of 3 main parts based on overall operational quality, key hospital systems, and patient care processes and outcomes as follows:</p> <ol style="list-style-type: none"> <li><b>1. Quality Development:</b> Healthcare facilities develop work systems suitable for their conditions and in line with standards.</li> <li><b>2. Quality Assessment:</b> The Healthcare Accreditation Institute organizes an advisory committee to assess the quality development of healthcare facilities when they are ready to apply for accreditation.</li> <li><b>3. Quality Assurance:</b> The Healthcare Accreditation Institute approves accreditation for healthcare facilities that meet quality criteria. The first accreditation is valid for 2 years.</li> </ol> |
| International Accreditation (Joint Commission International: JCI)                  |  |
|  | <p>The objective of JCI standards is to improve the quality and safety of patient care through the assessment and certification of quality standards, as well as physical security systems to minimize potential risks to service users. It also includes organizational management, direction, and leadership, emergency response system, infection prevention and control system, communication and information system, human resource management system, quality system, and patient safety, as well as developing and improving the quality of healthcare services from admission to discharge. JCI standards indicate a quality comparable to healthcare facilities in Europe and the United States.</p>  |
|  | Patient-Centered Standards   |
|  | <ul style="list-style-type: none"> <li>• International Patient Safety Goals: IPSG</li> <li>• Access to Care and Continuity of Care: ACC</li> <li>• Patient-Centered Care: PCC</li> <li>• Assessment of Patients: AOP</li> <li>• Care of Patients: COP</li> <li>• Anesthesia and Surgical Care: ASC</li> <li>• Medication Management and Use: MMU</li> </ul>  |
|  | Health Care Organization Management Standards  |
|  | <ul style="list-style-type: none"> <li>• (Quality Improvement and Patient Safety: QPS)</li> <li>• Quality Improvement and Patient Safety: QPS</li> <li>• Prevention and Control of Infections: PCI</li> <li>• Governance, Leadership, and Director: GLD</li> <li>• Facility Management and Safety: FMS</li> <li>• Staff Qualifications and Education: SQE</li> <li>• Management of Information: MOI</li> </ul>   |

(See more details at [www.jointcommissioninternational.org](http://www.jointcommissioninternational.org), [www.ha.or.th](http://www.ha.or.th))

## BCH's Standards

|   |  |
|---|--|
|    | <p>ISO 15189 Medical Laboratory Quality Standard</p>   |
|    | <p>ISO 9002 Quality Assurance for Production, Installation, and Services</p>   |
|    | <p>ISO 15190 Medical Laboratory Safety Standard with a focus on Work Environment Management, Hazard Prevention, Biosecurity, and Waste Management</p>      |
|    | <p>ISO 9001 and ISO 9001:2015 Quality management system by international standards</p>   |
|    | <p>Hemodialysis Standards by The Royal College of Physicians of Thailand (RCPT)</p>  |
|  | <p>Quality Management Standards according to Medical Technology Standards for medical laboratories</p>   |
|  | <p>Laboratory Standards on SARS-CoV-2 with Real-time RT-PCR</p>  |
|  | <p>Service Standards on Assisted Reproductive Technology according to the Protection of a Child Born by Medically Assisted Reproductive Technology Act</p> |
|  | <p>Operations Management Standards based on Good Labor Practices (GLP) by the Department of Labor Protection and Welfare</p>                               |
|  | <p>ISO 9001 Quality and service management system focused on continuous process improvement and enhancing customer satisfaction</p>                        |
|  | <p>Office of Radiation and Medical Devices: Ensuring the safe and effective management and use of radiation equipment</p>                                  |
|  | <p>Nuclear and Radiation Regulatory Authority Compliance with Radiation Safety Standards and Regulations</p>   |

## Customer Satisfaction Goal

The Company prioritizes customer satisfaction by setting a customer satisfaction goal to achieve a satisfaction score of at least 80% in operations every year.

## Customer Satisfaction Survey 2024

The Company realized an opportunity for business development by analyzing customer feedback and continuously improving customer satisfaction. The indicators used were based on the H A P P Y principle, covering 5 aspects as follows:



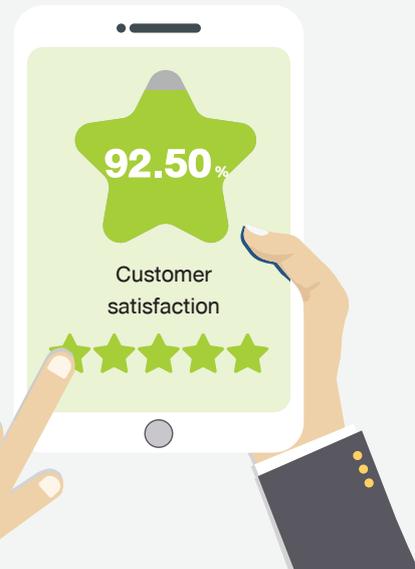
In **2024**

Based on the Company's satisfaction survey,

a total of **13,612** cases.

Included Suggestions a total of **7,048** cases (52%)

and compliments a total of **6,564** cases (48%)



### Satisfaction Result

| Satisfaction                              | Unit       | 2024  |
|---|------------|-------|
| Measurement of customer satisfaction rate | Percentage | 92.50 |
| Measurement of customer retention rate    | Percentage | 80.87 |



The results of the 2024 customer satisfaction survey will inform planning initiatives for 2025. The Company will continue to conduct regular customer satisfaction assessments to enhance service quality further and ensure the highest levels of customer satisfaction.

## Corporate Governance<sup>10</sup>

The Company places great importance on conducting its business with integrity, transparency, and accountability to society and all stakeholders. It has therefore adopted a Corporate Governance and Business Ethics Policy, based on the principles of good corporate governance set forth by the Securities and Exchange Commission and the Stock Exchange of Thailand. The policy comprises five key areas: shareholders' rights, equitable treatment of shareholders, roles of stakeholders, disclosure and transparency, and responsibilities of the Board of Directors. It applies to all stakeholder groups throughout the supply chain and is reviewed regularly.



The Company has established a Business Ethics and Corporate Governance Handbook as a guideline for conducting business operations. This serves to enhance operational efficiency and foster sustainable growth, thereby building trust among shareholders, investors, and all stakeholders. The handbook adheres to the principles of good corporate governance as outlined by the Securities and Exchange Commission (SEC) of Thailand and the Stock Exchange of Thailand (SET). Additionally, recommendations from the Thai Institute of Directors Association (IOD) are taken into consideration for regular review, improvement, and development of the handbook. This ensures the Board of Directors performs its duties effectively and consistently upholds good governance practices, promoting a shared understanding and serving as a foundation for cultivating a sustainable corporate culture.

<sup>10</sup> GRI 2-9, GRI 2-11, GRI 2-12

## Business Code of Conduct<sup>11</sup>

### Policy, Goals, and Performance

The Company has officially adopted its Corporate Governance and Business Ethics Policy, aligned with the principles of good corporate governance and the Corporate Governance Code of Conduct, both of which were approved by the Chief Executive Officer. This demonstrates the Company's commitment to conducting business with transparency, accountability, respect for human rights, and responsibility toward all stakeholders. Furthermore, the Company consistently communicates and disseminates its Code of Business Ethics to relevant stakeholders, including customers, business partners, subsidiaries, and strategic alliances, through various communication channels. This ensures a clear understanding of ethical business practices and encourages implementation, thereby fostering constructive relationships and promoting mutual sustainable development. The Company reviews these policies annually. The objectives and outcomes of implementation are as follows:

| Goals  | Performance  |
|--|--|
| By 2025, 100% of employees and business partners will acknowledge the Company's Business Code of Conduct and complete relevant training to adopt it as a framework for professional conduct. | BCH communicated its Business Code of Conduct to all 11 subsidiaries, achieving 100% coverage across the organization. The Company also communicated the Code to employees and business partners, with plans to conduct training sessions for both groups in 2025. |

The Board of Directors recognizes individuals' rights as stipulated by law by establishing various policies, including the Human Rights Policy, Anti-Corruption Policy with its Code of Conduct, Conflict of Interest Prevention Policy, and Insider Information Use Policy to prevent direct or indirect exploitation for personal or third-party gain. Additionally, measures are in place to prevent any infringement on intellectual property rights or the rights of others and to avoid involvement in political activities. The Company disseminates these policies and codes of conduct via its website and other media to ensure all stakeholders receive complete and accurate information. This communication is a key element in promoting transparency and credibility in the Company's operations, both internally and externally.

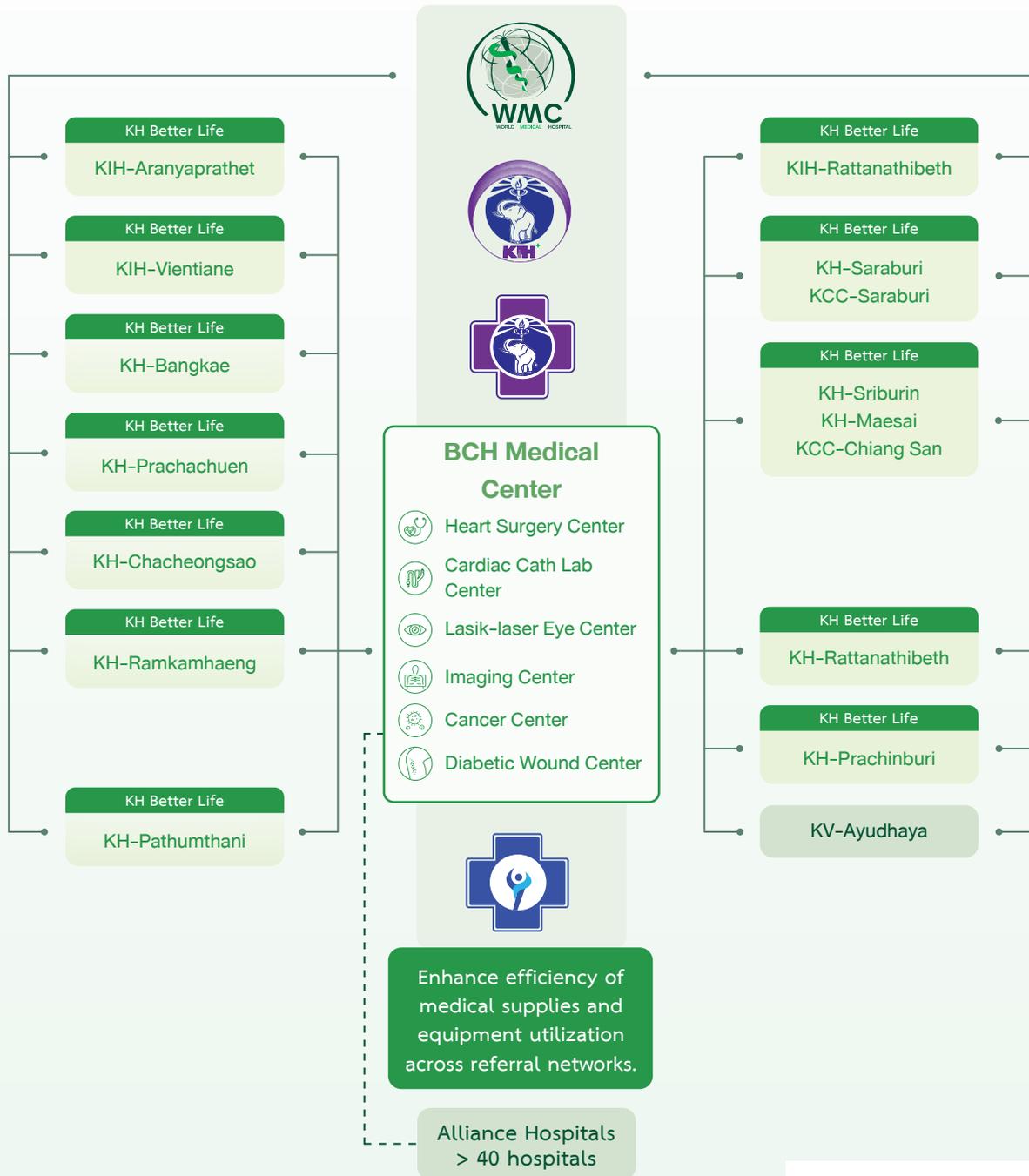


Scan the QR code for more information on our Corporate Governance and Business Ethics Policy.



<sup>11</sup> GRI 2-23, GRI 2-26

## Patient referral network within the group

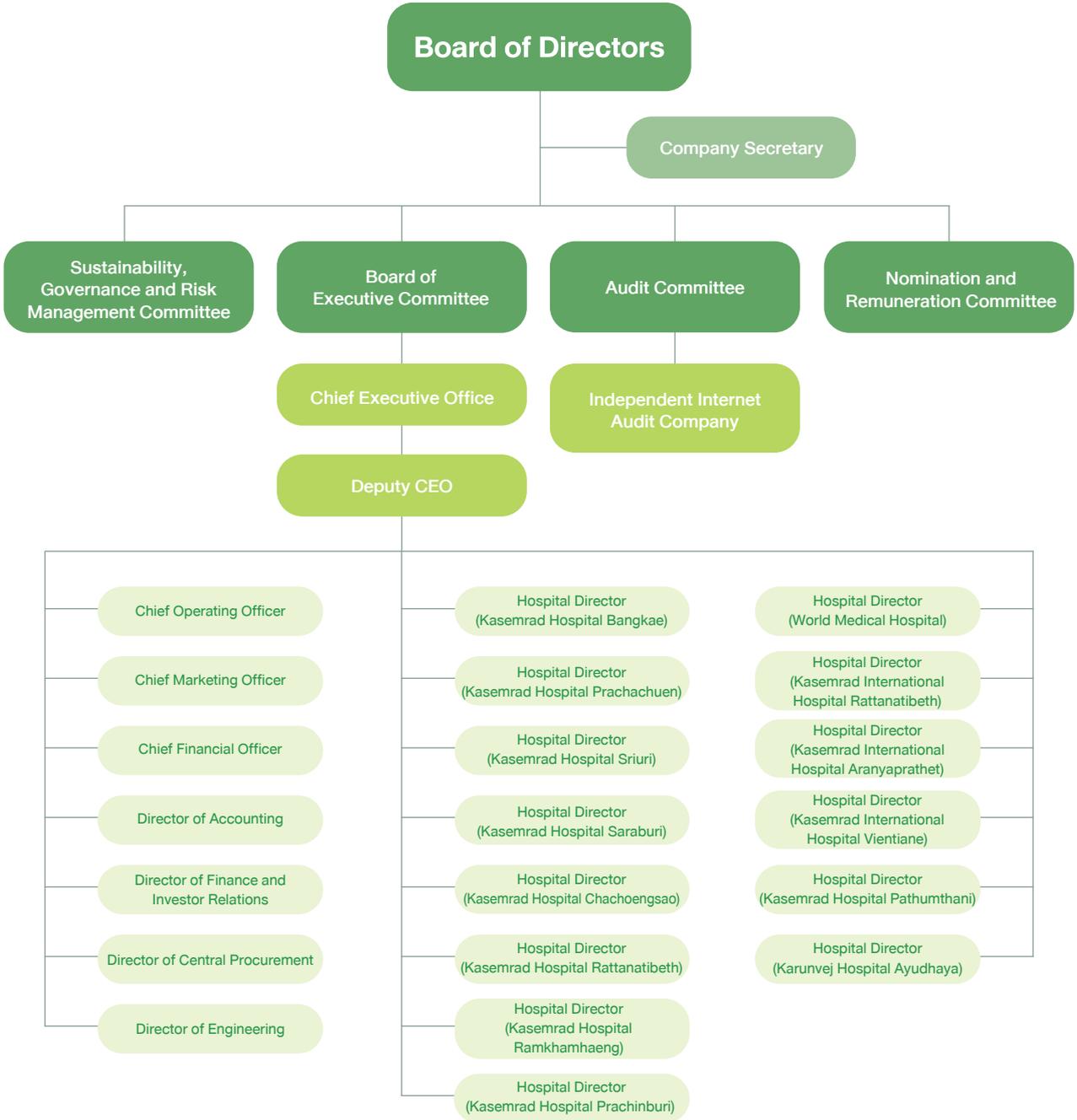


## Shareholding Structure of the Company



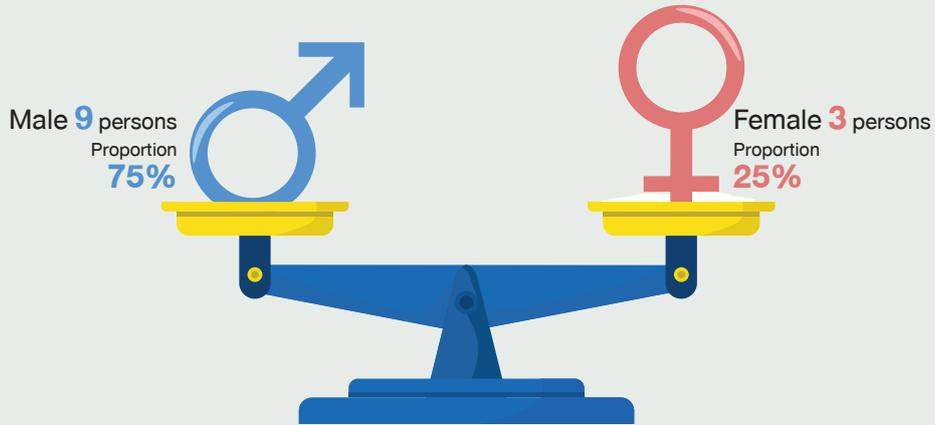
As of 31 December 2024

## Corporate Governance Structure



As of 31 December 2024

### Composition of the Board of Directors



#### Executive Directors (7 persons)



#### Non-Executive Directors (5 persons)



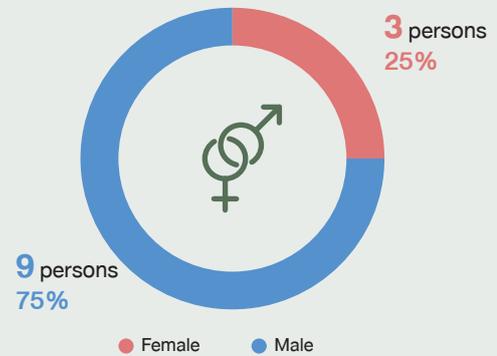
#### Independent Directors (4 persons)



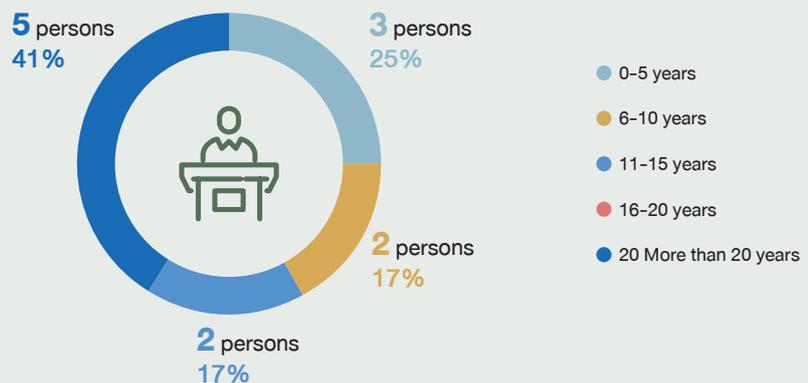
### Composition of the Board of Directors



### Gender Diversity of the Board of Directors



### The tenure of the board of directors



## Board of Directors

In 2024, the Board of Directors consisted of 12 members, including 1 Chairman, 7 Directors, and 4 Independent Directors. Subcommittees were established to enhance operational efficiency, comprising the Executive Committee, Audit Committee, Nomination and Remuneration Committee, Sustainability Governance and Risk Management Committee. The Company has developed charters for each committee detailing their roles, responsibilities, and duties.

As of December 31, 2024, the Company had a total of 12 board members, consisting of

- There are 7 executive directors, representing 58.33% of the total board members.
- There are 5 non-executive directors, representing 41.67% of the total board members.
- There are 3 female directors, representing 25.00% of the total board members.
- There are 4 independent directors, representing 33.33% of the total board members, which is more than one-third of the board. The total number of independent directors is at least 3. The selection and appointment of independent directors are considered legal requirements and are announced by the Stock Exchange of Thailand and the Securities and Exchange Commission.

In 2024, the Company held a total of 6 board meetings to oversee its operations in compliance with legal requirements. All 12 board members attended, representing 100% attendance.



## Recruitment of the Board of Directors<sup>12</sup>

The Company has established a Nomination and Remuneration Committee to assist in the recruitment and selection of qualified directors. The committee sources candidates based on experience, knowledge, and capabilities beneficial to the Company, without discrimination based on gender, ethnicity, nationality, or origin. It considers diversity and expertise aligned with business strategies, evaluates performance, and determines appropriate director remuneration. The selection process assesses directors' qualifications through education, training history, work experience, and current or prior positions within the Company or other organizations, compiled into a Board Skill Matrix. This approach ensures that recruitment aligns with the Company's operations and supports sustainable business growth.

To ensure business continuity, the Company has established a (Succession Plan)<sup>13</sup>, which specifies the qualifications required for the Chief Executive Officer (CEO) as follows:

1. Has a minimum of 10 years of work experience in hospital management and/or related business sectors.
2. Possesses knowledge, skills, and experience in operations management, strategic planning, and specialized expertise beneficial to the Company's business.
3. Demonstrates strong leadership, a broad vision, and upholds integrity and ethics in business conduct.
4. Maintains a transparent work history without any disqualifications as specified by the Securities and Exchange Commission's announcements.
5. Has organizational management capabilities and can make prudent decisions and solve problems with careful consideration, prioritizing the organization's best interests and driving the organization towards the goals set by the Board of Directors.

The succession planning process for the Chief Executive Officer (CEO) is as follows:

1. Has a minimum of 10 years of work experience in hospital management and/or related business sectors.
2. Possesses knowledge, skills, and experience in operations management, strategic planning, and specialized expertise beneficial to the Company's business.
3. Demonstrates strong leadership, a broad vision, and upholds integrity and ethics in business conduct.
4. Maintains a transparent work history without any disqualifications as specified by the Securities and Exchange Commission's announcements.
5. Has organizational management capabilities and can make prudent decisions and solve problems with careful consideration, prioritizing the organization's best interests and driving the organization towards the goals set by the Board of Directors.



Scan the QR code for more information on our Succession Plan Policy.



<sup>12</sup>GRI 2-10

<sup>13</sup>GRI 2-13

## Board Skill Matrix

| No. | Name-Surname                                | Position   | Expertise   |
|-----|---|--|---|
| 1.  | Asst. Prof. Dr. Somporn Harnphanich, M.D.   | Chairman of the Board of Directors, Member of Executive Committee, Deputy CEO, Member of Sustainability, Governance and Risk Management Committee  |                |
| 2.  | Prof. Dr. Chalerm Harnphanich, M.D.         | Director, Chairman of the Executive Committee, Chief Executive Officer   |                |
| 3.  | Ms. Pornluck Harnphanich, M.D.              | Director, Member of Executive Committee, Member of Sustainability, Governance and Risk Management Committee  |                |
| 4.  | Mr. Kantaporn Harnphanich                   | Director, Member of Executive Committee  |                |
| 5.  | Mr. Phinij Harnphanich                      | Director   |                |
| 6.  | Ms. Pornsuda Harnphanich, C.P.S.            | Director, Member of Executive Committee, Member of Sustainability, Governance and Risk Management Committee, Nomination and Remuneration Committee |                |
| 7.  | Mr. Voravee Kiatinoyomsak                   | Director, Member of the Executive Committee, Member of the Sustainability, Governance, and Risk Management Committee                               |      |
| 8.  | Mr. Surapant Taweewikayakarn, M.D.          | Director, Member of Executive Committee  |      |
| 9.  | Assoc. Prof. Virach Aphimeteetamrong, Ph.D. | Independent Director and Chairman of the Audit Committee   |      |
| 10. | Mr. Siripong Sombutsiri                     | Independent Director and Audit Committee, Chairman of the Nomination and Remuneration Committee  |      |
| 11. | Prof. Piphob Veraphong                      | Independent Director and Audit Committee   |      |
| 12. | Mr. Thawat Suntrajarn, M.D.                 | Independent Director, Nomination and Remuneration Committee  |      |

**Note:** Information as of December 31, 2024.

|   |                                      |   |   |   |         |   |                 |
|---|--------------------------------------|---|---|---|---------|---|-----------------|
|  | Medicine and the hospital management |  | Accounting                              |  | Finance |  | Law             |
|  | Sales and marketing strategies       |  | Business management and code of conduct |  | Economy |  | Risk management |
|  | Information technology               |   |   |   |         |   |                 |

## Knowledge Development and Promotion for the Board of Directors<sup>14</sup>

The Company places great importance on the development of knowledge and capabilities of the board of directors and executives to ensure effective performance of their duties in response to changes in the business environment, laws, and relevant international standards. The Company promotes and supports directors and executives in attending training courses that are beneficial to their roles and responsibilities. These courses enhance understanding of Good Corporate Governance principles, Risk Management, Accounting and Finance, relevant laws, and sustainable business development. In 2024, the training courses provided included the following details:



Mastering the Dynamics of Excellence by the Private Hospital Association



Import-Export Business Training for accounting, taxation, and Revenue Department audit, by Dharmniti Seminar and Training Co., Ltd.



Conceptual Framework for Financial Reporting by the Department of Business Development (DBD)



Mini Master of Management in Health by the ASEAN Institute for Health Development and the Preventive Medicine Association of Thailand



Financial Reporting Standards for NPAEs, including accounting system setup and digital-era auditing



Valuation of Companies for Modern Business by the Stock Exchange of Thailand and the Investment Analysts Association (IAA)

<sup>14</sup>GRI 2-17

## Information on Board Committees

The Board of Directors regularly attends board meetings to stay informed and jointly make decisions regarding business operations. The Company holds at least six meetings annually, with the schedule and agenda set in advance each year. Directors are also allowed to propose matters for consideration. As of December 31, 2024, the sub-committees comprise the Executive Committee, the Audit Committee, the Nomination and Remuneration Committee, and the Sustainability, Corporate Governance, and Risk Management Committee. These committees assist in overseeing, reviewing significant matters, and providing recommendations to the Board of Directors.



Executive Committee



Audit Committee



Nomination and  
Remuneration Committee



Sustainability, Governance,  
and Risk Management  
Committee

### Executive Committee

| Name-Surname                                 | Position   | Number of Meetings |
|--|--|--------------------|
| 1. Prof. Dr. Chalerm Harnphanich, M.D.       | Director, Chairman of the Executive Committee, Chief Executive Officer | 4 times per year   |
| 2. Asst. Prof. Dr. Somporn Harnphanich, M.D. | Chairman of the Board of Directors, Executive Committee                |                    |
| 3. Ms. Pornluck Harnphanich, M.D.            | Executive Committee  |                    |
| 4. Mr. Kantaporn Harnphanich                 | Executive Committee  |                    |
| 5. Ms. Pornsuda Harnphanich, C.P.S.          | Executive Committee  |                    |
| 6. Mr. Surapant Taweewikayakarn, M.D.        | Executive Committee  |                    |
| 7. Mr. Dhiti Pattanakamjorn, M.D.            | Executive Committee  |                    |
| 8. Mr. Voravee Kiatiniyomsak                 | Executive Committee  |                    |

### Audit Committee

| Name-Surname                                   | Position                        | Number of Meetings |
|--|---------------------------------|--------------------|
| 1. Assoc. Prof. Virach Aphimeteetamrong, Ph.D. | Chairman of the Audit Committee | 5 times per year   |
| 2. Mr. Siripong Sombutsiri                     | Audit Committee                 |                    |
| 3. Prof. Piphob Veraphong                      | Audit Committee                 |                    |

## Nomination and Remuneration Committee

| Name-Surname                        | Position  | Number of Meetings |
|-------------------------------------|---|--------------------|
| 1. Mr. Siripong Sombutsiri          | Chairman of the Nomination and Remuneration Committee | 2 times per year   |
| 2. Mr. Thawat Suntrajarn, M.D.      | Nomination and Remuneration Committee                 |                    |
| 3. Ms. Pornsuda Harnphanich, C.P.S. | Nomination and Remuneration Committee                 |                    |

## Sustainability, Governance, and Risk Management Committee

| Name-Surname                                 | Position   | Number of Meetings |
|--|--|--------------------|
| 1. Ms. Saifon Chaimongkol                    | Chairman of the Sustainability, Governance and Risk Management Committee | 6 times per year   |
| 2. Asst. Prof. Dr. Somporn Harnphanich, M.D. | Sustainability, Governance, and Risk Management Committee                |                    |
| 3. Ms. Pornluck Harnphanich, M.D.            | Sustainability, Governance, and Risk Management Committee                |                    |
| 4. Ms. Pornsuda Harnphanich, C.P.S.          | Sustainability, Governance, and Risk Management Committee                |                    |
| 5. Mr. Voravee Kiatiniyomsak                 | Sustainability, Governance, and Risk Management Committee                |                    |
| 6. Ms. Supotjanee Hahtapornsawan, M.D.       | Sustainability, Governance, and Risk Management Committee                |                    |
| 7. Ms. Vimomarn Krishnakalin                 | Sustainability, Governance, and Risk Management Committee                |                    |
| 8. Ms. Anchalee Kengkijkarn                  | Sustainability, Governance, and Risk Management Committee                |                    |
| 9. Ms. Thitiporn Wongchaisuriya, M.D.        | Sustainability, Governance, and Risk Management Committee                |                    |

Scan the QR code for further details on the Charter:

Scan the QR code for more information on the Board of Directors Charter.



Scan the QR code for more information on the Executive Committee Charter.



Scan the QR code for more information on the Audit Committee Charter.



Scan the QR code for more information on the Sustainability, Governance, and Risk Management Committee Charter.



Scan the QR code for more information on the Nomination and Remuneration Committee Charter.



# Performance Appraisal of the Board of Directors, Sub-Committees, and CEO<sup>15</sup>

The Company conducts annual performance appraisals of the Board of Directors both as a whole and on an individual basis, as well as performance appraisals of the sub-committees and the Chief Executive Officer. The results are presented to the Board of Directors annually, serving as a framework for reviewing performance and ensuring that the Board has fulfilled its duties appropriately and in alignment with good corporate governance principles over the past year. The performance appraisals are conducted as follows:

- 
- 1. Self-assessment of each committee
  - 2. Self-assessment of each board/committee member
  - 3. Self-assessment of each subcommittee
  - 4. Self-assessment of each subcommittee member
  - 5. Assessment of the Chief Executive Officer

## Criteria

The performance appraisal of the Board of Directors is conducted using assessment forms developed in alignment with the guidelines of the Stock Exchange of Thailand. In 2024, the Company reviewed and revised the assessment criteria to align with the principles of the Thai Institute of Directors Association (IOD), while ensuring relevance to the business context and adapting them to fit the Board’s specific structure and characteristics. The evaluation results serve as a key input for enhancing the Board’s performance and operational effectiveness.



### Meaning of the Scoring Criteria

- 100 percent**  
Fully implemented with excellent performance
- 75 percent**  
Well implemented
- 50 percent**  
Moderately implemented
- 25 percent**  
Minimally implemented
- 0 percent**  
Not implemented

<sup>15</sup>GRI 2-18

## Remuneration of the Board of Directors and Executives<sup>16</sup>

### Policy and Criteria for Remuneration of the Board of Directors

The Board of Directors has established policies and criteria for remunerating directors, covering base compensation and meeting allowances for positions including the Chairman, Executive Directors, Non-Executive Directors, Chairman of the Audit Committee, and Audit Committee members. The Remuneration Committee proposes the remuneration framework and criteria, which are then submitted to the Board for review and approval before being finalized and endorsed by the shareholders at the annual general meeting. Remuneration is determined based on multiple factors, including the Company’s performance, directors’ responsibilities, and comparisons with remuneration levels of listed companies on the Stock Exchange of Thailand with similar market capitalization and operating within the same industry. This approach ensures that the remuneration structure and level align with the commitment, responsibilities, and experience of the directors in driving the Company towards achieving both short-term and long-term objectives. Furthermore, the established remuneration is disclosed in the Company’s annual report to ensure transparency and provide clear information to shareholders and all stakeholders.

### Criteria for Director Remuneration and Gratuity

The Nomination and Remuneration Committee has considered the criteria for director remuneration, stipulating that directors are entitled to receive remuneration from the Company in various forms, including awards, meeting allowances, gratuity, bonuses, or other compensations as specified in the Company’s regulations or as approved by the shareholders’ meeting. Such remuneration may be set as a fixed amount or determined based on a specific calculation method. It may be applied either on a one-time basis or on an ongoing basis, pending any future amendments.

In addition, directors are entitled to per diem allowances and other benefits under the Company’s regulations, as a means of rewarding and supporting their effective and responsible performance.

Details of Remuneration for the Board of Directors and Sub-Committees in 2024

| Annual Remuneration | Approved Amount (Million Baht) | Actual Payment (Million Baht) |
|---------------------|--------------------------------|-------------------------------|
| 2567                | 8.50                           | 8.45                          |

| Gratuity | Approved Amount (Million Baht) | Actual Payment (Million Baht) |
|----------|--------------------------------|-------------------------------|
| 2566     | 7.00                           | 7.00                          |



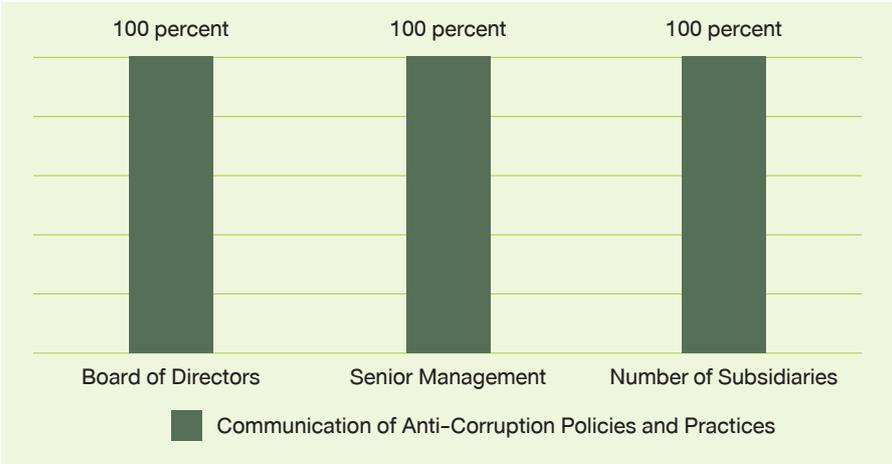
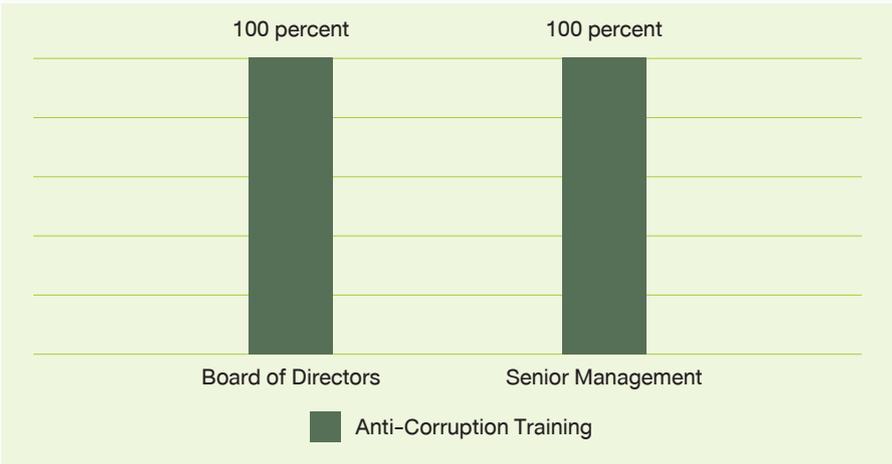
The Nomination and Remuneration Committee has reviewed and revised the criteria for remuneration and gratuity payments, in the form of cash and other benefits, for the Board of Directors and its sub-committees. This review assessed the appropriateness of these payments based on performance, duties, and responsibilities, as well as benchmarking against other companies in the same industry. The Committee therefore deemed it appropriate to propose to the Board of Directors and seek approval from the shareholders’ meeting for the director remuneration for the year 2025 in an amount not exceeding Baht 9.00 million per year, and the director gratuity for the year 2024 in an amount not exceeding Baht 7.00 million.

<sup>16</sup>GRI 2-19, GRI 2-20

# Anti-corruption<sup>17</sup>

## Policies, Goals, and Performance

The Company has established a formal Anti-Corruption Policy, Anti-Corruption Handbook, and Whistleblowing and Complaint Policy to ensure that the Board of Directors, executives, and all employees are aware of and strictly comply with these guidelines. The Company reviews these policies at least once a year. The Company’s goals and performance outcomes are presented as follows:

|                           |   |
|---------------------------|---|
| <p><b>Goal</b></p>        | <p>To disseminate, communicate, and ensure understanding of the Anti-Corruption Policy among 100 percent of the Company’s Board of Directors, employees, and business partners by 2025.</p>   |
| <p><b>Performance</b></p> | <ul style="list-style-type: none"> <li>• Communication of Anti-Corruption Policies and Procedures</li> </ul>  <p>The Company has planned to conduct anti-corruption training sessions for employees and business partners in 2025.</p> |
|                           | <ul style="list-style-type: none"> <li>• Anti-Corruption Training</li> </ul>  <p>The Company plans to provide anti-corruption training to employees and business partners in 2025.</p>  |

The Company has communicated its anti-corruption policy and practices and provided anti-corruption training to the Board of Directors and executives. Additionally, the Company plans to expand its communication and training on anti-corruption to employees and business partners in 2025.

<sup>17</sup>GRI 205-1, 205-2, 205-3

## Anti-Corruption Measures

The Company requires all departments to establish written operational procedures, which must be reviewed and approved by the department's management before they can be officially implemented. These procedures must consider the segregation of duties according to each step and process to ensure transparency and help prevent or detect corruption risks. The Company has also established business conduct guidelines for activities that pose a risk of corruption in dealings with both the public and private sectors, as follows:

### 1. Patient services

BCH declines to receive or give financial or other benefits from any person or organization that does not comply with the laws and business ethics.

### 2. Loan and obligation

BCH defines procedures and policy in compliance with business operations and the Securities and Exchange Act B.E. 2535. Determination of benefit and interest is reasonable in accordance with the market rate.

### 3. Procurement

Objectives for purchasing medical equipment and office supplies must be identified. For high-value purchasing, BCH establishes the procurement committee with the responsibility of selecting a suitable supplier and comparing the prices for transparency and fairness to all stakeholders.

### 4. Accounting and finance performance

Every business transaction is evidenced by an appropriate document. If there is income received from an unusual hospital operation, the supervisor should be informed, and a denial of acceptance should be made. In addition, the income is not transferred into the employee's account or to an unauthorized person. Business transactions should be essentially made up by the accounting staff in compliance with the related laws. If the incorrect transaction was found, then immediately inform the supervisor of the solution.

### 5. Human Resources

BCH operates without the acceptance of compensation or benefits from applicants during the job application period and the probation period.

### 6. Engineering Operation

BCH declines to receive or give benefits from public and private entities that do not comply with the laws and business ethics.

### 7. Medical license requirement

BCH declines to receive benefits from the public sector that does not comply with the laws and business ethics.

## Prevention of Conflict of Interest<sup>18</sup>

The Company has established guidelines prohibiting directors, executives, and employees from taking advantage of their positions for personal gain, as follows:



In accordance with the Notification of the Stock Exchange of Thailand, all related transactions involving directors, executive directors, and employees must adhere to the prescribed rules, procedures, and disclosure requirements of listed companies.



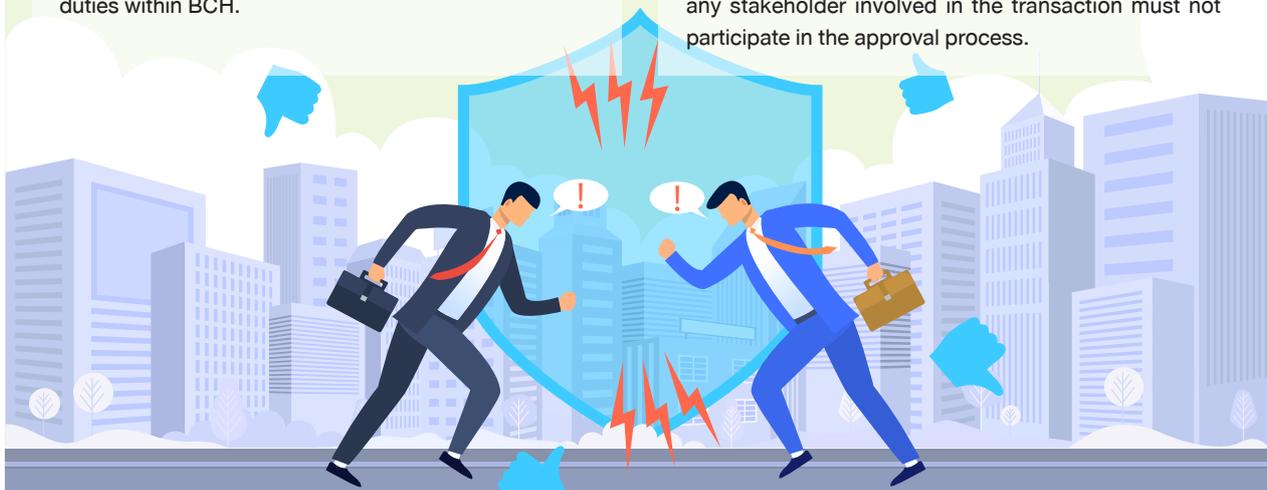
family members are involved in a business that competes with BCH's business or may cause a conflict of interest with BCH, such individuals must inform the company secretary in writing.



If a director, executive director, or employee holds a position as a director, partner, or advisor in another company or business organization, such appointment must not be in conflict with the interests of BCH, and should not interfere with the direct performance of their duties within BCH.



Unless it is necessary for the benefit of BCH, it is advisable to avoid engaging in transactions with oneself that may create conflicts of interest with the organization. If such transactions are necessary, they should be conducted as if they were with a third party. Additionally, any stakeholder involved in the transaction must not participate in the approval process.



The Corporate Secretary Department conducted training on the Code of Business Ethics, Anti-Corruption Policy, and guidelines for preventing conflicts of interest. The training included practical examples of proper conduct and responsibilities and was provided to the management teams of all affiliated hospitals. This initiative aimed to enhance accurate understanding and promote each hospital's management as role models in performing their duties with honesty and integrity, setting an example for all hospital staff.



Scan the QR code for more information on the Anti-Corruption Policy.



<sup>18</sup>GRI 2-15

## Whistleblower Channel and Complaint Investigation<sup>19</sup>

The Company allows directors, executives, employees, and both internal and external stakeholders of the Company and its subsidiaries to express opinions and file complaints on any matter that may affect them, such as legal violations, breaches of the Business Code of Conduct, corruption, conflicts of interest, deficiencies in internal control systems, service issues, employee rights, and human rights. Whistleblowers are not required to reveal their identity to protect their rights and interests. The Company will conceal names, addresses, or any identifying information and treat all data as confidential. Only those responsible for investigating the complaint will have access to such information. Representatives from the investigation committee participating in the review include:

- Human Resource Manager or a representative from the department
- A supervisor in the complainant's line of work who has no conflicts of interest with the complainant
- Representative from the Risk Management Committee
- Secretary of the Audit Committee or a representative from the Audit Committee

In that the Company's actions have harmed stakeholders, the Company will consider appropriate remedies for affected parties on a case-by-case basis. Additionally, such incidents will be used to develop preventive measures and improve or amend relevant policies in the future.

### Whistleblower Procedures



<sup>19</sup>GRI 2-16, GRI 2-25

## Whistleblowing Channels

|                |   |   |
|----------------|---|---|
| <b>Tel.</b>    | 02-836-9937   |  |
| <b>Fax</b>     | 02-106-4859   |   |
| <b>Email</b>   | report@bangkokchainhospital.com   |   |
| <b>Website</b> | www.bangkokchainhospital.com  |   |
| <b>Postal</b>  | Addressed to <b>Complaint Handler</b><br>Bangkok Chain Hospital Public Company Limited,<br>World Medical Hospital, 22nd Floor,<br>44 Moo 4, Chaengwattana Road, Pakkred Subdistrict,<br>Pakkred District, Nonthaburi Province 11120 |   |

**Note:** The "Complaint Handler" refers to the Company Secretary.

In 2024, complaints received through the channels above were summarized as follows:

| Violation of the Code of Conduct    | Number of Complaints |
|-------------------------------------|----------------------|
| Unethical Competition               | 0                    |
| Discrimination or Harassment        | 0                    |
| Money Laundering or Insider Trading | 0                    |
| Working Environment and Safety      | 0                    |
| Corruption or Bribery               | 0                    |
| Customer Privacy Data               | 0                    |
| Conflicts of Interest               | 0                    |
| Unethical Behavior                  | 0                    |
| Other                               | 0                    |



## Risk Management and Emergency Response

Risk management is a fundamental component of good corporate governance. In addition to supporting the Company's ability to achieve its established objectives, it also creates added value for the Company's stakeholders.

In 2024, the Company established a Sustainability, Governance, and Risk Management Committee comprising 9 members, chaired by Ms. Saifon Chaimongkol. The committee is responsible for setting strategies and delegating oversight tasks to ensure operations adhere to principles of good corporate governance, transparency, and fairness across all relevant departments, aligning with the prescribed risk management framework. The Company implemented risk assessment and management processes, and in 2024, the committee convened six times, presenting its findings to the Board of Directors on one occasion.

The Sustainability, Governance, and Risk Management Committee<sup>1/</sup> consists of 9 members, including:

| No. | Name-Surname                                     | Position  |
|-----|--|---|
| 1.  | Ms. Saifon Chaimongkol                           | Chairman of the Sustainability, Governance, and Risk Management Committee |
| 2.  | Asst. Prof. Dr. Somporn Harnphanich, M.D.        | Sustainability, Governance, and Risk Management Committee                 |
| 3.  | Ms. Pornluck Harnphanich, M.D.                   | Sustainability, Governance, and Risk Management Committee                 |
| 4.  | Ms. Pornsuda Harnphanich, C.P.S.                 | Sustainability, Governance, and Risk Management Committee                 |
| 5.  | Mr. Voravee Kiatiniyomsak                        | Sustainability, Governance, and Risk Management Committee                 |
| 6.  | Ms. Supotjanee Hahtapornsawan, M.D.              | Sustainability, Governance, and Risk Management Committee                 |
| 7.  | Ms. Vimomarn Krishnakalin                        | Sustainability, Governance, and Risk Management Committee                 |
| 8.  | Ms. Anchalee Kengkijkarn                         | Sustainability, Governance, and Risk Management Committee                 |
| 9.  | Ms. Thitiporn Wongchaisuriya, M.D. <sup>2/</sup> | Sustainability, Governance, and Risk Management Committee                 |

**Note:**

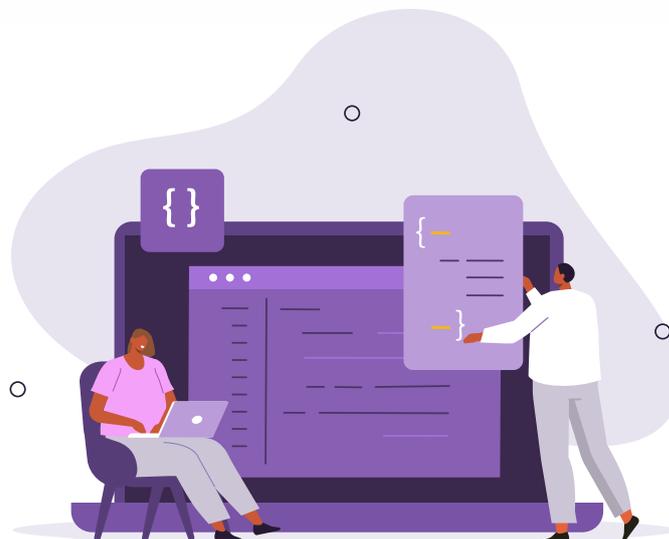
<sup>1/</sup> The Board of Directors meeting No. 2/2023 on February 28, 2023, approved the expansion of the scope of powers of the Risk Management Committee to become the Sustainability, Corporate Governance, and Risk Management Committee. This change aims to enhance operational practices and enterprise risk management in alignment with sustainable business development principles across environmental, social, and governance (ESG) dimensions.

<sup>2/</sup> Ms. Thitiporn Wongchaisuriya, M.D., was appointed as a member of the Sustainability, Governance, and Risk Management Committee at the 4/2567 Board of Directors meeting held on May 15, 2024.

## Roles and Responsibilities of the Sustainability, Corporate Governance, and Risk Management Committee

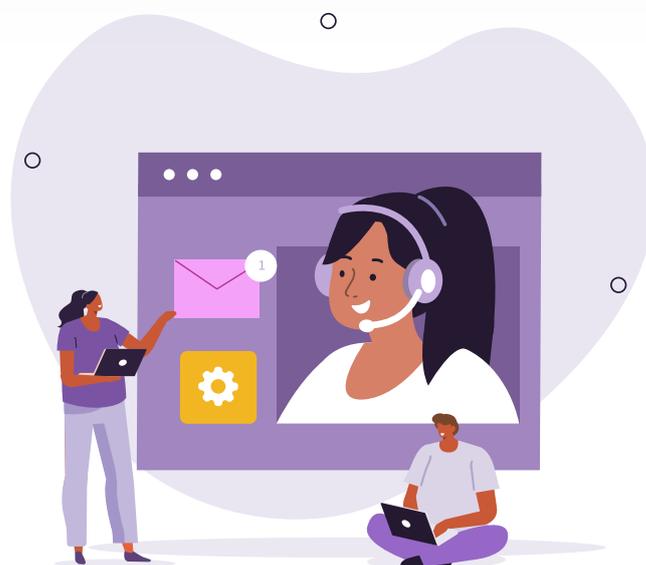
To demonstrate the commitment to sustainable business operations, the Board of Directors appointed the Sustainability, Corporate Governance, and Risk Management Committee (“Sustainability Committee”) on February 28, 2023. The committee is responsible for implementing the Company’s sustainability policies, overseeing sustainability activities to ensure alignment with these policies, monitoring the progress of related action plans, and facilitating communication of key organizational sustainability issues to employees at all levels. This is to raise employee awareness of sustainability matters that may impact the Company’s objectives.

1. Develop policies, goals, and practices that encompass the economic, social, and environmental dimensions of sustainability and corporate governance, thereby supporting long-term, sustainable business operations. Present these to the Board of Directors for approval and regularly review them to ensure alignment with the Company’s strategic direction.
2. Promote and facilitate collaboration in sustainability efforts across the organization by encouraging directors, executives, and employees to understand sustainability, corporate governance, and enterprise risk management. Support the integration of sustainability into the Company’s strategies and plans to achieve organizational sustainability goals.
3. Oversee operations and provide advice and recommendations on sustainability initiatives, including monitoring performance against internal and external sustainability indicators, and ensuring accurate disclosure of sustainability-related information.
4. Support, supervise, and monitor compliance with laws, regulations, and requirements of relevant regulatory agencies, as well as the Company’s Code of Business Ethics and Good Corporate Governance Handbook.
5. Review and propose the enterprise risk management policy and framework to the Board of Directors for approval.
6. Review and approve the acceptable risk appetite, then present it to the Board of Directors for their acknowledgment.



In 2024, the Sustainability Committee continued to provide policy-level oversight and key recommendations to management regarding the Company's Environmental, Social, and Governance (ESG) performance. Notable achievements included strengthening stakeholder engagement mechanisms, implementing systematic waste management practices, developing guidelines for reducing greenhouse gas emissions in the healthcare sector, and promoting the integration of sustainability risk and opportunity assessments at the organizational level. The Committee also regularly monitored and evaluated progress to ensure that the Company's direction remained aligned with its sustainable development goals.

7. Oversee the development and implementation of enterprise risk management policies and frameworks to ensure an effective and continuous risk management system throughout the organization.
8. Review risk management reports to monitor material risks and ensure the adequacy and appropriateness of risk management practices.
9. Coordinate with the Audit Committee to address significant corporate risks and ensure that the Internal Audit unit evaluates whether the Company's internal control system is adequate and supports effective risk management throughout the organization.
10. Regularly report on sustainability operations, corporate governance, and key risks and risk management practices to the Board of Directors.
11. Appoint subcommittees or working groups related to sustainability, corporate governance, and risk management as appropriate, and define their roles and responsibilities to support effective operations.
12. Provide advice and guidance to subcommittees or working groups responsible for sustainability, corporate governance, and risk management, and recommend appropriate solutions to enhance sustainability performance and improve enterprise risk management systems.
13. Perform any other duties related to sustainability, corporate governance, and risk management as assigned by the Board of Directors.



## Risk Management Processes<sup>20</sup>

The Company's risk management processes are as follows:



However, the BCH evaluates and reports the results of risk management every 2 months to maintain the internal risks at an acceptable level.

### Goals, Risks, and Risk Mitigation Measures

BCH has short-term and long-term risk management goals as follows:

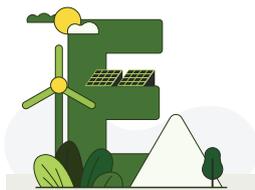
|              |   |
|--------------|---|
| <b>Goals</b> | BCH manages the risks, covering economic, social, and environmental dimensions, so that these risks do not affect normal business operations. |
|--------------|---|

BCH's risks can be divided into 4 groups: operational risks, financial risks, shareholder investment risks, ESG risks, and emerging risks. BCH has considered the risk factors, analyzed the impact and opportunity, and found that the results of the risk assessment in 2024 do not affect BCH's operations.

<sup>20</sup>GRI 3-3

## Key Sustainability and Business Risks

The Company faces a range of business risks that may impact its operations and competitiveness, including changes in government policies and regulations, rapid technological advancements, cybersecurity and personal data protection risks, as well as macroeconomic volatility and competition within the healthcare service industry. Internal factors such as human resource management and maintaining service quality are also critical and require ongoing attention and improvement. The Company continuously assesses these impacts and develops risk management plans and mitigation measures to adapt to change and ensure stable and sustainable business operations.



### Economic Dimension

#### Potential risks

- Emerging infectious disease risks
- Climate change risks



### Social Dimension

#### Business operational risks

- Social and community risks
- Litigation risks
- Risk of reliance on a few suppliers in the importation of pharmaceuticals and/or medical supplies



### Environmental Dimension

#### Business operational risks

- Risks from the government's health policies
- Competitive risks in the private hospital business
- Personnel shortage risks
- Litigation risks
- Corruption risks
- Risks of personal data breaches
- Investment risks of securities holders
- Investment risks of foreign securities
- Risk of non-compliance with laws, regulations, standards related to business operations, and environmental laws

#### Financial risks

- Credit risks
- Liquidity risks
- Interest rate volatility risks
- Foreign exchange rate volatility risks

#### Potential risks

- Information technology system change risks
- Information Technology Security Risks
- Risks Arising from False or Inaccurate Public Health Communications

## Strategic and Business Operational Risks

| Risk Description                                 | Business Impact                                     | Risk Mitigation Measures / Risk Management Plan  |
|--|---|--|
| Risks from the government's health policies      | Effect on income due to the social security service | Executives closely monitor the change and actively participate in the policy-setting discussion.                   |
| Competitive risks in a private hospital business | Effect on income due to a loss of competitiveness   | BCH has improved service quality and opened a new specialized medical center to care for patients comprehensively. |

## Business Operational Risks

| Risk Description  | Business Impact                                 | Risk Mitigation Measures / Risk Management Plan  |
|---|---|--|
| Personnel shortage risks  | Effect on continuation of business operation    | BCH provides competitive remuneration package and appropriate welfare. Additionally, BCH provides employees with the opportunity to participate in management discussions.   |
| Corruption risks  | Affect the image and business operation         | BCH establishes and communicates Anti-Corruption policy to the employee within the organization to acknowledge and practice.   |
| Risk of reliance on a few suppliers in the importation of pharmaceuticals and/ or medical supplies. | Impact on the The Company's business operations | The Company regularly conducts auctions for medicines and/or medical supplies used within hospitals every year to enhance communication channels with suppliers and to ensure adequate inventory planning for ongoing usage. |
| Risks of personal data breaches   | Affect the image and business operation         | BCH establishes a privacy policy and requests permission to collect and use the data, appointing a working group to be responsible for protecting personal data.   |



## Regulatory and Legal Risk

| Risk Description  | Business Impact  | Risk Mitigation Measures / Risk Management Plan   |
|---|--|---|
| Litigation risks  | Effect on the image and reputation of the BCH and the cost of damage from litigation | BCH complies with the quality and standards of medical care, including Hospital Accreditation (HA) and Joint Commission International (JCI).  |
| Social and community risks  | Effect on the image and reputation of the BCH and the cost of damage from litigation | BCH establishes the Environment of Care Committee (ECC) to ensure that environmental and safety operations are conducted efficiently and effectively. The committee must assess problems that impact the environment and safety of hospital staff, clients, and nearby communities, and plan an environmental risk management program that may arise from the hospital's business operations. |
| Regulatory and Legal Risk<br>Litigation risks<br>Social and community risks<br>Risk of non-compliance with laws, regulations, standards related to business operations and environmental laws | Impact on the Company's business operations, reputation, and damages from litigation | The Company operates hospitals and various specialty clinics, requiring permits from relevant authorities. It must comply with laws, regulations, and various provisions, including obtaining permits to operate healthcare facilities and conducting Environmental Impact Assessments (EIAs) for large hospital buildings.   |

## Financial Risks

| Risk Description                                    | Business Impact  | Risk Mitigation Measures / Risk Management Plan  |
|---|--|--|
| Credit risks  | Effect on operating cash flow                                | BCH reviews the ability of debt repayment for the client and issuer.   |
| Financial liquidity risks                           | Effect on business operation                                 | BCH takes measures to maintain the business's cash flow appropriately.   |
| Exchange Rate Volatility Risk                       | Effect on Foreign Exchange Rate Fluctuations                 | Aligns foreign currency income with related expenses and loan repayments to reduce exposure to exchange rate fluctuations (natural hedge). |
| Risk from Interest Rate Volatility                  | Impact on the Company's Financial Costs                      | Assessing future economic conditions to secure loans at appropriate interest rates.  |
| Risk arising from fluctuations in securities prices | Price volatility of securities                               | Risk management measures in corporate governance include adhering to sound governance principles and sustainable business practices.       |
| Risk from investment in foreign bonds               | Financial cost impact<br>Impact on the Company's performance | Measures to manage foreign currency revenues and expenses in alignment (Natural Hedge).  |

## Investment risks of securities holders

| Risk Description               | Business Impact                             | Risk Mitigation Measures / Risk Management Plan   |
|--------------------------------|---|---|
| Interest rate volatility risks | Impact on the financial cost of the Company | BCH evaluates the future economic situation to determine a suitable interest rate for a loan. |

## Investment risks of foreign securities

| Risk Description                       | Business Impact   | Risk Mitigation Measures / Risk Management Plan   |
|--|---|---|
| Foreign investment risk from debenture | Effect on financial cost<br>Effect on financial performance | BCH set a financial measure by matching incomes and expenses in foreign currency (Natural Hedge). |

## Emerging Risks

| Risk Description  | Business Impact   | Risk Mitigation Measures / Risk Management Plan   |
|---|---|---|
| Risk from information technology systems security   | Effect on business continuity   | BCH has continually improved its technology security system and raised the awareness of technology systems security.  |
| Risk of changes in information technology systems   | Advancements in information technology systems have led to increased risks of cybersecurity threats.  | Continuously study and enhance the Company's technology security systems to prevent threats to the Company's information technology infrastructure, and consistently raise awareness among employees about safe technology use.   |
| Risks are associated with the dissemination of false or inaccurate information regarding public health. | False or inaccurate public health information may cause panic due to misunderstandings or the spread of misinformation.   | The Company conducts public awareness campaigns and promotes health education to ensure that the public receives accurate information. Additionally, it monitors and regulates the information disseminated on online media platforms.  |
| Risk from emerging infectious diseases  | Positive impacts include revenue generation; however, it may simultaneously pose management challenges when severe health risks lead to patient demand exceeding the hospital's capacity. | The Company manages risks by leveraging experience and expertise gained from handling the COVID-19 pandemic. For example, it has established a network of hotels that can be converted into temporary medical facilities in the event of an emerging infectious disease. The Company also has experience providing telemedicine services and is preparing to implement new technologies to enhance patient convenience in medical care. |
| Climate change risks  | The effect on the operations of the hospital caused by a higher number of patients  | Increase the capacity of the patient admission by adapting hotels into the hospitals and provide telemedicine service.  |

## Business Continuity Plan at Hospital Level

BCH conducts a Business Continuity Plan (BCP) to improve the efficiency of BCH's business operations. BCH provides a prevention and mitigation plan in 7 areas as follows:

1. Fire Prevention and Mitigation Plan
2. Casualty Prevention and Mitigation Plan
3. Computer System Failures Prevention and Mitigation Plan
4. Natural Disaster Prevention and Mitigation Plan
5. Rescue Incident Prevention and Mitigation Plan
6. Threatening / Abduction Prevention and Mitigation Plan
7. Mass Casualty Incident Prevention and Mitigation Plan

## Risk Management Culture<sup>21</sup>

BCH aims to foster a risk-aware culture throughout the organization and expects employees to be aware of the risks inherent in their day-to-day business activities, taking responsibility for managing them effectively through the following practices:

**(1) Risk Management Training** Risk management training is provided to hospital personnel, including executives, department managers, supervisors, and staff. The objective is to enhance the effectiveness of risk management operations within the hospital.

**(2) Collaboration with Skill Labor Development Center, Nonthaburi province, to arrange risk management training in compliance with international standards.** BCH conducted risk management training for hospital personnel under the Skill Development Promotion Act B.E. 2545 (2002), in collaboration with the Nonthaburi Skill Development Office. The course content includes the importance of risk management, processes, governance, risk control, and internal control.

## Internal Control System

BCH assessed the Company's internal control system in 5 parts as follows:

- 1) Organization and environment
- 2) Risk management
- 3) Operation control of the management
- 4) Information and communication systems
- 5) Communication systems and monitoring

In 2024, the Board of Directors, the Audit Committee, and management held joint meetings to evaluate the internal control system. This evaluation was based on the findings from the internal audit department, recommendations from external auditors, and additional inquiries from management. It was concluded that the Company maintains an effective internal control system, including adequate controls over transactions with major shareholders, directors, executives, or related parties. Regarding the internal controls of its subsidiaries, the Company requires its subsidiaries to establish internal control systems that are aligned with the Company's guidelines. Additionally, the Company has assigned personnel from the internal audit department to review the operations of these subsidiaries. In 2024, it was found that all subsidiaries had implemented sufficient internal controls across the five key components, consistent with the Company's standards.

<sup>21</sup>GRI 3-3

## Emergency Management within the Hospital

BCH is committed to maintaining the security of lives and properties, as well as protecting the environment. Therefore, BCH conducts an emergency management plan to prevent and mitigate the effects that could impact hospitals and communities, as well as share knowledge among relevant individuals as a preparation for emergencies, with the following details:

### 1) Role and Responsibility

| Department                     | Role and Responsibility  |
|--------------------------------|--|
| 1. Incident Commander          | <ul style="list-style-type: none"> <li>- Provide policy, supervise the operation, and receive the report from the director.</li> <li>- Begin and complete the plan.</li> </ul>   |
| 2. Safety and Security Officer | <ul style="list-style-type: none"> <li>- Identify and plan to migrate the safety factor.</li> <li>- Manage and control situations that might affect safety and security.</li> <li>- Control entry and exit points to ensure safety in buildings and manage traffic effectively.</li> <li>- Coordinate with police or traffic police.</li> </ul>  |
| 3. Liaison Officer             | <ul style="list-style-type: none"> <li>- Coordinate with external organizations in both the public and private sectors to manage emergency incidents.</li> </ul>   |
| 4. Public Information Officer  | <ul style="list-style-type: none"> <li>- Center for providing information from the commanding center to journalists and television media.</li> <li>- Coordinate with the commanding center to provide information to the patient.</li> </ul>   |
| 5. Medical Specialist          | <ul style="list-style-type: none"> <li>- Provide medical advice to respond to emergency incidents and roles to the staff of the commanding center.</li> </ul>  |
| 6. General Support Director    | <ul style="list-style-type: none"> <li>- Plan with various department to maintain continuity.</li> <li>- Manage an appropriate workforce.</li> <li>- Coordinate with the supporting team, including the building, technical, and housekeeping staff.</li> <li>- Coordinate with internal and external communication teams.</li> <li>- Coordinate with the supporting team to provide food, transportation, and other necessary facilities.</li> <li>- Coordinate with the purchasing team.</li> <li>- Coordinate with the security team.</li> <li>- Report to the incident commander.</li> </ul> |
| 7. Finance Chief               | <ul style="list-style-type: none"> <li>- Manage expenses for the patient.</li> <li>- Take care and coordinate with the insurance Company for both domestic and international suppliers.</li> </ul>   |
| 8. Planning Chief              | <ul style="list-style-type: none"> <li>- Develop a plan to manage operations and ensure continuity.</li> <li>- Conduct a commanding center to collect information and assess the situation.</li> <li>- Coordinate with the organization and sector.</li> <li>- Monitor the information and technology department.</li> <li>- Assign a working area to personnel.</li> <li>- Report to the incident commander.</li> </ul>   |

## 2) Emergency Management Plan

### 1.1 Preparedness

Affiliated hospitals develop emergency management plans and prepare asset lists, as well as Memoranda of Understanding (MOU) with third parties regarding resources and collaboration. Affiliated hospitals conduct orientation and training programs on emergency response for their personnel. Organization or related third-party lists and phone numbers are provided to various hospital departments.

### 1.2 Respond

The emergency management plan was implemented to establish a code for reporting incidents or risks within the organization. Incidents can be divided into.



Hospital Incident Command Flow Chart

### 1.3 Recovery

Affiliated hospitals identify the responsible person, the related department, the phone number, and the operating procedures that provide temporary service during the recovery plan period.

## 3) Evaluation and Review

Affiliated hospitals regularly evaluate and review the emergency management plan at least once a year. If the evaluation results reveal faults or defects, a quality improvement plan will be implemented to address these issues.



## Supply chain management

Over the past several years, although signs of recovery from the COVID-19 pandemic's impacts have begun to appear, the world still faces new challenges in 2024, arising from international political and economic situations. These have caused uncertainties in the global market, as well as changes in international trade that directly affect the business sector, resulting in product shortages, fluctuating raw material prices, and challenges in meeting delivery schedules.

Therefore, the Company must rapidly adapt and manage potential emergencies, both within and outside hospital operations. This is especially critical in supply chain management, such as planning timely procurement, strengthening and maintaining stable relationships with partners, and improving collaborative processes with all stakeholders to effectively and sustainably respond to ongoing changes.

Additionally, the Company has integrated sustainable development principles that consider social, environmental, and corporate governance (ESG) issues into its business operations throughout the entire supply chain. The Company places great importance on treating its stakeholders with respect, adopting an approach that considers stakeholders along the whole value chain, from upstream to downstream. This approach helps increase opportunities, reduce risks, and enhance the business's competitive capabilities.

The Company has set the following goals for managing its supply chain:

|              |   |
|--------------|---|
| <b>Goals</b> | 100% of business partners acknowledge the supplier code of conduct through the BCH website by 2025. |
|--------------|---|

## Procurement Policy and Code of Conduct for Business Partners<sup>22</sup>

BCH focuses on sustainable supply chain management by adhering to a strict code of conduct for business partners and promoting procurement practices that consider environmental impact, social responsibility, and good governance (ESG). This management approach encompasses the entire process from sourcing and selecting suppliers to quality control of goods and services, risk assessment and categorization of suppliers, and the monitoring, auditing, and evaluation of partners, as well as managing supplier relationships. These efforts aim to achieve sustainability and foster strong, long-term partnerships with the Company.

In the Company's procurement of goods and services, there are purchases related to medical and non-medical categories, which can be divided into the following three main groups:



Medical Equipment



Medicines and Medical Supplies



General Supplies

<sup>22</sup>GRI 3-3

In 2024, procurement and supply management faced external factors that impacted product delivery and service continuity, including escalating geopolitical tensions, inflationary pressures, and ongoing fluctuations in raw material prices. The Company is committed to ensuring smooth operations and maintaining high product and service quality standards by proactively planning procurement for items that are expected to be affected by these factors. Close communication and coordination with suppliers are maintained to promptly address any issues, including the use of interchangeable products during disruptions. Additionally, the Company has secured backup suppliers capable of consistent delivery to ensure there are no operational gaps amid rapidly changing circumstances.

## Sustainability Management in Supply Chain

BCH is committed to conducting business based on principles that foster long-term, sustainable relationships with suppliers, while simultaneously enhancing their capabilities in tandem with the Company's growth. Emphasis is placed on fair and mutually supportive business practices, strict adherence to contractual commitments and legal compliance, respect for human rights, fair labor treatment, and environmental stewardship. These practices aim to ensure the delivery of high-quality and safe products and services to customers.

BCH conducts business with its suppliers fairly and ethically, adhering to trade terms, conditions, or contractual agreements that take into account reasonable pricing, quality, and services received. The following policies guide this:

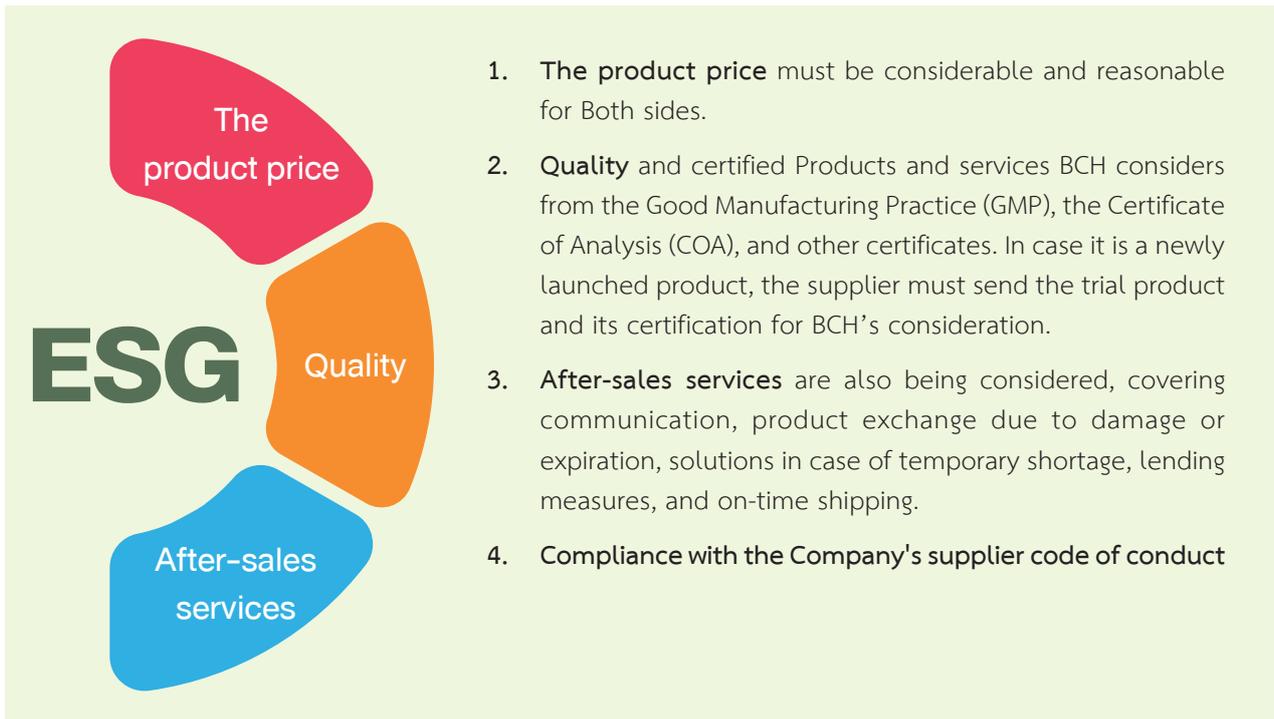
1. BCH will not engage in any actions that may be considered fraudulent in trading with suppliers. If there is Information that fraudulent operations have occurred, details must be disclosed to the business partners to solve those problems with them quickly and fairly.
2. BCH will comply with the terms and conditions set by the suppliers. If we cannot comply with them, BCH will immediately inform them to explore solutions.
3. BCH will not solicit or accept any corruptive gifts, assets, or benefits from our business partners.
4. BCH will maintain and protect the confidentiality of our suppliers and will not exploit or disclose the information for BCH's or others' benefit.
5. BCH will promote and support our business partners in conducting their business in a sustainable manner, which extends their focus to include environmental and social considerations.
6. BCH will not conduct its business with suppliers who have unlawful manners or violate public order or good morals.

## Procedures and Processes for Evaluating and Selecting Suppliers in Medicines and Medical Supplies

### Suppliers Selection<sup>23</sup>

In the process of supplier recruitment, selection, and procurement, before supplier registration or entering into any service or purchase agreement, all suppliers must acknowledge and accept the terms outlined in BCH's Supplier Code of Conduct. Suppliers are required to conduct business with transparency, comply with applicable laws, regulations, and standards, respect human rights, treat labor fairly, and adhere to occupational health, safety, and environmental management standards. BCH strictly monitors and evaluates supplier performance to ensure compliance with the Code of Conduct. Both new and existing suppliers must undergo a competitive bidding process and be listed in the Approved Vendor List (AVL). Suppliers must also meet BCH's qualification criteria, which include the following evaluation principles:

<sup>23</sup>GRI 308-1, GRI 414-1



## Suppliers Classification

BCH assesses and identifies critical Tier 1 suppliers based on high contract value as a key criterion in the analysis. These suppliers are categorized into the following:

| Type of Supplier              | Amount     | Share of volume |
|-------------------------------|------------|-----------------|
| Critical Tier 1 Suppliers     | 35         | 51%             |
| Critical non-Tier 1 Suppliers | 38         | 18%             |
| Other Suppliers               | 545        | 30%             |
| <b>Total</b>                  | <b>618</b> | <b>100%</b>     |

## Suppliers Assessment

After the suppliers have passed through the procurement process and become BCH business partners, BCH will encourage them to comply with the principles and policies enforced by BCH. Our Company regularly assesses our suppliers to ensure the quality of products and services meets relevant standards. BCH assesses our suppliers using the following criteria:

1. Delivery quality
2. Delivery speed
3. After-sales services
4. Compliance with the Company's supplier code of conduct

| Assessed Suppliers that meet the criteria | Amount |
|---|--------|
| Critical Tier 1 Suppliers                 | 35     |
| Critical non-Tier 1 Suppliers             | 38     |

## Supply Chain Management Performance in 2024

In 2024, BCH had a total of 618 suppliers, all of whom were domestic. During the year, BCH did not engage in procurement with any new approved vendors.

| Suppliers' classification                | Unit   | 2022 | 2023 | 2024 |
|--|--------|------|------|------|
| Percentage of spending on Thai suppliers | %      | 100  | 100  | 100  |
| Suppliers Classification                 |        |      |      |      |
| Critical Tier 1 Suppliers                | Amount | 38   | 32   | 35   |
| Percentage of total spending             | %      | 57   | 49   | 51   |
| Critical non-Tier 1 Suppliers            | Amount | 41   | 39   | 38   |
| Percentage of total spending             | %      | 19   | 21   | 18   |
| Other Suppliers                          | Amount | 539  | 547  | 545  |
| Percentage of total spending             | %      | 24   | 31   | 30   |

## Supplier Code of Conduct

Recognizing the importance of supply chain management, BCH has strengthened its Supplier Code of Conduct to provide greater clarity, aligning with Environmental, Social, and Governance (ESG) principles. The Code is structured into six key categories: business ethics, labor and human rights, occupational health and safety, environmental management, business continuity, and supply chain collaboration. The purpose of the Supplier Code of Conduct is to:

- Demonstrate a firm commitment to conducting business with suppliers in a fair and mutually supportive manner.
- Establish policies and operational guidelines for each supplier group and all relevant stakeholders to ensure strict compliance with.

BCH has reviewed and updated its Supplier Code of Conduct, which will take effect on January 13, 2025, as approved by the Board of Directors in Resolution No. 1/2025. The Company aims and expects all its suppliers to acknowledge and fully understand the revised Code, which outlines key principles related to Environmental, Social, and Governance (ESG) practices.



Scan the QR code for more information on the Supplier Code of Conduct Policy.



## Risk assessment covering environmental, social, and governance issues of business partners

BCH has established sustainability assessment criteria for supply chain management, covering Environmental, Social, and Governance (ESG) aspects of its suppliers as follows:



In 2024, BCH conducted sustainability assessments specifically on the top three critical suppliers in the pharmaceutical and medical supplies category. The assessment results indicated that there were no significant ESG-related risks associated with these suppliers.

### Policy on determining the repayment period for trade credit

BCH has a policy to set the trade credit payment period within the group at an average of 30–90 days. New suppliers are registered in the Company's procurement and accounting systems. For high-value medical equipment suppliers, payment terms may exceed 90 days, depending on the delivery and installation schedule, and are considered on a case-by-case basis in consultation with the supplier.

Payments are made according to the terms specified in the system or as mutually agreed upon with the supplier. The billing and cheque issuance cycle is scheduled on the 25th of each month, or the next business day if the 25th falls on a holiday.

In 2024, BCH's average trade credit payment period was 33.6 days.

## Partnership Engagement



Bangkok Chain Hospital Public Company Limited (BCH) places great importance on establishing strategic partnerships with suppliers within the supply chain to enhance operational standards continuously and support the organization’s sustainability (ESG) policies. Over the past year, the Central Procurement Department, in collaboration with the Pharmacy Division and the Finance and Investor Relations Department, conducted on-site visits to manufacturers to evaluate their production processes and internal management in accordance with environmental and safety guidelines. Special attention was given to the sterilization process using the E.O. Gas system, which effectively controls the emission of E.O. vapors to minimize environmental impact and ensure strict compliance with legal requirements.



Additionally, the Company promotes the use of environmentally friendly materials and products by selecting Green Choice-certified construction materials for hospital building renovations. This initiative is part of the organization’s commitment to sustainable development across all dimensions.

## Cybersecurity and data security<sup>24</sup>

BCH places great importance on information management, a critical component of business operations and service delivery to all stakeholders, particularly patient data and information essential for informed decision-making in various management processes. The Company continually enhances its data protection systems against cyber threats and unauthorized access through advanced security measures, ensuring compliance with relevant legal requirements to protect patient and stakeholder information adequately and securely.

Furthermore, BCH is committed to minimizing risks associated with information technology use, including managing potential impacts on the Company's reputation and financial status from incidents such as data breaches or cyberattacks. These events could undermine the confidence of patients and business partners in the safe and reliable delivery of services. Therefore, effective prevention and response processes have been developed to avoid such incidents and to build trust among all stakeholders.

### Cybersecurity and Data Privacy Management

The Company has established an Information Technology and Communications Department responsible for cybersecurity operations and data privacy protection. This department operates under the oversight of the Sustainability, Corporate Governance, and Risk Management Committee, which plays a key role in studying, developing, and continuously improving cyber threat prevention systems to reduce the risks of data security breaches. This includes strict controls over access management and the safeguarding of the Company's critical data.

The IT and Communications Department also develops comprehensive IT security policies that cover physical security measures, including regulating access to IT systems, the use of personal computers, and other related technologies, to ensure the Company's information and IT assets are effectively protected from both internal and external threats. Additionally, the department monitors and assesses the impact of cyber threats, regularly updating security measures. These efforts ensure that the Company's operations are not only secure from cyberattacks but also compliant with personal data protection standards and relevant laws, thereby enhancing customer and stakeholder confidence in the Company's safe and reliable services.

### Cybersecurity Performance Goals

| Goals  |
|--|
| 100% Communicate cybersecurity policy to employees at headquarters by 2025 |

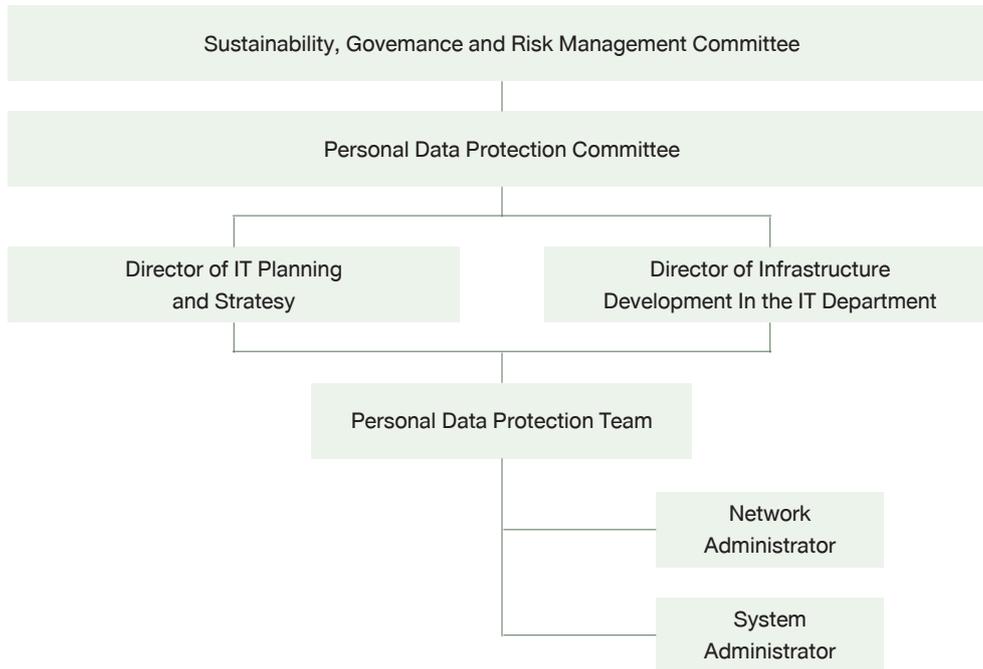
### Cybersecurity Enhancement Initiatives

#### Malware Detection, Prevention, and Removal Program Installation

All affiliated hospitals have implemented antivirus software and cybersecurity protection systems to enhance cybersecurity. They utilize effective programs such as ESET NOD32, Kaspersky, and Sangfor Endpoint Secure (a Firewall protection system), which help detect, prevent, and eliminate malware and various cyber threats. These systems improve the capability to monitor and defend against complex threats, particularly those targeting the organization's web applications and digital services. Additionally, these measures align with the Company's information technology security policy.

<sup>24</sup>GRI 3-3

## Organizational structure for information and communication technology management



### Cyber Resilience Survey Project

To enhance the capability to prevent and respond to cybersecurity threats effectively, Bangkok Chain Hospital Public Company Limited has conducted a Cyber Resilience Survey covering all branches within the network. The survey aims to assess the readiness of information technology systems, as well as the awareness and understanding of personnel regarding best practices for managing various forms of cyber threats. This assessment not only evaluates the robustness of the cybersecurity infrastructure but also serves as a tool to analyze potential vulnerabilities and identify areas for improvement across technology, processes, and personnel knowledge. The survey results are analyzed and used to develop comprehensive, systematic improvement plans that strengthen the organization's long-term cyber resilience. This fosters a cybersecurity culture at all organizational levels that aligns with the rapidly evolving and complex digital threat landscape.

### Training Program on Data Leakage Prevention and Information Security Threat Protection

Bangkok Chain Hospital Public Company Limited places great importance on the security of personal data, which is critical information of patients, service users, partners, employees, and all stakeholders. Therefore, the Company has conducted training on the Personal Data Protection Act (PDPA) for personnel within healthcare facilities to build knowledge, understanding, and awareness for compliance with the law and appropriate prevention of data leakage. Throughout the year, a total of 68 training hours were delivered to foster a sustainable data protection culture within the organization.

## Data Privacy <sup>25</sup>

### Goal

Revision policy and consider complaints regularly every year.

## Privacy Policy

The Company respects the privacy of data provided by its stakeholders and is committed to securely safeguarding such information to build confidence in the Company's services and operations. Accordingly, the Company has established a publicly disclosed Privacy Policy that complies with the Personal Data Protection Act (B.E. 2562, 2019). This policy covers stakeholders, including service recipients, personnel, shareholders, investors, directors, and business partners of the Company.



Scan the QR code for more information on the Privacy Policy.



## Personal data collected from the service recipient

BCH may collect and use personal data collected as follows:

- Identifiable information such as name, surname, date of birth, ID card, photograph, gender, signature.
- Sensitive personal data such as religion, ethnicity, and health information.
- Contact information such as address, phone number, and email.
- Patient Service History such as date of admission, treatment end date, appointment information, treatment department, room number.
- Financial data, including medical expenses, insurance information, income, Social Security details, and bank account information.

## Retention Period of Personal Data

BCH will retain the personal data collected as necessary to achieve the objectives under the Privacy Notice. The information will be retained for 10 years, counting from the last day of treatment. However, BCH may retain the collected data in case of necessity.

## Purpose of Processing Personal Data

- To use for medical services.
- To disclose to other hospitals in case of patient referral.
- To proceed with claims from insurance companies or reimbursement of medical costs.
- To comply with the Health Facilities Act B.E. 2541, the Healing Arts Practice Act B.E. 2542, Public Health, and relevant acts.
- To prevent or suppress dangers to life, body, and health, including compliance with the law on emergency patients.
- To analyze the improvement of products and services.
- To establish marketing objectives (consent required).

## Rights of Data Subject

Stakeholders who are data subjects have rights under the Personal Data Protection Act B.E. 2562 to exercise their rights by contacting the channels for personal data complaints that the Company has prepared. The rights are as follows:

- Right to access and obtain a copy
- Right to receive and transfer personal data
- Right to object
- Right to request erasure
- Right to request a restriction
- Right to edit
- Right to complain
- Right to withdraw consent

## Contacting Channels for Personal Data Complaints

BCH has established channels for stakeholders to submit personal data complaints, enabling them to exercise their rights as data subjects. These channels are also used to report complaints about leaks or breaches of personal data. This would show BCH’s transparency on the use and processing of the collected personal data. The Company will promptly address complaints as they are received.



### Data Protection Officer

Bangkok Chain Hospital Public Company Limited  
 Address: 44 Moo 4, Pakkred Subdistrict, Pakkred District,  
 Nonthaburi Province, 11120  
 Contact number: 02-836-9999  
 Email: dpo@bangkokchainhospital.com

## Complaints/Data Leak Management Process



## Number of Personal Data Complaints

| Complaints                               | No. of Case | No. of Completed Cases |
|--|-------------|------------------------|
| Complaints from external parties         | 3           | 3                      |
| Complaints from regulatory               | 0           | 0                      |
| Confirmed case of personal data breaches | 3           | 3                      |

## Data Privacy Trainings

### Personal Data Protection Act (PDPA) Training

The Company allocates funding to support personnel in attending the Personal Data Protection Act (PDPA) training course. The objective is to ensure employees understand the meaning and scope of the PDPA. The training aims to raise awareness among staff regarding the use and disclosure of their data, as well as the protection of the personal data of service recipients.

### Personal Data Management for Data Protection Office (DPO) and relevant staff

To enhance the efficiency of data privacy management, BCH organized a Personal Data Management training program for the Data Protection Office (DPO) and relevant staff. The objective is to ensure that employees understand the roles and responsibilities of the Data Protection Officer (DPO) and manage personal data for operational purposes.

## Technology and innovation

The Company recognizes the importance of integrating advanced medical technology with the expertise of specialized physicians to enhance the effectiveness of treatment. This aligns with the Company's objective to improve patients' quality of life, enabling them to return to everyday living. Additionally, it helps create a distinctive treatment approach and enhances the patient experience, setting the Company apart from other hospitals.

### Technology and Innovation Goal<sup>26</sup>

#### Goal

Launch an innovation contest within the affiliate hospital and support annual innovation development.

The Company has focused on advancing innovation and technology as a key mechanism for improving medical services by integrating state-of-the-art medical technology with the expertise of specialized physicians. This approach aims to enhance treatment efficiency and improve patients' quality of life, enabling them to return to their everyday lives. Furthermore, it helps deliver a superior and distinctive patient experience, setting the hospital apart from conventional healthcare providers. To support this goal, the Company has strengthened its management capabilities, established specialized medical centers, and expanded services across all business units within the group. Key initiatives and programs include:

### Kasemrad Ari Radiation Oncology Clinic

The Company has launched the Kasemrad Ari Radiation Oncology Clinic, the first specialized clinic in Nonthaburi province to offer comprehensive radiotherapy services. This clinic is designed to support the treatment of cancer patients and those requiring radiation therapy, utilizing state-of-the-art medical technologies, including 3D treatment planning systems, Intensity-Modulated Radiation Therapy (IMRT), and Image-Guided Radiation Therapy (IGRT). These advanced technologies ensure high precision in treatment, minimize the impact on surrounding healthy tissues, and enhance the effectiveness of disease control.



<sup>26</sup>GRI 3-3

In addition to offering advanced treatment services, the clinic emphasizes holistic care, with a multidisciplinary team supporting patients throughout every stage from diagnosis and treatment planning to rehabilitation. This approach reflects BCH's commitment to developing medical infrastructure alongside the adoption of innovative technologies, aiming to enhance patients' quality of life and establish a new standard for cancer care in Thailand.

**CT Simulation** is an advanced medical imaging technology that uses computed tomography (CT) to create 3D images of the patient's body, with a particular focus on tumors and surrounding organs. This technology allows physicians to precisely identify the location, shape, and size of cancerous masses. It plays a crucial role in radiation therapy planning by enabling accurate determination of the direction and range of radiation beams tailored to each patient's anatomy. High accuracy in targeting the radiation area is essential in cancer treatment as it minimizes radiation exposure to nearby healthy tissues or vital organs, while enhancing the effectiveness of destroying cancer cells. As a result, treatment becomes safer, and side effects are reduced.



The capacity to accommodate over **3,600+** patients per year



The capacity to accommodate over **21,900+** patients per year

**TRUE BEAM** is an advanced radiation therapy technology that precisely synchronizes the beam delivery system with imaging of the tumor's location. It features a real-time respiratory monitoring system that compensates for tumor movement caused by breathing during treatment. This allows high-dose radiation to be delivered in a short period, enabling faster treatment sessions, typically within just a few minutes per day.

**BRACHYTHERAPY** is a cancer treatment method that uses a radiation source placed close to or directly within the tumor, allowing exact and effective delivery of radiation to the targeted area. This therapy involves placing radioactive materials, such as Iridium-192, which are small metal implants, inside the body or near the tumor. These materials may remain in the body temporarily or permanently, depending on the type of cancer. This treatment method has the advantage of minimizing radiation exposure to surrounding healthy tissues, thereby enhancing the ability to directly destroy cancer cells and reducing the risk of radiation spreading to other parts of the body.

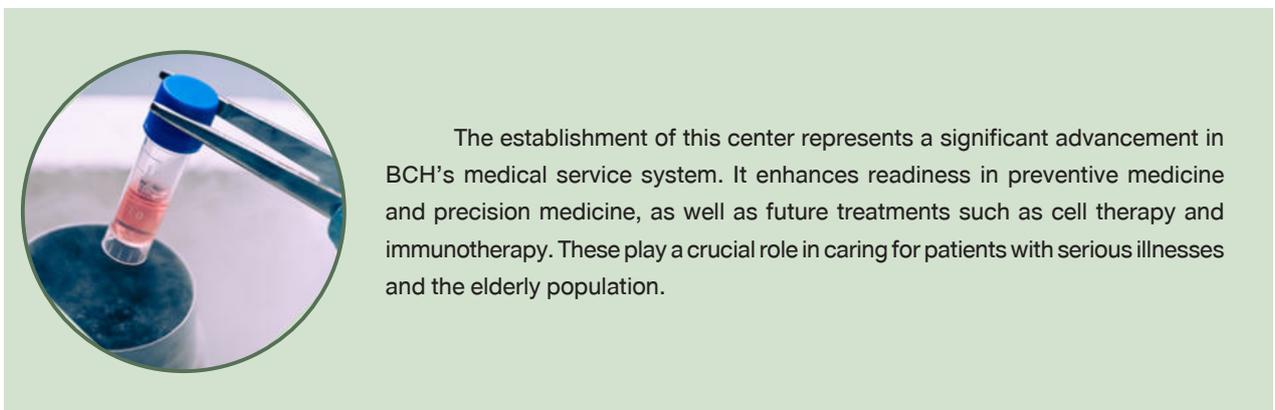
The capacity to accommodate over **1,000+** patients per year





### Cell Harvesting Center

To respond to societal changes and the evolving health needs of the population, especially in an era marked by the emergence of new and mutated diseases, as well as Thailand’s transition into an aging society by 2024, the Company has partnered with MEDEZE Group, a leading national expert in cell technology. Together, they signed a memorandum of understanding to establish a Cell Harvesting Center, which would provide services for the collection and preservation of stem cells and immune cells. The center emphasizes high safety standards, international certifications, and strict quality control throughout the entire process.



## Kasemrad Plastic Surgery (KPS)

Bangkok Chain Hospital Public Company Limited places great importance on enhancing its medical service capabilities to meet international standards, particularly in the fields of aesthetic medicine and plastic surgery. These areas are experiencing rapid growth and attracting increasing interest from both domestic and international clients.



To elevate Thailand's plastic surgery standards to the international level, hospitals under the Kasemrad network have partnered with the Kasemrad Plastic Surgery (KPS) Center and the Korean College of Cosmetic Surgery (KCCS) by signing a Memorandum of Understanding (MOU). This collaboration aims to promote knowledge exchange in surgical techniques, medical expertise, and innovations in surgical equipment used in aesthetic procedures. It marks a significant step in transferring in-depth knowledge from international experts to Thai medical personnel, leading to the development of treatment approaches that are safe, effective, and modern. Furthermore, the Company aims to expand its client base to international markets by leveraging its strengths in medical quality and advanced technology to support Thailand's role as a regional and global medical hub.





Bangkok Chain Hospital Public Company Limited continues to promote the development of innovative healthcare services. Most recently, World Medical Hospital launched the WMC New Frontier Cancer Center. This cancer care center emphasizes an integrated approach combining modern medicine, alternative therapies, and the latest treatment innovations. This aims to enhance the effectiveness of cancer treatment through comprehensive and personalized care.



The center incorporates advanced medical innovations such as Advanced Therapy Medicinal Products (ATMPs), which include cutting-edge treatments like cell therapy, gene therapy, and tissue engineering. These are integrated with radiation therapy, chemotherapy, and immunotherapy to develop treatment approaches tailored to each patient's physical condition and genetic profile. This personalized approach helps reduce side effects and enhances long-term quality of life. Additionally, the hospital has signed memoranda of understanding with various medical organizations and research institutes to build an effective cancer referral network, promote access to advanced treatment technologies, and elevate the quality of patient care to meet international standards.

## Heart Center



The Company has expanded its services by establishing a Comprehensive Heart Center at Kasemrad Hospital Chachoengsao, to deliver high-standard and highly effective cardiac care. This center serves as a referral hub for hospitals in the region, strengthening the local healthcare system and providing comprehensive cardiac services, from basic diagnostics to complex cases.

The Heart Center is equipped with advanced medical technologies and staffed by specialized cardiologists capable of treating all types of heart conditions. Services include diagnostics, non-invasive treatments, and complex procedures such as cardiac catheterization, heart bypass surgery, and other cardiovascular operations, with a strong focus on patient safety and optimal treatment outcomes.

The launch of this Comprehensive Heart Center marks a significant advancement in cardiac care for the region, ensuring that patients receive high-quality, prompt, and comprehensive treatment. It directly addresses the growing healthcare needs of heart patients while enhancing confidence in the hospital's high medical standards. Patients can be assured of receiving attentive and personalized care, akin to being treated as part of a family, by a dedicated team of experienced cardiologists and specialized nurses. The center is also fully equipped with state-of-the-art medical technologies to support effective and precise treatment.

## Extracorporeal Membrane Oxygenation (ECMO)

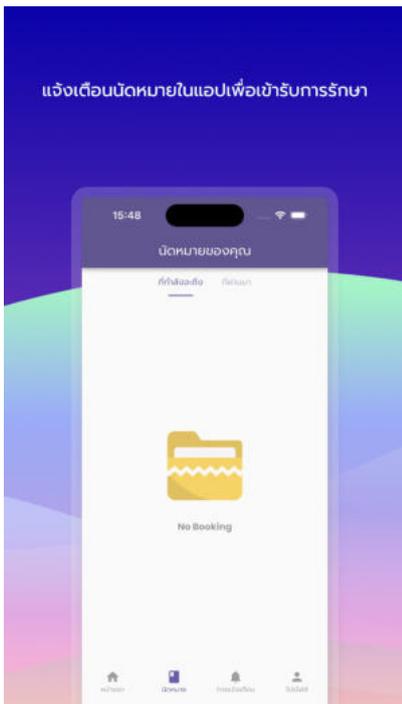
BCH has implemented Extracorporeal Membrane Oxygenation (ECMO) technology, also known as artificial lung and heart machines, to treat patients experiencing severe heart failure or respiratory failure. The ECMO device assists by externally circulating blood and oxygenating the body, thereby reducing the workload of the heart and lungs. This support enables damaged organs to recover, effectively saving patients in critical condition. Additionally, ECMO enables medical teams to closely monitor and manage patients' critical states, thereby increasing survival chances and improving the quality of recovery. This technology also elevates BCH's standard of care to meet international levels, enhancing the ability to manage complex and challenging emergency cases.





## Kasemrad App

Kasemrad App is an application developed by Kasemrad Hospital to enhance users' healthcare experience by providing maximum convenience and efficiency. The app is designed to comprehensively meet users' needs, covering both medical treatment and overall health management. By integrating new technologies and innovations, users can access various hospital services conveniently, quickly, and securely.



Convenient appointment scheduling and medical services



Conveniently book doctor appointments, either via Telemedicine (online) or Walk-in (in-person) through the app, reducing the hassle of contacting or traveling to the hospital.

Tracking of medication delivery and treatment status



Tracking medication delivery through Thailand Post enables users to monitor the location and status of their medication shipments conveniently.

Management of health and treatment information



Access their treatment information, health checkup history, and personal health records at any time and from anywhere, making health monitoring and management easier.

Exclusive privileges for members



Enables users to view and utilize special benefits available through the hospital's membership program, including discounts and various privileges.

Easy and secure payment system



Conveniently check and make payments for medical services or medication through the app, facilitating faster and easier financial and treatment-related transactions.

## Diabetic Foot Wound Treatment Technology



“World Diabetic Foot Center” at World Medical Hospital provide treatment and restoration service and increase the quality of life of diabetic wound patients comprehensively by the specialized and experienced doctor and medical team and staff that passed the training and has expertise in the service section to provide advice to treat diabetic wound, infected wound, chronic wound correctly and continuously, as well as treating diabetic foot wound professionally.

The patients may not need to amputate their legs with high technology medical equipment such as Versajet debridement, Hyperbaric Oxygen Therapy, and Ultrasonic, and providing high-quality custom-made shoes for each patient, which can prevent the risk of complications and amputation.

## Blastocyst Culture Technology



Bangkok Chain Hospital Public Company Limited (BCH) has enhanced its medical service capabilities to meet the needs of patients experiencing infertility. The Company established a comprehensive fertility treatment center that offers services ranging from diagnostic evaluation to systematic treatment. Advanced medical innovations have been incorporated, particularly the Blastocyst Culture technique, which involves cultivating embryos to the blastocyst stage, the optimal stage for implantation, to increase the chances of a successful pregnancy.



### Hybrid Assistive Limb

World Medical Hospital developed a Physical medicine and rehabilitation service for patients with abnormal gait, such as those with stroke or spine injuries, by launching the Hybrid Assistive Limb service with Cyberdyne. This service combines assistive robotics with signals from the nervous system through the skin. Cyberdyne rehabilitates abnormal gait, recovers joint function, strengthens core and hip muscles, and increases the likelihood of walking normally again if the patient undergoes regular rehabilitation.

### PACS System

The PACS System is used for storing medical images and managing data transmission through computer networks by sending image data according to the DICOM standard. This system allows X-ray images to be displayed on computers across various hospital departments, both onsite and remotely, enhancing the convenience of tracking examination results by attending physicians and improving treatment effectiveness. The Diagnostic Imaging Center at World Medical Hospital utilizes this system for systematic data storage, allowing for the fast and easy retrieval of imaging information, including radiographic images and all related examination results.



## Minimally Invasive Surgery

Affiliate Hospital has developed a Minimally Invasive Surgery service to provide Laparoscopic surgeries, including endoscopic spine surgery, endoscopic bladder surgery, general minor surgeries, and Gynecologic Laparoscopic surgery. This helps patients recover and return to their normal lives faster.

### MIS ทำอะไรได้บ้าง ?

โรงพยาบาลเกษมราษฎร์ ศรีบุรินทร์ โห้ขี้สารนำคัตผ่านกล้องแบบแผลเล็ก ดังนี้

- 1. การผ่าตัดกระดูกสันหลังแบบแผลเล็ก (Minimally Invasive Spine Surgery)**
  - สามารถทำได้ในหลายโรคที่เกี่ยวกับกระดูกสันหลังที่พบบ่อยที่สุด เช่น อาการปวดหลังเรื้อรัง เจ็บมือเท้าชาจากกระดูกสันหลังที่ผิดปกติหรือเนื้องอกในกระดูกสันหลังหรือกระดูกขาหรือกระดูกอื่น
  - ทำให้สามารถรักษาผู้ป่วยที่มีอาการปวดหลังเรื้อรังที่รักษาด้วยยาไม่ได้หรือมีอาการขาชาวมือชาที่รุนแรงโดยไม่ต้องผ่าตัดขนาดใหญ่ (Microscopic Discectomy) ไม่จำเป็นต้องนอนเตียงนานๆ ต่อจากผ่าตัดแล้ว
- 2. การนำคัตผ่านกล้องเพื่อรักษาโรคมะเร็ง (Laparoscopic Gynecologic Surgery)**
  - มีจุดประสงค์หลักเพื่อลดขนาดของเนื้องอกและนำชิ้นเนื้อไปตรวจวินิจฉัยและตัดออกโดยมีผลข้างเคียงน้อยกว่าการผ่าตัดแบบเปิด
  - มีจุดเด่นเช่นเดียวกับที่กล่าวถึงในข้อ 1
  - การผ่าตัดในช่องท้อง (Laparoscopic Ovarian Cystectomy and Oophorectomy)
  - การผ่าตัดในช่องท้อง (Laparoscopic Endometriosis)
  - การผ่าตัดในช่องท้อง (Laparoscopic Myomectomy)
  - การผ่าตัดในช่องท้อง (Laparoscopic Salpingo-oophorectomy)
  - การผ่าตัดในช่องท้อง (Laparoscopic Hysterectomy)
  - การผ่าตัดในช่องท้อง (Laparoscopic Cervical Cerclage)
  - การผ่าตัดในช่องท้อง (Laparoscopic Uterine Sparing Hysterectomy)
  - การผ่าตัดในช่องท้อง (Laparoscopic Bariatric Surgery)
  - การผ่าตัดในช่องท้อง (Laparoscopic Cholecystectomy)
  - การผ่าตัดในช่องท้อง (Laparoscopic Appendectomy)
  - การผ่าตัดในช่องท้อง (Laparoscopic Cholecystectomy)
  - การผ่าตัดในช่องท้อง (Laparoscopic Herniorrhaphy)
  - การผ่าตัดในช่องท้อง (Laparoscopic Splenectomy)
- 3. การนำคัตผ่านกล้องเพื่อรักษาโรคมะเร็งทั่วไป (Minimally Invasive General Surgery)**
  - การผ่าตัดในช่องท้อง (Laparoscopic Bariatric Surgery)
  - การผ่าตัดในช่องท้อง (Laparoscopic Cholecystectomy)
  - การผ่าตัดในช่องท้อง (Laparoscopic Appendectomy)
  - การผ่าตัดในช่องท้อง (Laparoscopic Cholecystectomy)
  - การผ่าตัดในช่องท้อง (Laparoscopic Herniorrhaphy)
  - การผ่าตัดในช่องท้อง (Laparoscopic Splenectomy)
- 4. การนำคัตผ่านกล้องเพื่อรักษาโรคมะเร็งในอวัยวะสืบพันธุ์ (Minimally Invasive Urological Surgery)**
  - รักษาโรคที่เกี่ยวกับระบบทางเดินปัสสาวะทั้งหมดได้ สามารถลดขั้นตอนการผ่าตัดได้เป็นอย่างดี
  - จึงช่วยในการนำคัตผ่านกล้องเพื่อรักษาโรคที่สืบพันธุ์
  - การผ่าตัดในช่องท้อง (Laparoscopic Prostatectomy)
  - การผ่าตัดในช่องท้อง (Laparoscopic Nephrectomy)
  - การผ่าตัดในช่องท้อง (Laparoscopic Pyeloplasty)
  - การผ่าตัดในช่องท้อง (Laparoscopic Ureterolithotomy)

### MIS ทำไมถึงควรเลือก "การนำคัตผ่านกล้องแบบแผลเล็ก"

#### Why Minimally Invasive Surgery ?

- แผลเล็กกว่า (Small Incision)**
  - ขนาดของแผลผ่าตัดมีขนาดเล็กถึงไม่ถึง 1-2 เซนติเมตร (ขนาดประมาณ 3-4 นิ้ว) ไม่ต้องใช้เครื่องมือผ่าตัดขนาดใหญ่จึงมีเลือดออกน้อยกว่าการผ่าตัดแบบเปิด
- ลดความเจ็บปวดหลังการผ่าตัด (Reduced Postoperative Pain)**
  - มีระยะเวลาพักฟื้นที่สั้นลง จึงมีผลดีต่อผู้ป่วยที่ทำงานหรือใช้ชีวิตประจำวัน
- ฟื้นตัวเร็ว (Fast Recovery)**
  - ผู้ป่วยสามารถกลับไปใช้ชีวิตประจำวันได้ตามปกติได้เร็วกว่าผู้ป่วยที่ผ่าตัดแบบเปิด
- การนำคัตผ่านกล้องอย่างสูง (High Accuracy)**
  - กล้องส่องดูอวัยวะภายในอย่างชัดแจ้ง ทำให้การผ่าตัดมีความแม่นยำสูง ลดความเสี่ยงต่อการเกิดภาวะแทรกซ้อน
- ฟื้นตัวเร็ว (Fast Recovery)**
  - ผู้ป่วยสามารถกลับไปใช้ชีวิตประจำวันได้ตามปกติได้เร็วกว่าผู้ป่วยที่ผ่าตัดแบบเปิด
- ระยะพักฟื้นน้อย (Short Hospital Stay)**
  - ผู้ป่วยสามารถกลับบ้านได้เร็วขึ้น
- เนื้อเยื่อถูกทำลายน้อย / เนื้อเยื่อไม่เสียหาย (Less Injury to Tissue, Less Scarring)**
  - การผ่าตัดผ่านกล้องเป็นการผ่าตัดที่อ่อนโยนต่อเนื้อเยื่อ
- ค่าใช้จ่ายโดยรวมไม่สูงมาก (Controlled Cost)**
  - ระยะเวลาพักรักษาตัวในโรงพยาบาลสั้นลง ค่าใช้จ่ายรวมจึงลดลง

## Prostate water vapor therapy: Rezum

Steam treatment is a safe and straightforward method for treating benign prostatic hyperplasia (enlarged prostate). It serves as an alternative treatment option for patients who prefer to avoid surgery and medication due to concerns about potential side effects.

### ปัญหา "ต่อมลูกหมากโต"

จะกลายเป็นเรื่องเล็กน้อยที่รักษาด้วยเทคโนโลยีการรักษาค่อมลูกหมากโตด้วยไอน้ำ

Prostate Water Vapor Therapy (REZUM)

- ไม่ต้องผ่าตัดใหญ่
- ฟื้นตัวเร็ว
- ไม่ส่งผลต่อสุขภาพทางเพศ
- ใช้เวลาในการรักษาไม่นาน

" The MINIMALLY INVASIVE to save your INTIMATE MOMENTS "

- ✓ ไร้แผล
- ✓ เสี่ยงน้อย
- ✓ ไม่กระทบสมรรถภาพ

### เหมาะกับผู้ป่วยต่อมลูกหมากโตที่มีภาวะดังต่อไปนี้

- ✓ ผู้ที่มีอายุ 50 ปีขึ้นไป และมีขนาดต่อมลูกหมาก 30-80 กรัม
- ✓ ผู้ที่มีปัญหาสุขภาพ ไม่เหมาะกับการผ่าตัดที่ต้องวางยาสูดดม
- ✓ ผู้ที่ไม่ต้องการทานยาหรือการบำบัดในระยะยาว
- ✓ ผู้ที่ต้องการหลีกเลี่ยงการเกิดปัญหาการเสื่อมสมรรถภาพทางเพศ หลีกเลี่ยงการผ่าตัดหรือการฉายแสง
- ✓ ผู้ที่ไม่ตอบสนองต่อการรักษาด้วยยา
- ✓ ผู้ที่มีอาการข้างเคียงจากการใช้ยา



## Sleep test

Sleep testing is a medical procedure used to diagnose abnormalities that occur during sleep by evaluating the function of various body systems, such as the respiratory system, brain waves, heart rhythms, blood oxygen levels, and muscle movements. It helps identify causes of symptoms like snoring, obstructive sleep apnea (OSA), or other disorders that affect quality of life. For patients diagnosed with OSA, effective treatment involves continuous positive airway pressure (CPAP) therapy, which keeps the airway open and reduces the risk of complications. Kasemrad Hospital offers sleep testing services with advanced equipment and sleep medicine specialists, providing comprehensive care that includes diagnosis, proper CPAP usage, and ongoing treatment follow-up. This approach aims to help patients restore their health and maintain long-term quality of life.

# ทำไมควรตรวจ Sleep test

- เพื่อวิเคราะห์การทำงานของระบบต่าง ๆ ในร่างกายขณะหลับ ว่ามีความผิดปกติหรือไม่ อาทิ คลื่นไฟฟ้าสมอง, การกลอกตา, การหายใจผ่านจมูก และปาก, การเคลื่อนไหวของทรงอก และท้อง, การเคลื่อนไหวของงา, ระดับออกซิเจนในเลือด และการเต้นหัวใจ.
- เพื่อประเมินความผิดปกติของการนอนหลับ เช่น ภาวะความผิดปกติของการหายใจขณะหลับ, การเคลื่อนไหวผิดปกติขณะหลับ หรือภาวะง่วงนอนมากผิดปกติ



## คุณเสี่ยงหยุดหายใจขณะหลับหรือไม่ ?

หากคำตอบว่า "ใช่" เกิน 3 ข้อ คุณอาจเสี่ยงภาวะหยุดหายใจขณะนอนหลับ



- ✓ มีอาการนอนกรนกรนเสียงดัง



- ✓ อ่อนเพลียหรือง่วงนอนช่วงกลางวัน



- ✓ อายุมากกว่า 50 ปี?



- ✓ หยุดหายใจมีคนสังเกตว่าคุณหยุดหายใจขณะนอนหลับ



- ✓ มีค่าความดันโลหิตสูง?



- ✓ ค่าดัชนีมวลกายมากกว่า 35 kg /m2 ?



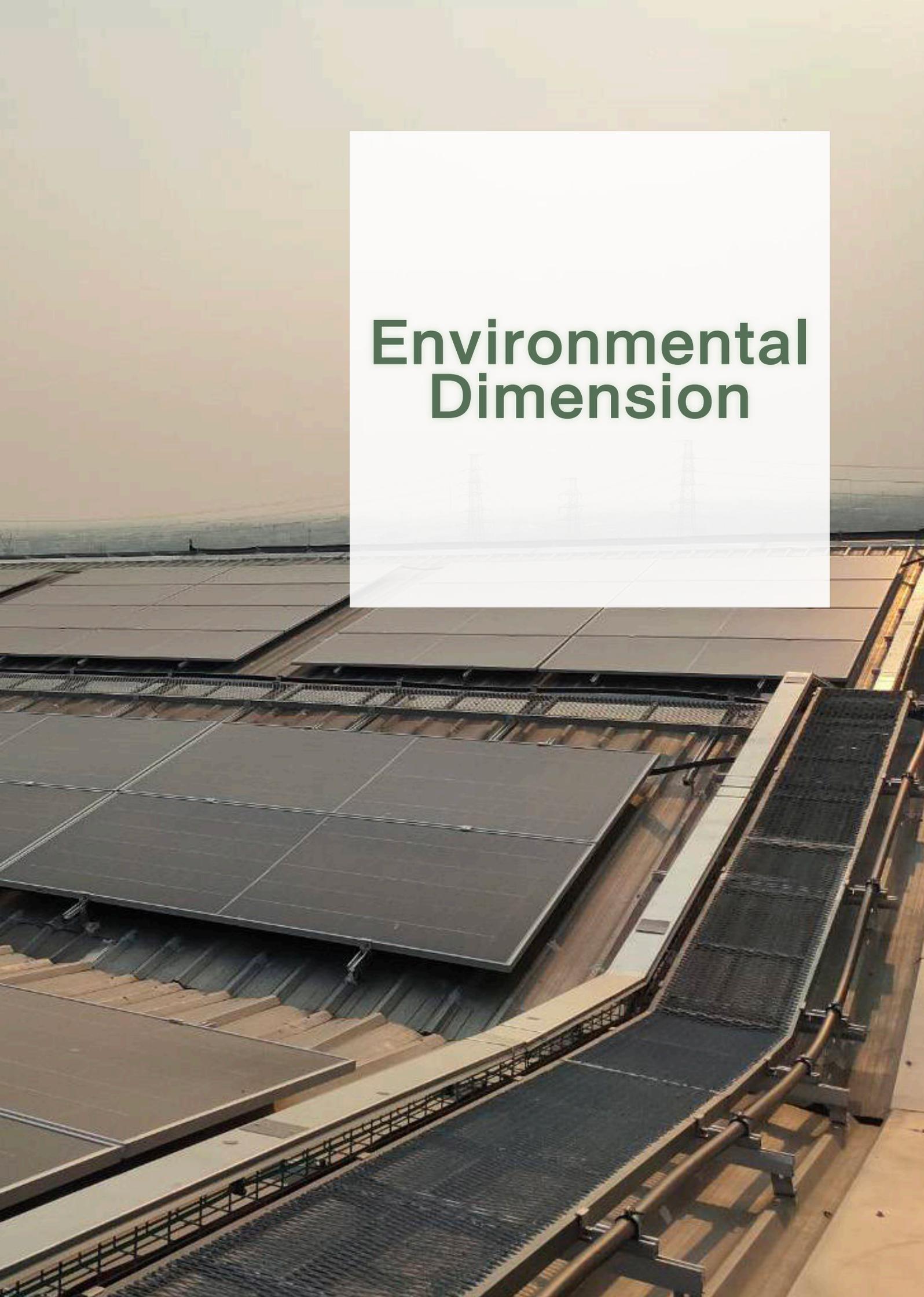
- ✓ เส้นรอบวงคอมากกว่า 40 ซม.?



- ✓ เพศชาย?



# Environmental Dimension

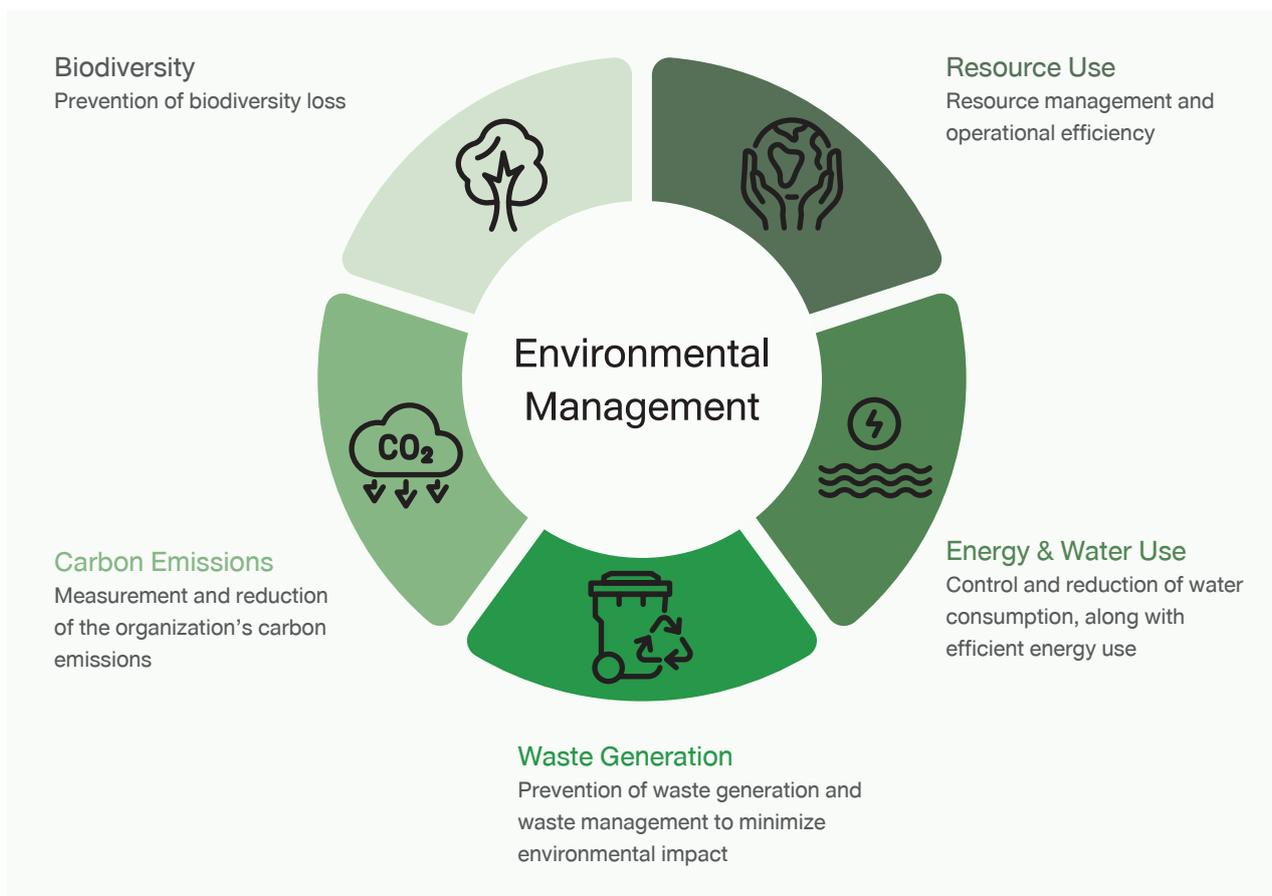




## Environmental Sustainability

Environmental issues caused by climate change and the degradation of natural resources have direct impacts on the quality of life and economic security. The continuously rising global average temperature leads to increased climate variability, posing challenges to resource management and the development of organizational strategies.

In response to these circumstances, the Company has systematically implemented policies for natural resource and environmental conservation. It focuses on assessing key sustainability issues as a guideline for managing environmental risks, including improving water use efficiency, reducing greenhouse gas emissions, and promoting the use of clean energy. This covers sustainable raw material sourcing, energy consumption reduction, waste management, and biodiversity conservation. The Company prioritizes adopting innovations and best practices to minimize environmental impacts and enhance resource efficiency. Furthermore, it collaborates with government agencies and external organizations to implement ecological conservation projects aligned with international standards and address current social challenges. Committed to adapting to rapidly changing climate conditions, the Company emphasizes strategies that promote business and community sustainability while maintaining the balance of natural resources for future generations.



Moreover, the Company collaborates with government agencies and external organizations to implement environmental conservation projects that comply with international standards and address current societal challenges. With a strong commitment to adapting to rapidly changing climate conditions, the Company focuses on strategies that promote the sustainability of both business and community, alongside maintaining the balance of natural resources for future generations.



## Environmental Management Guidelines<sup>27</sup>

The Company operates based on a strong commitment to environmental responsibility, aiming to mitigate and reduce both direct and indirect impacts that may arise from its operations. Believing that responsible business practices can generate long-term benefits for both the Company and society, the Company has established an environmental management policy as a framework to guide efficient operations that consider the environment and community. This policy applies to all employees, partners, contractors, and stakeholders.

To ensure effective environmental and safety management, the Company has appointed the Environment of Care Committee (ECC), which is responsible for assessing issues that may impact the environment and the protection of hospital staff, patients, and nearby communities. The committee also plans and implements risk management related to environmental concerns arising from the hospital's business activities.



The working group follows the instructions from the committee and sends a formal letter to the information owner.



Conduct, cooperate on or control strict compliance with legislative intent and regulations issued by regulatory agencies.



Continuously raise awareness on environmental responsibilities among employees at all levels.



Aim to develop activities that consistently contribute to environment and natural resources conservation.

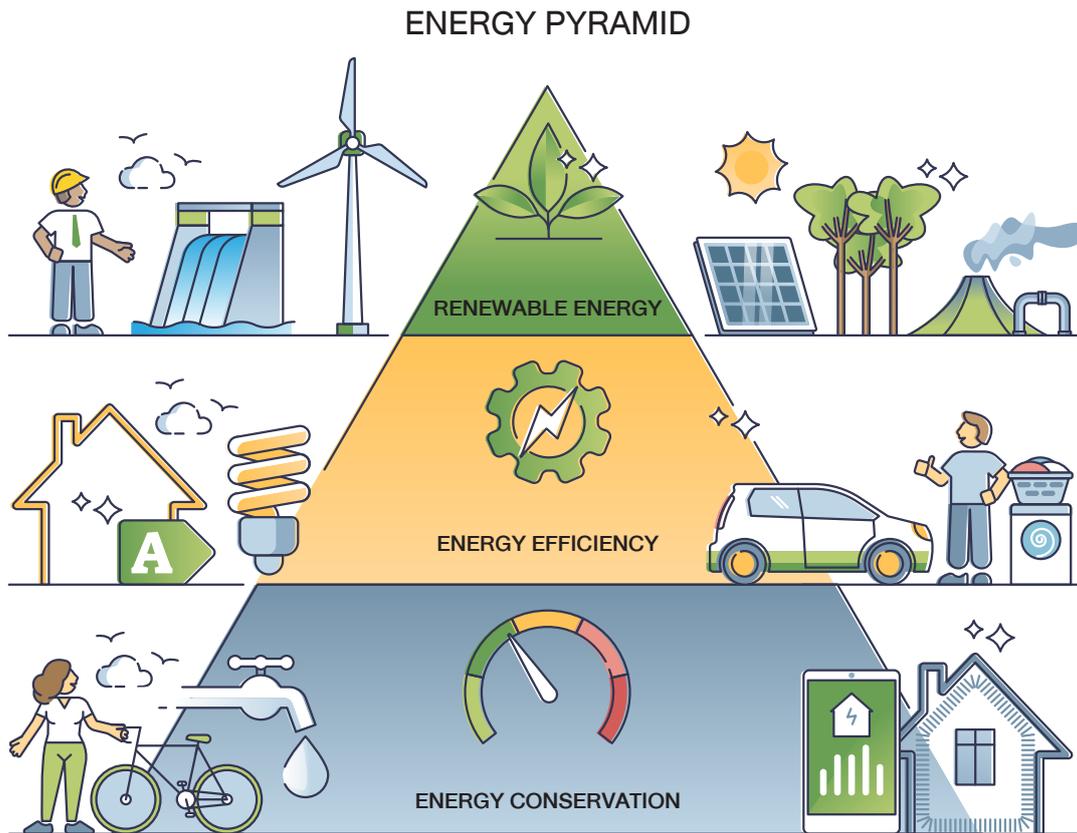


<sup>27</sup>GRI 3-3



## Energy Management and Climate Change<sup>28</sup>

Hospital operations require a substantial amount of electricity. The Company places great importance on energy management, ensuring efficiency in accordance with the ISO 50001 Energy Management System standard. At the same time, the Company is committed to minimizing environmental impacts by continuously implementing various projects that promote energy conservation and resource efficiency.

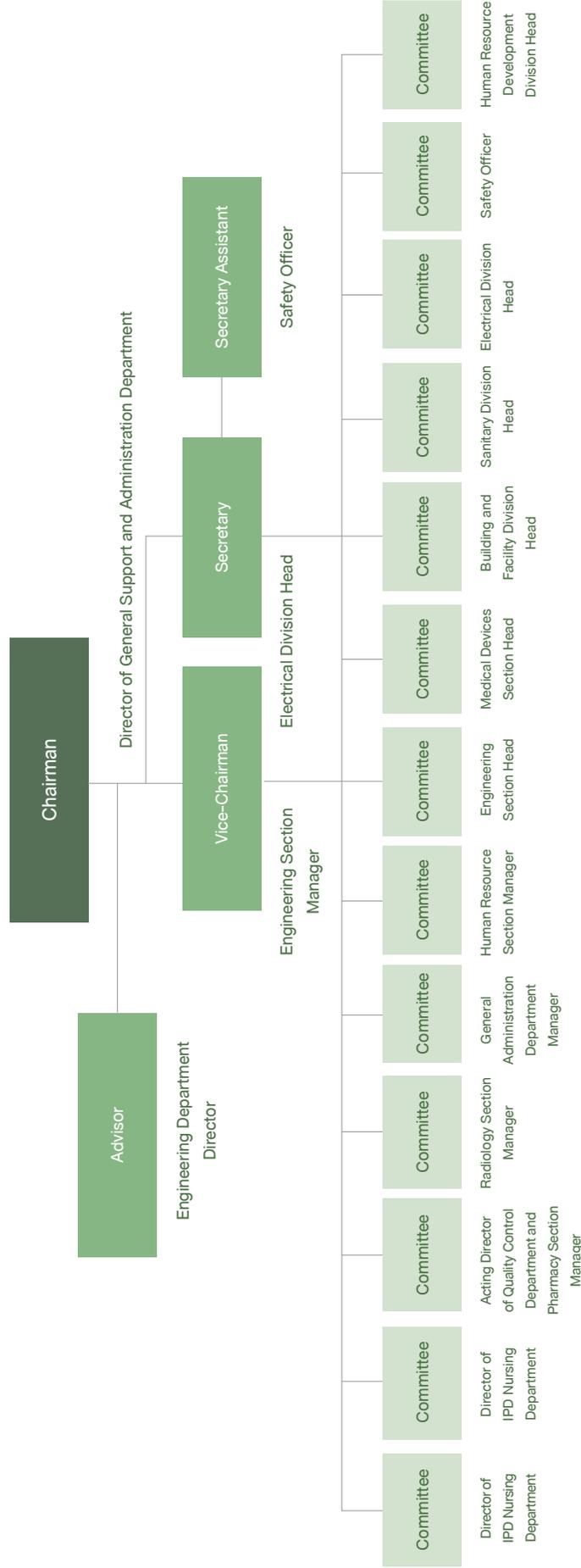


To promote effective energy use, hospitals within the group have established the Energy Conservation Committee (ENC), tasked with overseeing the implementation of energy management in alignment with the organization's energy conservation policy. This includes establishing energy management guidelines, coordinating and organizing training sessions to enhance personnel knowledge on energy-efficient practices, as well as monitoring and reporting energy management performance to hospital executives. With a strong commitment to energy efficiency, the ENC comprises representatives from various departments within the hospital and plays a key role in driving energy conservation efforts. The committee promotes adherence to energy management practices and fosters awareness through training programs and related activities. The ENC's structure includes a Chairperson, Vice-Chairperson, Advisors, Secretary, Assistant Secretary, and Committee Members, who are responsible for executing and coordinating with relevant departments to ensure that hospital energy management aligns with established policies and is both practical and sustainable.

<sup>38</sup> GRI 302-1, 302-3

### Energy Conservative Committee: ENC

The affiliate hospital is dedicated to enhancing energy efficiency. To achieve this objective, the Energy Conservative Committee (ENC) is established, which consists of representatives from various departments within the hospital. The committee has the primary responsibility for managing energy in compliance with the Energy Conservation Policy. The ENC also coordinates with relevant departments to ensure adherence to the energy management procedures and to arrange training programs to raise employees' awareness. The ENC members comprise the Chairman, Vice-Chairman, Committee Advisor, Secretary, Secretary Assistant, and the following committees:



## Energy Management Audit Committee: EAC

The affiliate hospital has established the Energy Management Audit Committee (EAC) to oversee energy management practices in accordance with hospital policy. The EAC assesses energy consumption in all operational areas and provides reports to the Energy Conservative Committee at least once a year.

## Target and Performance<sup>29</sup>

The Company aims to reduce greenhouse gas emissions from internal activities by promoting environmentally friendly behaviors among employees and instilling a sense of sustainable energy use, while improving operational processes to optimize resource efficiency.

### Goals

- The Company has a target to reduce greenhouse gas emissions per total revenue by 0.3% by 2027 compared to the 2024 baseline.
- The Company aims to reduce electricity consumption per total revenue across all hospitals by 0.3% by 2027 compared to the 2024 baseline.

Through collaboration among branches, energy-saving projects have been implemented, including:

- Installing additional rooftop solar panels at affiliated hospitals.
- Replacing existing equipment with energy- and water-efficient devices.
- Applying window films to reduce heat from outside.
- Replacing chillers with high-performance units for air conditioning systems.
- Organizing training and awareness campaigns to foster energy-saving mindsets among staff.



<sup>29</sup> GRI 3-3, GRI 302-1, GRI 302-3

## Greenhouse Gas Emission Scopes

# SCOPE 1 SCOPE 2 SCOPE 3

Direct emissions that are owned or controlled by the Company.



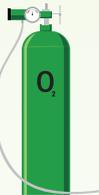
### Natural gas

- Natural gas is used as an energy source for hospital operations.



### Vehicle Fuel

- Fuel combustion in vehicles used for organizational operations.



### Medical Gases

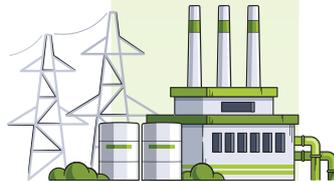
- Use of medical gases in patient care, such as anesthesia and surgery.



### Refrigerants

- Refrigerants are used in temperature control systems, such as air conditioning units.

Indirect GHG emissions from the consumption of purchased energy.



### Purchased Electricity

- Electricity purchased from external sources is used for patient care services.

Other indirect GHG emissions are from activities outside the organization's direct control.



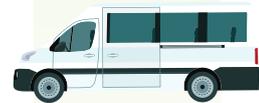
### Waste Management

- Disposal and management of waste generated from operational processes.



### Supply Chain

- Use of products or raw materials within the organization.



### Travel

- Travel of patients for medical treatment.
- Employee commuting.
- Travel for meetings, seminars, or business purposes.

## Key Environmental Performance<sup>30</sup>

Greenhouse Gas Emissions 2024 (tons of CO2 eq)

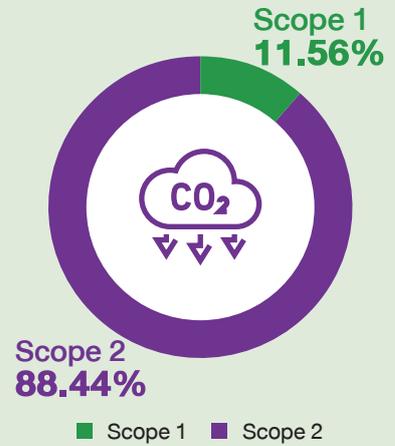
2024 **23,843.60**

In 2024, the company reported:

- Greenhouse gas emissions totaling **23,843.60** tons of CO2 eq
- Emissions intensity of **2.02** tons of CO2 eq per million baht of revenue.



The proportion of greenhouse gas emissions classified by scope:



In 2024, the company's total electricity consumption for operations was **56,728,311.05** kilowatt-hours, equivalent to an energy use intensity of **4,794.32** kilowatt-hours per million baht of

Electricity Consumption in Operations (kilowatt-hours)

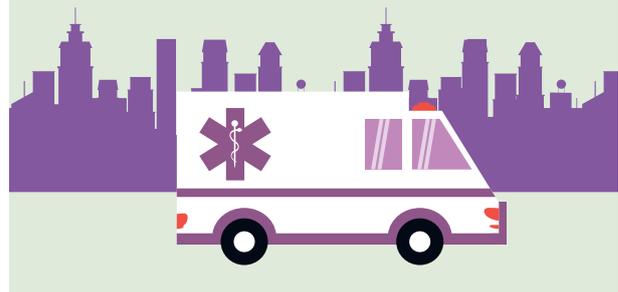
2024 **56,728,311.05**



In 2024, the company purchased **2,658,022.13** kilowatt-hours of electricity from renewable energy sources, representing approximately **4.68%** of its total electricity consumption.



In 2024, the company consumed a total of **455,726.74** liters of oil and fuel, with energy use amounting to **38.52** liters per million baht of revenue.



<sup>30</sup> GRI 302-1, GRI 302-3, GRI 305-1, GRI 305-2

## Energy Management and Climate Change Initiatives<sup>31</sup>

BCH is dedicated to continuously implementing energy conservation initiatives with a focus on energy efficiency and minimizing environmental and community impacts. The hospitals within the group aim to conserve energy and utilize resources efficiently by enhancing operational processes and raising awareness among employees through targeted training and behavioral change initiatives. The Company strictly adheres to energy conservation and environmental standards across its hospital network and is committed to continually developing and improving its energy management programs.

### 1. High-Efficiency Chiller Upgrade Project for Air Conditioning Systems



BCH has upgraded its air conditioning systems by replacing outdated, low-efficiency chillers with high-efficiency models. This renovation results in a significant reduction in electricity consumption and enhances the overall cooling performance of the HVAC systems. Not only does this enhancement optimize energy use and increase operational efficiency, but it also minimizes environmental impact, aligning with the Company's long-term sustainability goals. Furthermore, these improvements result in noticeable energy cost savings and enhance user comfort within the facility.



#### Enhancements in System Efficiency

The upgrade of the chiller system has significantly improved the cooling performance of the air conditioning system, leading to enhanced overall operational efficiency.



#### Energy Savings and Cost Reduction

This initiative has achieved considerable reductions in electricity consumption, resulting in lower energy costs.



#### Mitigation of Environmental Impact

The project contributes to reducing greenhouse gas emissions and air pollutants, promoting environmental sustainability.



#### Elevated User Comfort

The upgrade has enhanced indoor comfort for building occupants, providing a more enjoyable experience for users.

<sup>31</sup> GRI 3-3

## 2. LED Lighting Replacement

The Company has replaced traditional lighting with energy-efficient LED lighting, leading to a significant reduction in electricity consumption. LED lights have longer lifespans and require less energy compared to conventional bulbs, which helps decrease carbon dioxide emissions and lower energy costs over time. Furthermore, using high-quality lighting enhances the working environment by providing better illumination and reducing unnecessary energy consumption.



## 3. Window Film Installation

BCH installed solar control window films on building windows to reduce heat transfer from sunlight entering the building. This helps maintain optimal indoor temperatures, reduces electricity consumption for air conditioning, and improves the efficiency of reflecting solar radiation away from the building.



## 4. Energy Conservation and Big Cleaning Day

The affiliated hospitals organized the “Big Cleaning Day” campaign, engaging all employees in a collaborative effort to clean various areas of the hospital thoroughly. The initiative focuses on comprehensive cleaning both inside and outside the buildings, including cleaning of air conditioning units and external areas such as parking lots and garden spaces. This project helps improve the hospital’s environmental conditions and reduces the workload of air conditioning systems, enhancing equipment efficiency and contributing to overall energy savings in hospital operations.



Kasemrad International Hospital  
Rattanaibeth



Kasemrad Hospital Prachachuen



Kasemrad Hospital Rattanaibeth



Kasemrad Hospital Sriburin



Kasemrad Hospital Bangkai

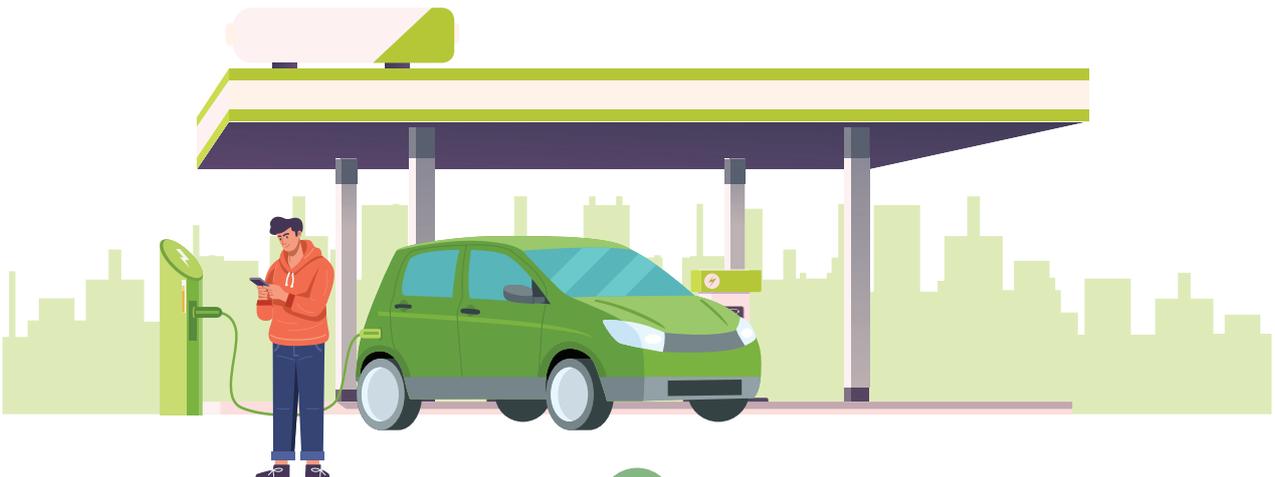
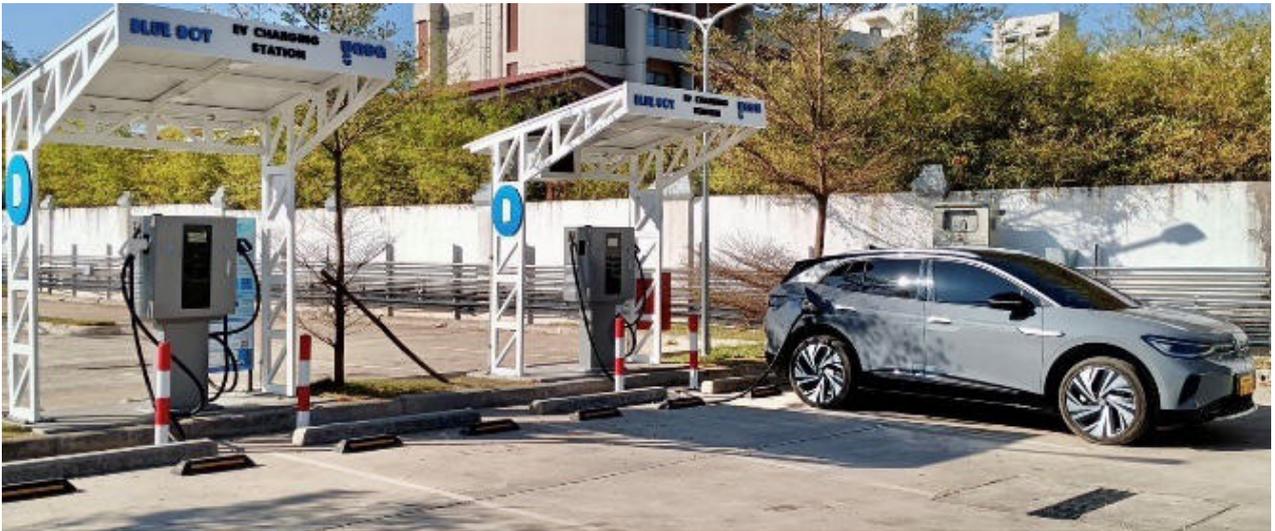


Kasemrad Hospital Saraburi



## 5. Installation of EV Charging Stations

BCH's affiliated hospitals have installed electric vehicle (EV) charging stations on their premises to enhance convenience for customers and encourage the use of environmentally friendly electric vehicles. Electric cars produce no exhaust emissions of greenhouse gases and operate more quietly than internal combustion engines, which helps reduce both air and noise pollution. This initiative helps mitigate environmental impacts and supports energy conservation by reducing reliance on fossil fuel-based energy sources.



## 6. Solar Rooftop Installation

BCH has implemented a solar rooftop installation project at eight affiliated hospitals, with solar panels installed on the rooftops of buildings and parking areas. These hospitals include Kasemrad International Hospital Aranyaprathet, Kasemrad Hospital Prachinburi, Kasemrad Hospital Saraburi, Kasemrad Hospital Sriburin, Kasemrad Hospital Bangkhae, Kasemrad International Hospital Rattanaibeth, Kasemrad Hospital Pathumthani, and Kasemrad Hospital Chachoengsao. In the past year, the Company purchased 2,658,022.1 kilowatt-hours of electricity from renewable energy sources, accounting for approximately 4.68% of its total electricity consumption.



Kasemrad International Hospital  
Aranyaprathet



Kasemrad Hospital Prachinburi



Kasemrad Hospital Saraburi



Kasemrad Hospital Sriburin



Kasemrad Hospital Bangkhae



Kasemrad International Hospital  
Rattanaibeth



Kasemrad Hospital Pathumthani



Kasemrad Hospital Chachoengsao



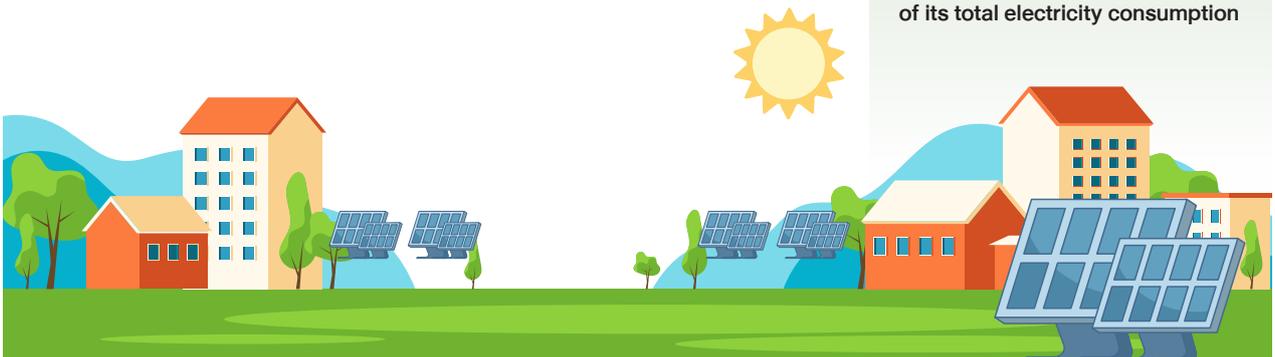
In 2024, the Company purchased

**2,658,022.1**

kilowatt-hours of electricity  
from renewable energy sources,  
accounting for approximately

**4.68%**

of its total electricity consumption



## 7. Care the Bear

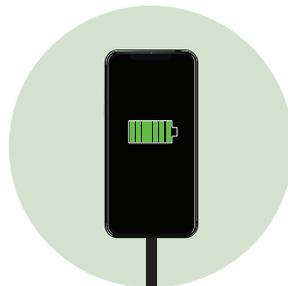
BCH has participated in the “Care the Bear” initiative, organized by the Stock Exchange of Thailand, showcasing its commitment to mitigating climate impacts and promoting sustainable business practices. As part of this initiative, the company actively works to reduce greenhouse gas emissions from various activities, including shareholder meetings, events, online meetings (e-AGMs), tourism activities, award ceremonies, and corporate social responsibility (CSR) programs. These efforts have successfully reduced carbon dioxide emissions by an equivalent of 2,392.54 kilograms of CO<sub>2</sub> (kg CO<sub>2</sub>e).



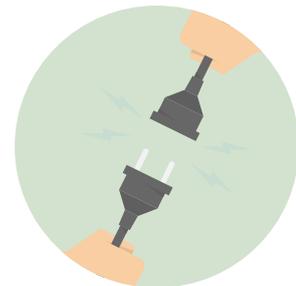
Additionally, BCH actively promotes energy conservation by raising awareness of efficient energy use through staff training and energy-saving campaigns throughout its hospital facilities. It encourages both management and employees to take the stairs instead of elevators for short distances, turn off lights when they are not in use, and adjust air conditioning settings for better energy efficiency. Conditioning temperatures to 25 degrees Celsius to promote sustainable energy savings.



Set the air conditioning temperature to 25 degrees Celsius



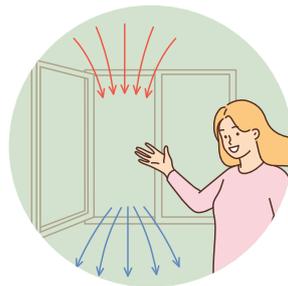
Replace conventional bulbs with LED lighting



Turn off and unplug electrical appliances when not in use



Use electrical appliances with the highest energy efficiency rating



Open windows to allow natural ventilation and daylight



Use stairs instead of elevators for one-floor travel

The Energy Conservation Committee, comprising representatives from various hospital departments, is responsible for implementing energy conservation policies. The committee collaborates with relevant units to ensure the efficient implementation of energy management practices. These efforts have enabled the hospital to achieve significant and sustainable reductions in electricity consumption, while promoting environmentally and socially responsible operations.

## Water and Wastewater Management

In 2024, the company acknowledged the critical importance of water and wastewater management in light of the increasingly severe impacts of climate change, which include droughts, floods, and limited access to water resources. The company is dedicated to managing water efficiently to meet the needs of all sectors while minimizing the impact on surrounding communities and the environment near its hospitals. To promote water conservation, initiatives have been implemented that encourage employees and service users to ensure faucets are fully turned off when not in use and to maintain their plumbing systems in good working condition, thereby reducing water loss from damaged equipment.

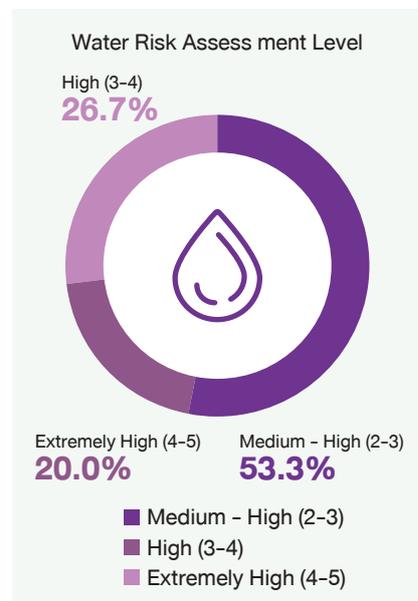


### Water Conservation Goal<sup>32</sup>

The company has a target to reduce water usage per total revenue by 0.3% by 2027 compared to the 2024 baseline.

Through collaboration among branches, the company has implemented water-saving projects such as replacing conventional faucets with automatic faucets in frequently used areas, including patient and visitor restrooms. Additionally, training programs have been conducted to raise staff awareness about water conservation and to promote the efficient use of water resources.

To assess water-related risks, the company utilized the Aqueduct Water Risk Atlas, developed by the World Resources Institute, to analyze risks across its 15 hospitals and clinics. The assessment revealed that Kasemrad Hospital Chachoengsao, Kasemrad Hospital Prachinburi, and Kasemrad Hospital Ramkhamhaeng are located in water risk areas classified as having extremely high risk. This issue requires urgent attention to ensure the long-term sustainability of both the hospitals and the surrounding communities.



Total water consumption<sup>34</sup>:  
**700,867.00**  
cubic meters

Water consumption per revenue:  
**59.23**  
cubic meters per million baht

Total water discharge:  
**560,693.60**  
cubic meters

<sup>32</sup> GRI 3-3

<sup>33</sup> GRI 303-1, GRI 303-2

<sup>34</sup> GRI 303-3, GRI 303-4

BCH has hired an external service provider to enhance and manage its wastewater treatment system. This includes monthly sampling and analysis of discharged water to monitor key water quality parameters, such as pH, Total Dissolved Solids (TDS), Total Hardness, Total Coliform, and Total Fecal Coliform. Additionally, the Company conducts annual water sampling from various points within the hospital to test for Total Coliforms, E. coli, and Standard Plate Count (SPC). All test results comply with the standards set by the Department of Health’s Tap Water Quality Criteria B.E. 2563 (2020), ensuring that wastewater management meets environmental standards and supports long-term sustainability.

| Indicator                   | Frequency | Standard                      |
|-----------------------------|-----------|-------------------------------|
| <b>Water reserve system</b> |           |                               |
| pH                          | Monthly   | 7.0-8.5                       |
| TDS                         |           | Less than 500 ppm             |
| Total Hardness              |           | 100 mg/l as CaCO <sub>3</sub> |
| Total Coliform              |           | Not found                     |
| Total Fecal Coliform        |           | Not found                     |
| <b>Water sampling</b>       |           |                               |
| Total Coliform              | Annually  | Not found                     |
| E-Coli                      |           | Not found                     |
| STD Plate Count             |           | Less than 500 ppm             |

**Note:** Standard under the Department of Health’s water supply quality standard B.E. 2563



BCH processes its wastewater using a standardized treatment system, ensuring strict control and regular monitoring of both the treatment process and the quality of the effluent. Wastewater samples are consistently collected for quality analysis. In 2024, test results indicated that all wastewater quality indicators met the standards set by the Ministry of Natural Resources and Environment, as outlined in the Announcement on Effluent Discharge Standards for Certain Types and Sizes of Buildings (B.E. 2548, 2005). Treated wastewater that complies with legal quality standards is subsequently discharged into the public drainage system.



## Wastewater Management in BCH Affiliate Hospitals<sup>35</sup>

To mitigate potential impacts from water usage within the hospital, the Company has established the following water management approach:

### 1. Water Reduction

The Company recognizes that water is an essential resource for hospital operations and patient care. To reduce water consumption, the Company has implemented measures whereby the Facility and Building Department conducts regular maintenance of the water systems throughout the hospital to prevent damage and leakage, with monthly inspections carried out. Additionally, water-saving awareness campaigns are promoted among employees through internal communication materials, alongside the replacement and installation of automatic faucets for external users.



## Waste Management<sup>36</sup>

Waste management presents a significant environmental challenge, particularly in the healthcare sector, which generates substantial quantities of consumable materials. The Company and its network of hospitals recognize the impact of waste generation and are committed to effectively reducing waste by implementing the 3Rs approach: Reduce, which involves minimizing the use of unnecessary resources; Reuse, which focuses on decreasing waste by reusing single-use materials; and recycle, which aims to enhance the value of materials that can be processed. Additionally, the Company prioritizes proper waste disposal in compliance with environmental standards to minimize its impact on the community and surrounding ecosystems.

BCH has established an Environment of Care Committee responsible for setting policies, planning operations, and overseeing the management of general waste, recyclable waste, infectious waste, and hazardous waste in compliance with legal requirements. The committee is also tasked with developing measures to prevent waste management issues that could impact patients, employees, visitors, and the surrounding community. In addition, the Environment of Care Committee collaborates with the Prevention and Control of Infection Committee to ensure proper waste segregation and collection. They provide training for hospital staff and on-site contractors to ensure that all types of waste are handled correctly and in accordance with relevant regulations. In 2024, the company implemented several ongoing waste management projects. These include campaigns promoting the use of cloth bags instead of plastic bags for medication, and training sessions focused on infection prevention and control related to infectious waste.

<sup>35</sup> GRI 303-3

<sup>36</sup> GRI 306-2

## Goal for Waste Reduction<sup>37</sup>

**Goal**

- The Company has a goal to reduce waste per total revenue by 5% by 2027 compared to the 2024 baseline.

This will be achieved through collaboration among branches to enhance waste management efficiency, including campaigns that encourage employees to reduce unnecessary single-use packaging and manage food waste effectively.

## Waste and Wastewater Volume Report for the Year 2024

In 2024, Bangkok Chain Hospital Public Company Limited generated a total volume of waste and waste materials of 2,640,951.67 kilograms. This consisted of 1,664,318.72 kilograms of non-hazardous waste sent to landfill 611,712.80 kilograms of infectious waste from medical service processes, and 86,846.48 kilograms of hazardous waste requiring specialized management. Additionally, the Company implemented partial waste segregation for recycling, totaling 278,073.67 kilograms, or 10.53% of the total waste and waste material. This waste management reflects the Company’s commitment to efficient resource use and environmental responsibility as part of its sustainable development approach in the healthcare service sector. The ratio of total waste volume to total revenue stood at 223.20 kilograms per million baht of revenue.

**2,640,951.67** kilograms of waste and waste materials were generated from hospital operations in 2024

This represents a waste-to-revenue ratio of approximately **223.20** kilograms per million baht of revenue



**General Waste**  
**1,664.32** tonnes  
**63.01** %



**Infectious Waste**  
**611.71** tonnes  
**23.15** %



**Hazardous Waste**  
**86.84** tonnes  
**3.29** %



**Recycle Waste**  
**278.07** tonnes  
**10.53** %

<sup>37</sup> GRI 3-3

**General Waste**

- Dry Waste
- Wet Waste

**Recycle Waste**

- Waste paper, cardboard, and Plastic Recycling
- Bottle recycling

**Infectious Waste**

- Infectious Waste contaminated with blood and other bodily fluids (e.g., from discarded diagnostic samples)
- Sharps Waste: all types of sharp waste.

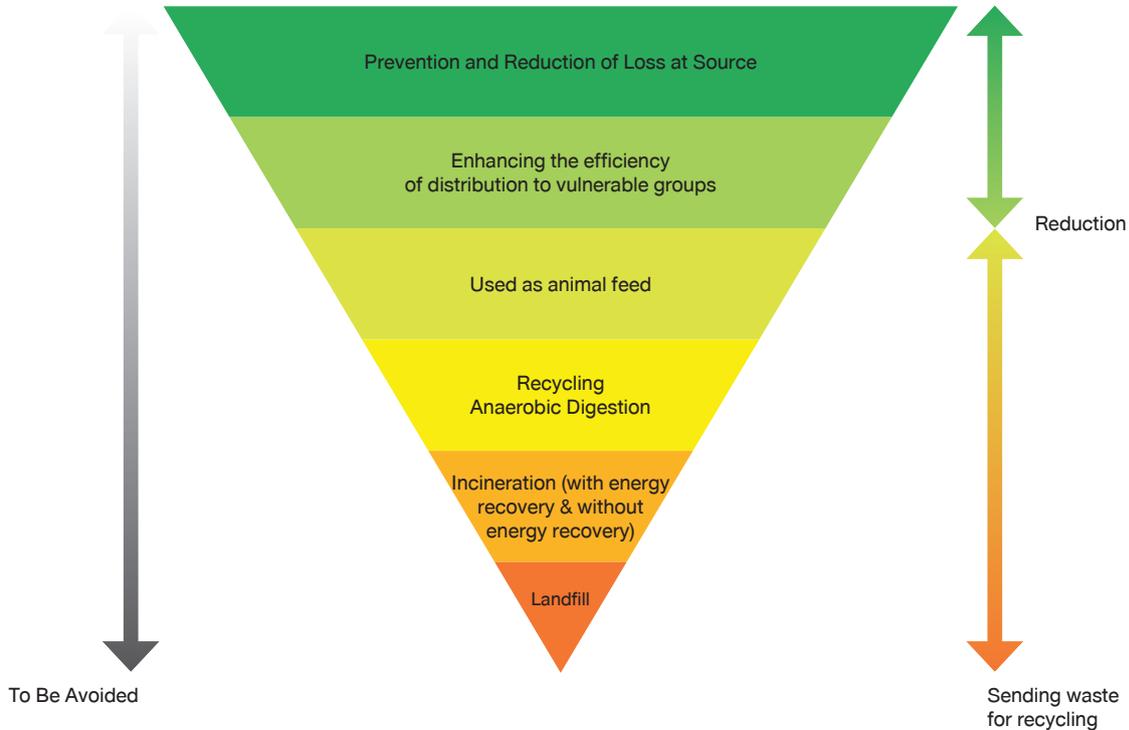
**Hazardous Waste**

- Hazardous Chemical Waste
- Hazardous Pharmaceutical Waste
- Waste with a High Content of Heavy Metals
- Pressurized Container Waste
- Genotoxic/Cytotoxic Waste
- Radioactive Waste



Best Practice

Prevention



## Waste Management in BCH Affiliate Hospitals<sup>38</sup>

The Company and its hospitals strongly promote waste segregation, dividing waste generated from hospital operations into general waste, recyclable waste, infectious waste, and hazardous waste. Proper management guidelines are established for each type of waste. For example, infectious waste is collected in designated red bags and stored in sealed containers to prevent the spread of contamination before being transported to a dedicated infectious waste storage room and disposed of in compliance with regulations.

Additionally, the Company collaborates with SCGC in the “Wake Up Waste” project to advance circular economy principles in waste management. The project emphasizes maximizing waste separation and reuse to reduce landfill waste and minimize environmental impact, notably by transforming plastic waste into reusable products. Initially, Kasemrad Hospital Prachachuen and Kasemrad Hospital Ramkhamhaeng participated in segregating plastic bottles and recyclable materials. Collected waste is sent for recycling and conversion into new reusable products, which has contributed to a reduction of greenhouse gas emissions by 1,106.44 kilograms of CO<sub>2</sub> equivalent, comparable to planting 91 large trees.



## Training Program on Prevention and Control of Infection from Infectious Waste

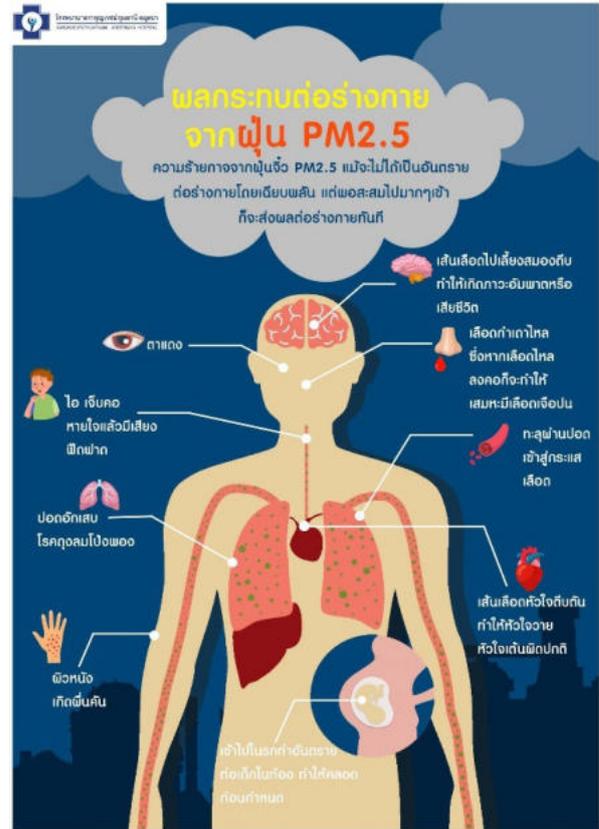
The Company has implemented a training program focused on preventing and controlling infections caused by infectious waste. This program aims to equip hospital staff and contractors working within hospital areas with the necessary knowledge and skills to segregate, handle, and dispose of infectious waste safely. The training emphasizes strict adherence to hygiene and safety protocols to minimize the risk of infection transmission, ensuring the safety of patients, employees, visitors, and the surrounding community.

<sup>38</sup> GRI 306-2, GRI 3-3

In addition, the Company places great importance on environmental issues to ensure sustainable operations by focusing on minimizing environmental impacts and protecting ecosystems through effective pollution management and biodiversity conservation. The Company has implemented various measures to control and mitigate the potential environmental impacts of its business activities.

Regarding pollution management, the Company is committed to controlling air and noise pollution, as well as preventing emissions resulting from the use of energy and resources. Environmentally friendly technologies are employed in operational processes, including the installation of air filtration systems to reduce air pollution. Regular inspection and maintenance of machinery are conducted to minimize emissions. Furthermore, the company promotes the use of renewable energy and enhances energy efficiency to minimize its environmental impact sustainably.

Regarding biodiversity conservation, the Company places importance on controlling the use of chemicals and managing waste that may impact ecosystems and wildlife. It promotes the use of environmentally friendly materials. Additionally, the Company has implemented effective waste management practices to minimize its impact on biodiversity, thereby helping to maintain the balance of ecosystems and supporting the diversity of living organisms in nature.





# Social Dimension





## Social Sustainability

The Company places great importance on conducting its business with respect for human rights, adherence to business ethics, and compliance with the principles of good corporate governance, while systematically managing social aspects to enhance the quality of life for all stakeholders, including employees, partners, customers, and surrounding communities.

In terms of human resource management, the Company emphasizes fairness and equity in protecting employee rights across all dimensions, including welfare, development opportunities, and the provision of a safe working environment that complies with key standards and regulations. The Company is committed to upholding the rights of migrant workers, rejecting child and forced labor, and promoting fair employment practices. In its service provision, the Company strives to develop medical services that meet international standards, with transparency and accessibility, while prioritizing the protection of consumer rights and customer data privacy.

Additionally, the Company implements initiatives to enhance the quality of life for surrounding communities and promotes organizational growth in conjunction with social sustainability. Through comprehensive social management practices, the Company operates efficiently in alignment with internationally recognized standards.

### Human capital development

#### Human Resource Management - General Information

##### Overview of Human Resource Management in 2024<sup>39</sup>

|   |   |   |   |
|---|---|---|---|
| <b>Total Employees (Excluding Physicians) 7,054 Persons</b>   |   | <b>Total Physicians 1,858 Persons</b>   |   |
| <b>Male 1,202 Persons</b>  | <b>Female 5,852 Persons</b>  | <b>Male 921 Persons</b>                        | <b>Female 937 Persons</b>                        |
|   |   | <b>Total Full-Time Physicians 378 Persons</b>  | <b>Total Part-Time Physicians 1,480 Persons</b>  |

##### Total Employees separated by job type

|  |   |  |  |   |  |
|--|---|--|--|---|--|
| <b>Total Full-Time Employees 5,589 Persons</b>   |   |  | <b>Total Part-Time Employees 1,465 Persons</b>   |   |  |
| <b>Nurses and Nursing Assistants 2,402 Persons</b>  | <b>Medical Operations and Support Personnel 1,870 Persons</b>  | <b>Back Office Personnel 1,317 Persons</b>  | <b>Nurses and Nursing Assistants 716 Persons</b>  | <b>Medical Operations and Support Personnel 612 Persons</b>  | <b>Back Office Personnel 128 Persons</b>  |

<sup>39</sup> GRI 2-7, GRI 2-8

## Human Resource Development (HRD)

BCH believes that our human resources are essential to driving the business towards its goals and achieving sustainable success. Therefore, the care and development of our human resources are crucial and must focus on promoting both knowledge and skills, as well as effective work performance. The Company actively supports continuous growth for all personnel, including employees, directors, and executives. For more information, please refer to the Corporate Governance section under "Employee Information" and "Board Recruitment, Development, and Performance Evaluation."

### Human Resource Development Management Policy and Goal<sup>40</sup>

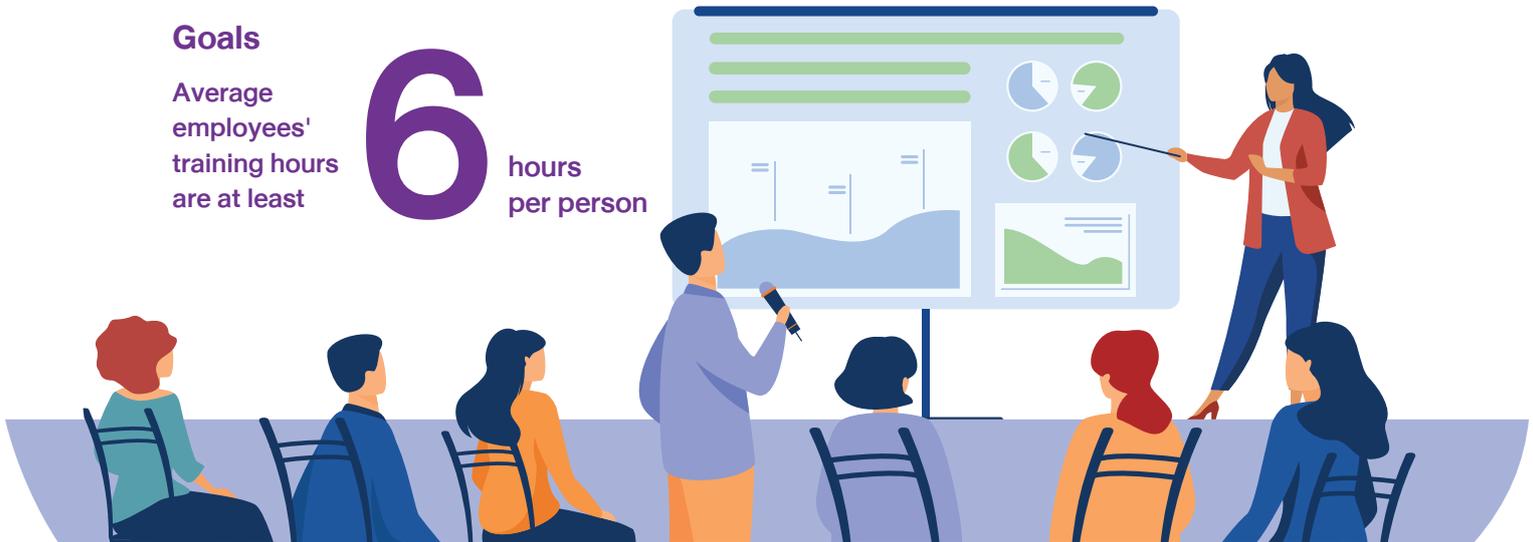
BCH has developed a personnel development policy designed to enhance the capabilities of its staff continually. The Human Resources Department and the Medical Secretariat are responsible for implementing this policy to achieve its goals. The policy encompasses four categories of employees: physicians, nurses, medical operations and support staff, and general employees. The development programs are available to both full-time employees and physicians, ensuring that all hospital personnel understand their roles, perform effectively, possess the necessary skills, and feel engaged in the company's growth.

#### Goals

Average employees' training hours are at least

# 6

hours per person



## Outstanding Trainings

The Company recognizes the importance of enhancing capabilities in lifesaving and patient care, in alignment with its business approach that prioritizes the health and well-being of patients. To this end, the Company supports the development of medical personnel by providing funding for hospital staff to participate in external training programs. These trainings not only enhance medical and emergency response skills but also improve service quality, ensuring that staff can deliver effective and compassionate care. Additionally, the Company offers training on personal data protection in compliance with legal requirements. Such training broadens the organization's ability to care for patients and elevates the hospital's medical service standards, both in treatment and in the secure handling of patient information.

<sup>40</sup> GRI 3-3

## MINI MBA INNOVATEMED: SUSTAINABLE HEALTHCARE MANAGEMENT” Program

In 2024, Bangkok Chain Hospital Public Company Limited (BCH) signed a Memorandum of Understanding (MoU) with the Graduate School of Bangkok University to develop and implement the “MINI MBA INNOVATEMED: SUSTAINABLE HEALTHCARE MANAGEMENT” program. The MoU signing ceremony was honored by Dr. Supong Limtanakool, Executive Vice President for External Affairs, and Assistant. Prof. Sansern Milindasuta, Executive Vice President for Academic Affairs of Bangkok University, along with Asst. Prof. Dr. Somporn Harnphanich, M.D., Chairman of the Board of Directors, and Ms. Pornsuda Harnphanich, C.P.S., Chief Financial Officer at BCH.

This academic collaboration represents a significant step in advancing knowledge, fostering creativity, and developing innovative perspectives in modern business management. It provides an opportunity for BCH personnel to strengthen their analytical, planning, and resource management skills, thereby enhancing organizational efficiency. Moreover, the program aims to develop capabilities in strategic planning and performance evaluation, laying a solid foundation for sustainable growth within Thailand’s competitive healthcare industry landscape.



## Organizing practical training on Advanced Cardiac Life Support (ACLS) for doctors, nurses, and medical staff

The Advanced Cardiac Life Support (ACLS) hands-on training program, certified by the Thai Resuscitation Council (TRC), aims to enhance the skills of physicians, nurses, and medical personnel in responding to cardiac arrest and other critical cardiovascular emergencies. The training includes practical sessions on CPR, the use of automated external defibrillators (AEDs), and restoring circulation.

This program strengthens participants' knowledge in critical medical decision-making and effective teamwork in life-saving situations. A total of 60 participants received training, equipping them with the competencies to manage emergencies efficiently and safely, thereby elevating the standard of medical services provided in the hospital.

### Training on Inpatient Infection Surveillance, Prevention, and Control

The hospital network organized a training course on inpatient infection surveillance, prevention, and control for medical personnel. The training covered standards of patient care in service units, aiming to enhance staff knowledge, skills, and capabilities in performing their duties. This ensures patient safety throughout their stay in hospital service units. Additionally, the training enables nurses to strictly adhere to infection prevention protocols, thereby reducing the risk of infection transmission within service units and the hospital. It also serves as a good model for promoting safety care practices in hospital service areas.

### Training Program for Sleep Testing and Electroencephalogram (EEG) Analysis Equipment

The training course on the use of sleep testing and electroencephalogram (EEG) analysis equipment aims to provide participants with a fundamental understanding of sleep disorders and their associated conditions. It also focuses on technical skills for conducting sleep tests and related examinations accurately, developing the ability to troubleshoot issues that may arise during testing, and accurately interpreting sleep test results. This training supports the upcoming opening of a new service center within the hospital.

### Service Excellence Behavior (ESB) Training Program

BCH has organized a training program on Excellence Service Behavior (ESB) for healthcare personnel, focusing on developing skills and behaviors related to delivering outstanding service to patients and service users. This course covers fostering a positive service attitude, effectively listening to and responding to the needs of service users, building good relationships, and managing challenging situations. The training enables staff to deliver excellent service in every circumstance, thereby enhancing their confidence and improving the quality of care. Additionally, it helps increase patient and service user satisfaction and trust in accessing professional healthcare services.



## Personal Data Protection Act (PDPA) Training

BCH has organized a training program for healthcare personnel on personal data protection in accordance with the Personal Data Protection Act (PDPA). The training covers essential topics including data subject rights, collection, use, and disclosure of personal data, as well as compliance with data protection standards. This aims to ensure that staff understand and manage patient data effectively. The program also emphasizes raising awareness about preventing and responding to data breach threats, enabling personnel to comply with the law and safeguard information securely, thereby enhancing trust among patients and service users in the healthcare facility.

## Employee's Hours of Training<sup>41</sup>



## Talent Attraction and Retention

The healthcare service business relies heavily on personnel with specialized knowledge and expertise, including medical doctors, pharmacists, nurses, and technical staff. Therefore, personnel are a vital part of the Company. To protect competitiveness and address workforce shortages, the Company places great importance on motivating and retaining employees by setting attractive compensation rates and offering suitable benefits that align with those of other operators.

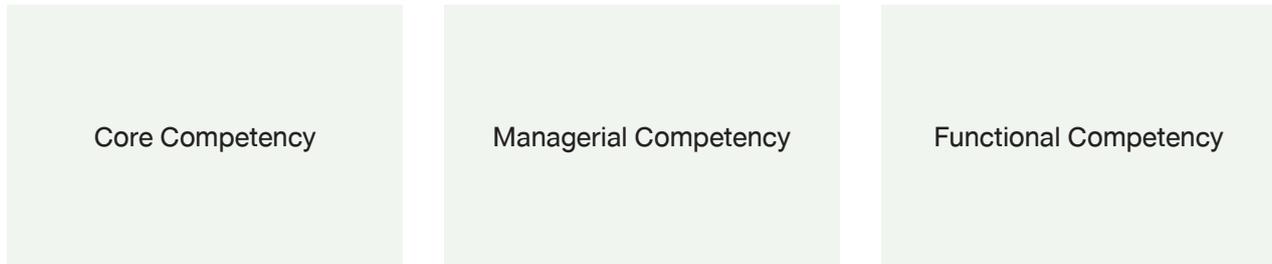
BCH is also committed to caring for and retaining its employees to maintain a pool of capable staff amid intense competition in the healthcare service industry. To promote long-term employment with the Company, an “Employee Welfare Regulation” has been established, and the central Human Resources department oversees the well-being and benefits of both permanent and contract employees.



<sup>41</sup> GRI 404-1

## Employee Performance Evaluation

BCH conducts an annual employee satisfaction assessment following Hospital Accreditation (HA) standards. Employees are categorized into two groups: general staff and specialized professional staff. Evaluations are carried out annually as well as based on job positions, with specific evaluation periods set for example, knowledge testing for nurses after six months of employment. The annual evaluation criteria for general staff, used to consider salary and position adjustments, consist of three main components as follows:



The criteria for the annual evaluation of the medical staff include 5 main competencies, and having 3 of them is equivalent to having non-medical staff. Specific competencies and Key Performance Indicators are added to enable comparison of set performances and goals agreed upon by the medical staff.

### Employees receiving annual performance evaluations<sup>42</sup>

| Information                                   | Unit    | Male  | Female | Total |
|---|---------|-------|--------|-------|
| Total full-time employees that were evaluated | Persons | 775   | 3,650  | 4,425 |
|   | %       | 64.50 | 62.40  | 62.70 |
| Sort by employee category                     |         |       |        |       |
| Senior Management                             | Persons | 13    | 6      | 19    |
|   | %       | 39.39 | 100.00 | 48.71 |
| Middle Management                             | Persons | 8     | 34     | 42    |
|   | %       | 72.72 | 64.15  | 65.62 |
| First-line Management                         | Persons | 184   | 591    | 775   |
|   | %       | 73.02 | 55.28  | 58.68 |
| Non-management                                | Persons | 570   | 3,019  | 3,589 |
|   | %       | 64.41 | 68.04  | 67.44 |

<sup>42</sup> GRI 404-3

## Employee Engagement Survey

BCH has continuously conducted employee engagement assessments. In 2024, affiliated hospitals evaluated the engagement of 648 employees out of a total of 5,589 representing 11.59% of the workforce. The assessment covered the following areas: (1) respect and recognition from supervisors and colleagues, (2) job characteristics, (3) salary, (4) working conditions, (5) job security, (6) career advancement, and (7) policies and management. The purpose of the evaluation was to summarize and compare data to guide management policy decisions. The survey results showed that employee engagement with the Company stood at 73.49%.

| Employee engagement goal | Employee engagement score | Coverage of data |
|--------------------------|---------------------------|------------------|
| 70.00 percent            | 73.49 percent             | 11.59 percent    |

## Employee Care and Welfare

Employee well-being and a positive working environment are essential to the Company because they are the foundation of the sustainability of healthcare services. To encourage employees to thrive in a happy work environment and maintain their expected health and well-being, BCH offers various welfare benefits to employees as follows:



Medical expenses \*



Maternity benefits



Annual medical health checkups



Funeral allowance



Internal relationship team building



Employee's child scholarship



Rewards for outstanding personnel  
(i.e. excellence service mind,  
excellence management)



Dormitory and gym for employees



Canteen and discount coupon for  
shops inside the hospitals

\*The medical expenses cover the contract employees

## Rewards for Outstanding Personnel

In 2024, the affiliated hospitals hosted the “Nurse Kasemrad Award” in celebration of National Nurses Week, which took place from May 6 to May 12, 2024. The event aimed to recognize and reward outstanding nursing staff for their dedication to patient care, boost morale, and honor the vital role nurses play in the healthcare system, encouraging them to continue performing their duties with pride and confidence.



## Internal Relationship Building Activities

The Company has consistently implemented programs to foster positive relationships among employees, contributing to a healthy and supportive work environment. These initiatives aim to strengthen bonds among colleagues and enhance the connection between supervisors and subordinates. Key annual activities include the Chinese New Year celebration, the Thai New Year (Songkran) celebration, and birthday celebrations for executives and staff.





## Labor Welfare Awards

Outstanding Establishment Award in Labor Relations and Welfare

### Kasemrad Hospital Sriburin Receives National Outstanding Establishment Award 2024

In 2024, Kasemrad Hospital Sriburin was awarded the National Outstanding Establishment in Labor Relations and Welfare for the third consecutive year by the Chiang Rai Provincial Office of Labor Protection and Welfare. This award honors modern establishments that demonstrate a strong commitment to socially responsible labor management, contributing to employee security and quality of life. The recognition also strengthens investor confidence and sets a positive example for other organizations to follow in developing responsible and sustainable workplaces.



Details of achievements supporting, promoting, and cooperating in enhancing workplace safety and preventing work-related accidents are as follows:

Appointment of the Safety Committee and organization of Walk-through surveys.

Conduct daily safety inspections in the workplace and of equipment to ensure safety and readiness for use.

Perform risk assessments and hazard identification within their departments by safety officers and develop control plans to reduce risks.

Organize annual environmental condition monitoring and provide employee safety training, such as chemical handling and proper use of personal protective equipment.

Promote the physical and mental well-being of employees by providing hospital sports facilities and organizing campaigns and competitions for 5ส activities.

## Human Rights

BCH places great importance on promoting and upholding human rights while ethically conducting business, adhering to good corporate governance. The Company is committed to treating all employees, patients, and service users with fairness and respect, recognizing the dignity of each individual. It operates without discrimination based on gender, religion, culture, race, or economic status. By embracing a diverse range of stakeholders, including employees from various backgrounds, BCH effectively mitigates risks related to human rights violations.

### Human Rights Goals<sup>43</sup>

Employees are informed of the human rights policy through dissemination on the website and various activities, to achieve **100%** awareness by 2025.

There were **0** cases of human rights violations involving service users, employees, and stakeholders.

There were **0** complaints regarding human rights violations involving service users, employees, and stakeholders.



### Human Rights Management

BCH has assigned the Sustainability Committee, Governance and Risk Management Committee, and the Human Resources working team to oversee and manage human rights issues related to employee recruitment and employment. This also includes human rights practices concerning service users, stakeholders, and partners. Their role is to ensure comprehensive and effective processes for monitoring, risk assessment, prevention, complaint management, and remediation.

<sup>43</sup> GRI 3-3

## Formulation of Human Rights Policy

BCH recognizes and places great importance on promoting and safeguarding human rights alongside conducting business ethically and with good corporate governance. It protects human rights both within and outside the organization by establishing human rights policies and practices aligned with internationally accepted standards, particularly supporting and adhering to the Universal Declaration of Human Rights (UDHR), United Nations Global Compact (UNGC), United Nations Guiding Principles on Business and Human Rights (UNGP), and the International Labor Organization Declaration on Fundamental Principles and Rights at Work (ILO). The Company also strictly complies with domestic human rights laws.

Our human rights policy is based on the three pillars outlined in the UN Guiding Principles on Business and Human Rights: Protect, Respect, and Remedy. This framework covers human rights protection both internally and externally, including:

|  |   |   |
|--|---|---|
| Equal treatment for all                              | Human rights communication and promotion                                      | No part in human rights violation   |
| Human Rights are a part of human resource management | Promote the exercise of employee's civil rights                               | Provide good employment conditions and encourage employees to participate in managing activities. |
| Continually develop and address human rights issues  | Encourage employees to focus on and comply with human rights-related policies | Provide channels for human rights violation complaints, whistleblowing, and remedial measures     |

## Comprehensive Examination of Human Rights

BCH involves a wide range of stakeholders, including employees and various business partners within its supply and value chains. This nature of operation may increase the risk of human rights violations, which could have long-term impacts on the business. Therefore, the Company places great importance on conducting comprehensive Human Rights Due Diligence (HRDD) to assess and mitigate potential risks. This approach is based on the United Nations Guiding Principles on Business and Human Rights (UNGP), ensuring that all business activities do not infringe upon fundamental human rights.

Dedicated to executing comprehensive Human Rights Due Diligence, with a clear timeline to complete this process by 2025. This is a key measure in reducing and preventing human rights violations across all levels of the value and supply chains. The initiative not only ensures compliance with international standards and requirements but also enhances the Company's image and reinforces its social responsibility to all relevant stakeholders.

## Employees' Human Rights

BCH respects the rights and freedoms of its employees and upholds the principles of equality and equity. It strictly complies with labor laws and implements policies aligned with the ILO Declaration on Fundamental Principles and Rights at Work, which outlines the following core principles:

### Human Rights Policy on Child, Forced, and Compulsory Labor<sup>44</sup>

BCH has a human rights policy in place to prevent child labor, forced labor, and compulsory labor, thereby protecting the welfare of vulnerable groups, following the ILO Declaration on Fundamental Principles and Rights at Work and relevant labor laws. The Company did not employ such labor in the reporting year and faced no risk related to child labor, forced labor, or compulsory labor. Furthermore, the Company is committed to expanding its consideration of these labor practices to its business partners and stakeholders across its value chain in 2024, in line with its human rights policy.

## Diversity and Inclusion

Non-discrimination and employee diversity are key factors that the Company recognizes as both critical and opportunities for business development. The Company treats all individuals equally and without discrimination, aiming to set an example for employees in how they interact with service users, stakeholders, colleagues, and society at large. The Company is firmly committed to refraining from exclusion or discriminatory practices against any specific group based on race, nationality, age, gender, skin color, language, or physical disabilities or limitations.

| Employment*   | Amount (Persons) | Male      | Female    |
|---|------------------|-----------|-----------|
| <b>Employment of impaired people/people with disability</b>       | <b>57</b>        | <b>30</b> | <b>27</b> |
| Hearing Impairment  | 12               | 4         | 8         |
| Visual Impairment   | 2                | 1         | 1         |
| Physical Impairment   | 31               | 15        | 16        |
| Intellectual Impairment   | 5                | 5         | 0         |
| <b>Employment of people who are over 60 years old (voluntary)</b> | <b>7</b>         | <b>5</b>  | <b>2</b>  |

\*Data covers only full-time employment.

<sup>44</sup> GRI 409-1

## Employee Rights on Occupational Health and Safety

BCH has implemented effective occupational health and safety management to ensure the well-being of its employees. This includes providing welfare benefits related to health, occupational health, and safety, such as annual health check-ups, medical treatment, a safe working environment, occupational health and safety measures, as well as training on topics related to health, occupational health, and safety.

## Outstanding Employee Training on Human Rights

### Information session on the rights of labor under the business temporary closure and hiring termination circumstances

BCH held an information session on human rights training for internal personnel to recognize and understand their rights in cases of business temporary closure and hiring termination. The Information session on labor rights during business temporary closures and hiring terminations in 2022 aimed to provide an understanding of labor rights in these circumstances, protecting workers from termination or unfair compensation.

### Compliance with the employment law for persons with disabilities in enterprises and government agencies training

The Company provided a training program to promote the employment of people with disabilities in the workplace, consistent with guidelines for doing business and treating employees without discrimination based on physical limitations. The program aimed to educate the Human Resources office on the relevant regulations and best practices for hiring individuals with disabilities.

## Human Rights Training

| Information  | Unit                        | Amount |
|--|-----------------------------|--------|
| Number of employees trained in human rights programs | Persons                     | 441    |
| Ratio of employees trained in human rights programs  | Percentage of all employees | 6.25   |

## Human Rights Improvement Plan

BCH has a human rights improvement plan that includes providing training on human rights to all BCH employees to enhance their understanding of human rights, covering the increased number of employees through both internal and external training. The Company strongly hopes that the initiative for human rights improvement will lead to a higher level of sustainability in the Company's social dimension in the future.

## Complaints of human rights violations, discrimination, sexual assault, and harassment <sup>45</sup>



| Information  | Case of complaints related to employees | Case of complaints related to patients, customers, stakeholders, and business partners |
|--|---|--|
| Total number of complaints   | 0                                       | 0  |
| Number of complaints that were investigated  | 0                                       | 0  |
| Number of complaints that were remediated  | 0                                       | 0  |
| Number of complaints that are remediated and results reviewed through routine internal management review processes | 0                                       | 0  |
| The number of complaints is no longer subject to action  | 0                                       | 0  |

## Accessible Healthcare

BCH recognizes that easy and quality access to medical services is a fundamental human right and a key aspect of its business operations. The Company is committed to ensuring that patients with diverse backgrounds and circumstances, such as geographic location or financial status, can conveniently access medical services. Moreover, establishing an accessible healthcare system contributes to improving overall health outcomes, facilitating timely treatment, and reducing morbidity and mortality rates among both Thai nationals and foreign residents living in Thailand.

## Accessible Healthcare Management<sup>46</sup>

BCH has established guidelines to ensure patient access to medical services, to enable patients and service users to receive healthcare conveniently and efficiently. A dedicated service department is responsible for managing public access to healthcare and improving hospital service systems. The Company is committed to providing comprehensive, high-quality medical services under the care of specialized physicians, supported by skilled nurses and well-trained healthcare staff. Medical services are available 24 hours a day, equipped with modern medical tools and technologies. Additionally, the Company provides medical knowledge and advice on disease prevention, encouraging the public to maintain and restore their health properly.

<sup>45</sup> GRI 406-1

<sup>46</sup> GRI 3-3

## The Operations of Accessible Healthcare<sup>47</sup>

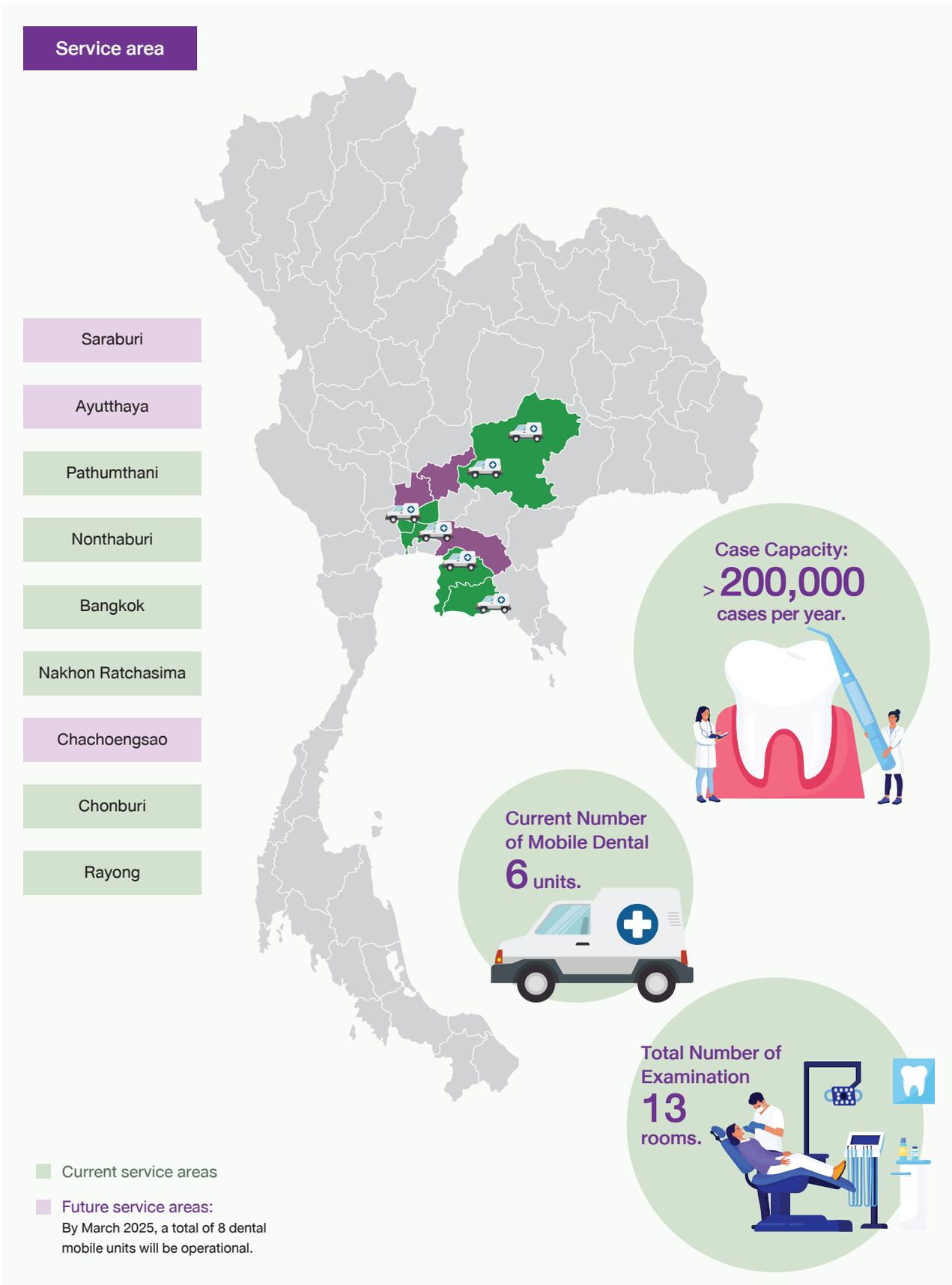
Responsibilities to care for the environment and society are crucial components of its business operations. With the continuation of service improvements and the expansion of healthcare services to several hospitals and locations, we believe that these operations will make BCH's services more accessible to society and improve the health of the people, especially those with Social Security, as BCH's primary focus. BCH operates private hospitals that cater to four diverse patient groups. There are hospitals in the network covering three regions and eight provinces in Thailand, as well as one hospital in the Lao PDR, to create accessible healthcare for people in various areas.

| Target Patients   | Hospital   |
|---|--|
| High-end/local and international patients                 | World Medical Hospital   |
| Middle-income patients and Social Security patients       | Kasemrad International Hospital Rattanatibeth<br>Kasemrad International Hospital Aranyaprathet<br>Kasemrad International Hospital Vientiane  |
| Lower middle-income patients and Social Security patients | Kasemrad Hospital Bangkae<br>Kasemrad Hospital Prachachuen<br>Kasemrad Hospital Ramkhamhaeng<br>Kasemrad Hospital Rattanatibeth<br>Kasemrad Hospital Sriburin<br>Kasemrad Hospital Maesai<br>- Kasemrad Sriburin Chiang Saen Clinic<br>Kasemrad Hospital Saraburi<br>- Kasemrad Medical and Dental Clinic Saraburi<br>Kasemrad Hospital Chachoengsao<br>Kasemrad Hospital Prachinburi<br>Kasemrad Hospital Pathumthani |
| Lower middle-income patients and Social Security patients | Karunvej Hospital Ayutthaya  |

BCH focuses on developing and providing comprehensive dental services through its mobile dental unit business, operated by Bangkok Chain Dental Co., Ltd. The mobile dental clinic offers a full range of dental care services, including dental check-ups, scaling, fillings, extractions, and other related treatments. The service aims to increase accessibility by reaching a wider range of users, such as schools, factories, and various communities, thereby enhancing convenience for service recipients.

<sup>47</sup> GRI 406-1

## The service areas of the mobile dental clinic



The Company places great importance on establishing hospitals in the country's border areas to help reduce the mortality rate of patients living in medically underserved regions or areas where hospitals exist but medical services are not easily accessible. The hospitals in these areas include:

1. **Kasemrad Hospital Maesai** located in Maesai District, Chiang Rai Province, near the Maesai-Tachileik border checkpoint adjacent to Myanmar and Kasemrad Sriburin Clinic in Chiang Saen District, Chiang Rai Province, near the Chiang Saen border checkpoint adjacent to the Lao People's Democratic Republic (Lao PDR). These border areas face shortages of doctors, medical personnel, and modern medical equipment. BCH recognizes the social benefits of establishing hospitals in these locations, ensuring both Thai and foreign patients have equitable access to quality medical services. Additionally, patients requiring surgery can be referred to Kasemrad Hospital Sriburin, which has a comprehensive specialized medical center. In 2024, Kasemrad Hospital Mae Sai and Kasemrad Hospital Sriburin served over 355,508 patients in Chiang Rai Province and surrounding areas, representing a 1.3% increase from the previous year.



2. **Kasemrad International Hospital Aranyaprathet** is situated in Aranyaprathet District, Sa Kaeo Province, near the Aranyaprathet border checkpoint, adjacent to the border with Cambodia. The establishment of this hospital includes specialized medical centers, such as the Cardiology Center, Cancer Center, Gastroenterology and Liver Disease Center, as well as the newly opened Kasemrad Aesthetic Center, all of which are under the Company's group. This development offers both Thai and international patients in the area comprehensive access to high-quality medical services. In the reported year, Kasemrad International Hospital Aranyaprathet served over 31,642 patients in Sa Kaeo Province and surrounding areas, representing a 3.1% increase compared to the previous year.



3. **Kasemrad International Hospital Vientiane** is in Vientiane Capital, Lao PDR. While most hospitals in the area provide only primary and secondary care, this hospital offers access to tertiary-level healthcare with fully integrated specialized medical centers. This helps reduce mortality rates and promotes public health education for disease prevention, thereby contributing to improved quality of life for the local population. In 2024, Kasemrad International Hospital Vientiane served over 32,746 patients in Vientiane Capital and its surrounding areas.



Additionally, the Company continues to expand its hospital network in Thailand under the Kasemrad Hospital brand, aiming to enhance public access to standardized medical services. A key component of this strategy is participation in the Social Security Scheme. The Company has continually expanded access to healthcare services, and as of December 31, 2024, the hospitals under its network had a combined Social Security patient quota of 1,856,100 insured individuals.

### The Healthcare Services for registered persons under the Social Security Scheme

The Company provides medical treatment services to patients under the Social Security Scheme to enhance accessibility for patients and service users. Additionally, the Company benefits positively from this operation, as a portion of its revenue is derived from serving this patient group. This enables the Company to efficiently utilize and further develop its medical personnel, equipment, and hospital bed capacity.

| Information   | Unit                                 | Amount    |
|---|--------------------------------------|-----------|
| Hospitals providing medical services under the Social Security Scheme | Hospitals                            | 10        |
| Patients under the Social Security Scheme                             | Persons                              | 3,031,013 |
|   | Percentage of total medical services | 73.13%    |

\*Data from 1 January 2024 – 31 December 2024

In addition to providing medical services to insured persons registered with hospitals within the Company’s network, the Company has collaborated with the Social Security Office to expand the scope of Social Security benefits to cover access at all hospitals. This allows insured persons to receive medical services without the need to be registered with a Company-affiliated hospital. Examples of treatments covered under this extended access, as well as conveniences provided to insured persons.

Hospitals within the group signed a Memorandum of Understanding (MoU) to provide medical services for five disease groups, aiming to enhance access to treatment for insured persons under the Social Security system. In 2024, ten hospitals in the group participated in this program, as follows:

- World Medical Hospital
- Kasemrad International Hospital Rattana Tibeth
- Kasemrad Hospital Prachachuen
- Kasemrad Hospital Bangkok
- Kasemrad Hospital Chachoengsao
- Kasemrad Hospital Ramkhamhaeng
- Kasemrad Hospital Sriburi
- Kasemrad Hospital Saraburi
- Kasemrad Hospital Rattana Tibeth
- Kasemrad Hospital Pathumthani

**Medical procedures covered include :**

- ✓ Cardiovascular Disease covers Coronary Artery Angiography (CAG), Coronary Artery Angiography (CAG) and Percutaneous Coronary Intervention (PCI), Electrophysiology Study with Radiofrequency Ablation (EPS with RFCA), Electrophysiology Study with Carto (EPS with Carto), Permanent Pacemaker, Automated Implantable Cardioverter-Defibrillator (AICD), and Cardiac Resynchronization Therapy with Pacemaker (CRT-P) / Cardiac Resynchronization Therapy Defibrillator (CRT-D).
- ✓ Stroke
- ✓ Kidney stones and gallstones
- ✓ Breast cancer surgery
- ✓ Myomectomy and/or ovarian cystectomy

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มาตรา 33 และ 39

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**+ เพื่อหัวใจได้ต้นต่อ**  
**+ ระยะเวลารอคอย**

- ♥ การฉีดสีหลอดเลือดหัวใจ (CAG)
- ♥ การฉีดสีหลอดเลือดหัวใจและขยายหลอดเลือดหัวใจด้วยบอลลูน (CAG + PCI)
- ♥ การตรวจทางสรีรวิทยาไฟฟ้าหัวใจด้วยเครื่องจี้ไฟฟ้าหัวใจ (EPS with RFCA)
- ♥ การจี้ไฟฟ้าหัวใจด้วยเครื่อง Carto (EPS with Carto)
- ♥ การใส่เครื่องกระตุ้นหัวใจแบบถาวร Permanent Pace Maker
- ♥ การใช้เครื่องกระตุ้นไฟฟ้าหัวใจถาวร (AICD)
- ♥ การใส่เครื่องสมานอิมทีหัวใจในภาวะหัวใจล้มเหลว CRT-P (D)

ตั้งแต่วันที่ 1 เมษายน 2568 - 31 ธันวาคม 2568

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www.kasemrad.co.th  
กรุงเทพฯ 20 มีนาคม 2568

## Dentistry

Our affiliated hospitals offer dental treatments to insured individuals under the Social Security Scheme, who receive a benefit of 900 baht per year. These customers are exempt from paying the incurred expense within the scope of the said benefit. The covered services include scaling, tooth extraction, and tooth filling, as per the Social Security Office's policy.



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ศูนย์ 900 นวัตกรรมเพื่อคนไทย Kasemrad Hospital Prachachuen

## Health Check-up

The Company and its affiliated hospitals provide insured persons with free health check-ups and arrange a mobile medical examination vehicle to facilitate their access. Each insured person is eligible for this service once a year or according to their age group, depending on the check-up programs. To exercise this right, the eligible person presents their ID card or medical rights certificate. This enables individuals to access physical examination services and prepare themselves to prevent or manage health risks. The provided services include a general physical examination, laboratory examination, blood chemistry test, and other tests such as hepatitis testing, cervical cancer screening, and a chest x-ray.



**หน่วยบริการ ตรวจสุขภาพเคลื่อนที่ Mobile Check up #KHRAM**

ให้บริการด้านสุขภาพ นอกสถานที่ หรือในสถานประกอบการ โรงงาน โรงเรียน สำนักงาน โรงเรียน ชุมชน หรือสถานที่ที่กำหนด โดยทีมแพทย์ พยาบาล สัตวแพทย์ และเภสัชกรมืออาชีพ ทีมประสบการณ์สูง

- ตรวจสุขภาพประจำปี
- ตรวจสุขภาพ Work Permit
- ตรวจสุขภาพก่อนเริ่มงาน
- ตรวจสุขภาพปัจจัยเสี่ยง (อาชีวอนามัย)
- หน่วยคัดกรองมะเร็งปากมดลูก
- หน่วยปฐมพยาบาล
- จัดอบรมการช่วยชีวิตขั้นพื้นฐาน (CPR)

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☎ 02-339-0000 ต่อ 4013,4023

✉ thakrit.kaw@kasemrad.co.th

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## Healthcare Accessibility Enhancement

### Pediatric Cardiac Surgery in Collaboration with the Pediatric Cardiac Surgery Foundation

The Company has participated in supporting pediatric heart surgery in collaboration with the Pediatric Cardiac Surgery Support Foundation (PCSF) since 2004. This includes receiving referrals of pediatric patients from the foundation to Kasemrad Hospital Prachachuen for heart surgery, as well as deploying mobile medical units to various provinces to assist in screening and coordinating patient referrals to the Company's hospitals. The Company charges no profit on surgery costs. In 2024, the Company assisted in treating 117 pediatric heart patients, bringing the total to 2,940 patients since the project commenced.

## Hospital Expansion and Healthcare Accessibility Improvement Plan



### Kasemrad Hospital Suvarnabhumi

Kasemrad Suvarnabhumi Hospital is situated on a 40,000-square-meter (approximately 9.88-acre) plot of land in Bang Sao Thong Subdistrict, Bang Sao Thong District, Samut Prakan Province. It has approximately 268 registered beds and a total investment budget of around 1.65 billion baht, including land costs. The hospital's main target groups are general patients and those covered by the social security scheme, as it is situated near the Bang Phli Industrial Estate. The Company plans to fund the construction using internal cash flow and long-term loans. The hospital is currently in the process of submitting an Environmental Impact Assessment (EIA) application, with construction expected to commence in 2025 and operations to commence in early 2027. Samut Prakan Province is a strategic area with strong potential to support Bangkok's growth, offering convenient transportation and being home to Suvarnabhumi International Airport, as well as numerous industrial estates, which provide significant opportunities to serve the local population.



### Kasemrad Hospital Rayong

Kasemrad Hospital Rayong is located on Noen Phra Subdistrict, Mueang District, Rayong Province. Construction is expected to begin in 2026, and the hospital is planned to open by 2028. Rayong Province is part of the Eastern Economic Corridor (EEC), a strategic area driving the country's economic growth. The province hosts more than 16 industrial estates and numerous factories, with a population of approximately 1 million people and over 517,000 individuals registered for social security. Rayong has 24 hospital beds per 1,000 population, compared to 55 beds per 1,000 population in Bangkok, reflecting both competitive opportunities and the need to improve access to medical services in Rayong.

The hospital expansion is part of the Company's five-year growth plan, which aims to broaden the patient base to include Thai citizens, foreigners, and patients covered by social security. It will feature comprehensive specialized medical centers staffed by medical professionals with expertise in various fields, as well as improve the efficiency of patient referrals among hospitals within the network. This will help enhance the Company's competitive capabilities in the future.

## Community participation<sup>48</sup>

BCH recognizes that building a strong and sustainable society cannot be achieved alone. Beyond its own initiated projects, the Company strives to foster collaboration and support agencies and organizations that play a vital role in social assistance. This approach aims to enhance the effectiveness and reach of activities, enabling them to achieve their goals and generate widespread benefits. Simultaneously, the Company instills a spirit of volunteerism and social responsibility among employees by providing opportunities for them to participate in social activities, as they are the key driving force in advancing and sustaining the Company's social initiatives.

### Corporate Social Responsibility (CSR)

The Company has established an Environmental Committee as the primary body responsible for assessing environmental issues and safety concerns that may arise from the Company's operations and affect nearby communities. This committee also undertakes activities to support community and social development, acting as the Company's representative in communicating with employees about participating in community and social development initiatives.

### Blood Donation

The hospitals affiliated with the Company have collaborated with the Thai Red Cross Society and government agencies to organize blood donation activities. These initiatives aim to save lives and encourage the public to engage in acts of kindness. Blood donation provides vital support to those in emergency need of blood transfusions and seeks to raise awareness about the importance of donating blood to save patients' lives. It also promotes community involvement in socially beneficial activities. Blood donation not only saves patients requiring emergency transfusions but also fosters a sense of unity within society and encourages donors to contribute to the greater good. Examples of organized projects include "Health Blood Hero," "Donate Blood, Change a Life," "Save a Life Give Blood," and "Donate Blood to Save Lives," all of which emphasize the value and significance of blood donation to help others.



<sup>48</sup> GRI 3-3



Kasemrad Hospital Ramkhamhaeng organized an activity under the project "Donate Blood, Save a Friend's Life".



Kasemrad Hospital Rattanaithibeth, in collaboration with the Chest Disease Institute, organized an activity under the blood donation project "Save a Life Give Blood".



Kasemrad Hospital Prachinburi, in collaboration with Chaophraya Abhaibhubejhr Hospital and the Prachinburi Provincial Red Cross Chapter, organized an activity under the "Health Blood Hero" project.

Kasemrad Hospital Prachachuen, in collaboration with the Thai Red Cross Society, organized an activity under the project "Increase Frequency, Increase Blood, Increase Life".



Kasemrad International Hospital Rattanaithibeth collaboration with the National Blood Service Center and the Thai Red Cross Society, organized a mobile blood donation unit.

Kasemrad International Hospital Vientiane organized an activity as part of the "Give Blood Give Life" blood donation campaign.

## Charity Run

BCH's affiliated hospitals have supported the organization of charity running events for various agencies by providing emergency vehicles, health check-up services for runners before the race, and medical service stations for first aid in case of injuries. Additionally, vitamin drinks and cooling towels are provided to all runners to promote and encourage youth and the public to engage in walking and running exercises for better health and physical strength.



Kasemrad Hospital Ramkhamhaeng provided first aid station services at the "TUN RUN 2024".



Kasemrad Hospital Chachoengsao supported an emergency ambulance and first aid unit at the "75th Anniversary SLC RUN MINI MARATHON".

## Mother Class

The Mother Class project is a monthly program organized by hospitals within the company's network to provide expectant mothers with knowledge on various topics. Expert doctors volunteer as speakers, offering free lectures and practical workshops on prenatal care throughout the "9 Wonderful Months." The program also includes infant care, such as demonstrations on baby bathing, pregnancy-safe exercises to reduce pain, and quality nutrition for pregnant mothers.



Kasemrad Hospital Chachoengsao



Kasemrad Hospital Ramkhamhaeng



Kasemrad Hospital Saraburi



Kasemrad Hospital Prachachuen



Kasemrad Hospital Rattanaibeth



Kasemrad Hospital Sriburin



Kasemrad Hospital Bangkokhae



Kasemrad International Hospital Aranyaprathet



Kasemrad International Hospital Rattanaibeth



Kasemrad Hospital Pathumthani



Kasemrad International Hospital Vientiane



## Health Check-up and Vaccination Service for Influenza

BCH's affiliated hospitals have organized seasonal health screening and influenza vaccination outreach programs for nearby schools, temples, communities, and interested members of the public. These initiatives aim to provide basic health screenings and help boost immunity, thereby reducing severe illness and mortality rates from influenza complications throughout the year.



Kasemrad International Hospital Rattana Thibeth and BCH affiliates organized the "Sharing Happiness" project for the children at Ratchawadee Home for Disabled Boys. Led by Asst. Prof. Dr. Somporn Harnphanich, M.D., Chairman of the Board of Directors, the project provided initial health screenings and medical treatment by specialist doctors, along with donations of money and medical equipment such as hospital beds, medicines, medical supplies, and essential items.



Kasemrad International Hospital Vientiane set up a booth for the DTX (Dextrostix) screening project, providing free fingertip blood sugar testing.

Kasemrad Hospital Saraburi collaborated with Phra Phutthabat Hospital to organize the "Doctor to the People" project in honor of His Majesty the King at Phra Phutthabat Hospital, featuring health check booths and abdominal fat measurement.



Kasemrad Hospital Saraburi, together with Saraburi Municipality, held a mobile health screening event at Kaeng Khanun Temple, offering blood pressure measurement, BMI, body fat, and abdominal fat assessments.

## Donation of Items and Money to Support Agencies

The hospitals within the Company’s network have a program to donate essential items and equipment to schools, shelters, and various government agencies. These donations include medical equipment such as hospital beds, patient wheelchairs, medicines, and medical supplies to support community services. Additionally, monetary donations are made to support scholarships, fund government operations, and sustain Buddhist religious activities throughout the year.



Asst. Prof. Dr. Somporn Harnphanich, M.D., Chairman of the Board of Directors of BCH, donated 2,500,000 Baht for the Siamind surgical room and kidney patients at Siriraj Hospital.



Asst. Prof. Dr. Somporn Harnphanich, M.D., Chairman of the Board of Directors of BCH, together with executives from Kasemrad Hospital Saraburi, donated 188,888 Baht in cash and medical supplies worth a total of 383,765 Baht to Wat Phra Bat Nam Phu, Lopburi Province.



Bangkok Chain Hospital Public Company Limited participated in the event "LET'S CELEBRATE THAI HEROES, PARALYMPIC PARIS 2024" to honor and present awards to employees with disabilities who competed in the 2024 Paralympic Games.



Kasemrad Hospital Sriburin donated air purifiers to the Chiang Rai Rescue Association Foundation.



Kasemrad Hospital Ramkhamhaeng, led by Dr. Montien Pongsombat and team, organized the “Leftover-Give” project to collect used items and a donation of 20,000 baht for the Ban Nok Kamin Foundation on National Children’s Day 2024.



Kasemrad Hospital Saraburi donated drinking water, soft drinks, and energy drinks to rescue personnel from the Saraburi Association, Ruamkatanyu Foundation, and Poh Teck Tung Foundation Saraburi to support their duties during the Songkran festival.



Mr. Manop Senakul, Chief of Chiang Rai Provincial Police, and Dr. Songporn Senakul, Chairwoman of the Chiang Rai Provincial Police Spouses Association, received a donation of 150 traffic cones and 100 reflective vests from Kasemrad Hospital Sriburin.



Kasemrad International Hospital Vientiane donated money and medicine to flood victims in the northern region of Lao PDR.



Kasemrad Hospital Saraburi donated gifts and educational supplies such as toys, stationery sets, and milk to schools in Saraburi Province, including Saraburi Kindergarten, Sao Hai Kindergarten, Rasamee Kindergarten, and Wat Suwannakeeree School.



Kasemrad Hospital Chachoengsao donated drinking water and basic first aid supplies to the Chachoengsao rescue team, received from Khun Panya Lumprasert, along with words of encouragement to support the rescue staff during the Songkran festival.



Kasemrad Hospital Bangkai supported boxed meals for the Sub-Police Station 2, Division 8 at Phetkasem Interchange, in collaboration with the Bangkai Civil Volunteer Defense Center during the "7 Dangerous Days" campaign, part of accident and disaster prevention efforts during the Songkran festival.



Kasemrad Hospital Prachachuen donated medicine bags and medical supplies to Wetwan Thamawas School to support school activities and off-site events, providing basic first aid equipment for teachers and students.



## Health Education

Hospitals within the Company’s network organized educational sessions for interested community members, led by specialist doctors and knowledgeable speakers. The activities aimed to raise awareness about the importance of health, encourage regular health check-ups, and provide timely access to medical care, as well as guidance on practices that promote good health.



Kasemrad International Hospital Rattanaibeth organized the 8th “Good Health Great Heart” event, featuring a talk by Dr. Thannawat Watanaseth, a specialist in Anti-Aging and Regenerative Medicine, on the topic: “Gut Health for Smooth Digestion Without Pain”.



Kasemrad International Hospital Rattanaibeth conducted a practical training workshop on basic first aid and cardiopulmonary resuscitation (CPR) for students of Sarasas Witaeed Ratchaphruek School to prepare them for emergency situations and immediate response.



Kasemrad Hospital Sriburin organized a workshop titled “Enneagram for Parenting” to help parents understand themselves and the unique nature of their children, fostering strong and happy family relationships.





Kasemrad International Hospital Rattanaibeth organized the “Little Learners Big Smile By KIH” activity to support development and happiness for children aged 3–5 years. The event offered engaging developmental play activities and received strong participation from parents.



Kasemrad Hospital Pathumthani conducted a training seminar to provide knowledge on proactive health screening programs, influenza vaccination, and cervical cancer screening using the HPV DNA method.



World Medical Hospital organized a seminar titled “Early Detection, Prompt Treatment, Overcoming Cancer” to enhance knowledge about cancer screening and treatment, including a visit to the specialized radiation therapy clinic.



Kasemrad Hospital Rattanaibeth organized training sessions on basic first aid and cardiopulmonary resuscitation (CPR).



The hospital network organized the “HEALTH FAIR 2024,” a comprehensive event addressing health issues across all seasons throughout the year.



Kasemrad Hospital Saraburi organized the activity “HEART Consult” to provide consultations on heart problems and raise awareness about the importance of heart disease.



Kasemrad Hospital Ramkhamhaeng organized a special seminar, “Cardiology Connect,” providing comprehensive solutions for heart disease.

## Occupational Health & Safety

Occupational health and safety are crucial concerns for the well-being of medical personnel, employees, and organizational stakeholders, and they can significantly influence business operations. As a result, the Company acknowledges the importance of occupational health and safety, prioritizing these aspects to cultivate a positive workplace culture and environment, thereby building trust among all stakeholders. Hospitals within the group adhere to national healthcare standards (Hospital Accreditation: HA) as well as international quality standards set by organizations like the Joint Commission International (JCI). Additionally, the Company has developed an Occupational Health and Safety Policy, which provides a framework for ensuring safety, promoting occupational health, and maintaining a healthy working environment. This policy also designates responsibilities to personnel to ensure compliance and effective implementation.

### Occupational Health and Safety Policy<sup>49</sup>

BCH has established the Occupational Health and Safety Policy for World Medical Hospital as a framework for operations related to safety, occupational health, and the working environment. It is the responsibility of all personnel to comply with and implement this policy in their work.

### Occupational Health and Safety Committee (OHSC)<sup>50</sup>

BCH has established the Occupational Health and Safety Committee (OHSC), comprising representatives from the management team and employees, to oversee and monitor safety operations, ensuring compliance with relevant laws. The committee is also responsible for fostering a culture of safety awareness within the organization. Meetings are scheduled to be held at least 12 times per year to serve as a forum for sharing information and receiving feedback from employee representatives. Additionally, it monitors the progress of operations and continually reviews and improves safety performance with the management team. Furthermore, the Company also organizes activities to promote and communicate safety issues to employees as follows:

#### Orientation

New employees receive an introductory training course on safety and security within the hospital, provided by the Facility Management and Safety Committee (FMS), before commencing their work.

#### Introductory Training Course on Safety and Security for Contractors

Employees of contractors who work within the hospital must undergo an introductory training course on safety and security. Department supervisors, managers, or authorized persons must provide training for employees every 3 months and receive relevant refresher training on safety and security at least once a year.

#### Safety Rehearsal

The purpose is to reinforce personnel's understanding, conduct performance appraisal, and improve and revise the plan.

#### Goal<sup>51</sup>

|              |   |
|--------------|---|
| <b>Goals</b> | <ul style="list-style-type: none"> <li> Fatal occupational injuries of employees and contractors are not more than 0 cases/million working hours.</li> <li> Severe occupational injuries of employees and contractors are not more than 0 cases/million working hours.</li> <li> Recordable occupational injuries of employees and contractors are not more than 0 cases/million working hours.</li> <li> Injury Severity Rate of Lost Time Injury Frequency Rate of employees and contractors not more than 0 days/million working hours.</li> </ul> |
|--------------|---|

<sup>49</sup> GRI 3-3

<sup>50</sup> GRI 403-4

<sup>51</sup> GRI 3-3

Based on the reported data on occupational accidents, Various types of workplace accidents have been identified. The following are key incidents:<sup>52</sup>

- A Laotian nurse had an accident while climbing to retrieve medical supplies from the top shelf. She fell and used her hand to break the fall, resulting in swelling of the left wrist and requiring a soft splint.
- A marketing staff member sustained an injury while assembling a stage for an event when a nail punctured their hand, necessitating a tetanus vaccination.
- Needle-stick injuries or cuts from sharp instruments can occur during medical procedures or while passing instruments during these procedures.
- Exposure to bodily fluids or chemicals splashing into the eyes or mouth.

According to the 2024 performance results, the tasks that caused the highest number of employee injuries were needle-stick or sharp instrument injuries during medical procedures and splashes of bodily fluids or chemicals into the eyes. These incidents were primarily due to improper use of personal protective equipment (PPE) or failure to wear it. To prevent recurrence, the hospital has implemented corrective measures and enhanced its work practices. Staff have been trained and prepared through ongoing development programs. Additionally, follow-up and corrective actions are completed to ensure a strong safety culture is fostered. These are part of the hospital's measures to reduce and prevent such impacts.

## Occupational Health and Safety Management<sup>53</sup>

The hospital places great importance on safety management, adhering to relevant laws as operational guidelines, such as the Labour Protection Act B.E. 2541 (1998) and the Occupational Safety, Health, and Work Environment Act B.E. 2554 (2011). These frameworks aim to foster a culture of safety within the organization and ensure that safety operations meet established standards and guidelines.

To achieve its occupational safety goals, the hospital provides occupational health and safety training to its employees. This includes basic fire safety training, fire evacuation drills, and courses for the Occupational Safety and Health Committee. The hospital also prioritizes regular monitoring of the work environment to ensure compliance with safety standards.

Additionally, the hospital promotes employee participation in safety management through regular meetings and open discussions between management and staff. This inclusive approach allows all employees to contribute to creating a safe and healthy working environment.



Kasemrad Hospital Sriburin received a certificate of recognition as a model establishment for safety and occupational health. This award acknowledges the hospital's dedication and achievements in enhancing safety standards within the workplace, while also contributing to the advancement of sustainable development in occupational health.

<sup>52</sup> GRI 403-9, GRI 403-10

<sup>53</sup> GRI 403-1

## Hazard Identification and Work-Related Risk Assessment<sup>54</sup>

The hospital conducts an occupational health and safety risk assessment that covers all organizational activities, identifying work-related hazards and assessing their risk level to determine appropriate prevention and control measures. The hospital assigns supervisors to conduct risk assessments in accordance with ISO 45001 standards. Risk assessment procedures can be categorized into activity classification, hazard identification, risk assessment, risk rating, and risk control planning. According to the Company's risk assessment results, high-risk activities include working at height. The hospital has therefore established measures to mitigate such risks as follows:

| High-risk activities        | Investigation process   | Risk mitigation measures  |
|-----------------------------|---|---|
| Working at height           | <ul style="list-style-type: none"> <li>• Job Safety Analysis</li> <li>• Request for a Work at Height Permit</li> </ul>  | <ul style="list-style-type: none"> <li>• Promote knowledge and understanding of potential occupational dangers and accidents</li> <li>• Use protective equipment for falling from heights</li> </ul>  |
| Working in a confined space | <ul style="list-style-type: none"> <li>• Job Safety Analysis</li> <li>• Request for a Confined Space Work Permit</li> <li>• Air and toxic gas measurement</li> </ul>  | <ul style="list-style-type: none"> <li>• Promote knowledge and understanding of potential occupational dangers and accidents</li> <li>• Report oxygen and toxic gas measurement results</li> <li>• Use proper equipment for work in a confined space</li> </ul> |
| Hot work                    | <ul style="list-style-type: none"> <li>• Job Safety Analysis</li> <li>• Request for a Hot Work Permit</li> <li>• Use and preparation of fire extinguishers</li> </ul> | <ul style="list-style-type: none"> <li>• Promote knowledge and understanding of potential occupational dangers and accidents</li> <li>• Use protective equipment for hot work and have fire extinguishers at the ready</li> </ul>                               |
| Machine at Work             | <ul style="list-style-type: none"> <li>• Accident reporting</li> <li>• Accident investigation and analysis</li> </ul>   | <ul style="list-style-type: none"> <li>• Prepare preventive measures.</li> <li>• Install safety control equipment</li> <li>• Raise awareness through training</li> </ul>  |

Moreover, the hospital also focuses on precautionary measures to prevent potential incidents. Suppose employees and contractors notice or find unsafe working conditions. In that case, they can stop work before reporting the issue to authorized persons to inspect and resolve it, ensuring safe conditions before resuming work. This creates awareness and understanding among employees, leading to a culture of prevention within the organization.

<sup>54</sup> GRI 403-2

## Incident Investigation and Emergency Response

### Reporting and Incident Investigation

The hospital has divided reporting of events, incidents, and risks within the organization into 9 categories as follows:



When such incidents occur, witnesses are required to notify authorized persons immediately. A working group will then be appointed to investigate the incidents, identify the root causes, and determine preventive measures. There will also be a follow-up on corrective actions to improve efficiency and achieve maximum effectiveness.

### Emergency Response

In case of fire, for example, the hospital has determined the assessment of and compliance with emergency plans and follows the RACE procedures as follows:

- 1) Rescue means removing the injured person from the scene to a safe place.
- 2) Alarm means ring the fire alarm and call 1234 to report the fire.
- 3) Containment means closing the doors and windows of the room where the fire occurs, switching off the oxygen valve, and preparing spare oxygen tanks for patients.
- 4) Extinguisher means using a fire extinguisher to extinguish a fire as follows:
  - Pull the fire extinguisher pin
  - Release the hose
  - Squeeze the lever
  - Aim at the base of the fire

In the case of an unmanageable fire incident, patients, their families, and hospital employees must evacuate to a safe area. The Company has designated an assembly point in front of the Bright TV building. If the fire spreads to the Bright TV building, the assembly point will be moved to the area in front of the convenience store located near the hospital. There is also a support unit that is responsible for contacting and requesting assistance in the event of an emergency from the Department of Disaster Prevention and Mitigation.

## Health Services<sup>55</sup>

The hospital regularly monitors the working environment, including light and temperature measurements within the work area, to prevent potential health impacts on employees. The measurement results are compared with the standard values required by law. If the measurement results exceed the standard, the hospital shall improve the work area to ensure appropriate conditions and implement regular monitoring.

| Indicators         | Average measurement results | Standards                           |
|--------------------|-----------------------------|-------------------------------------|
| Light intensity    | 410 lux                     | > 400 lux <sup>1/</sup>             |
| Indoor temperature | 25 degrees Celsius          | 24-26 degrees Celsius <sup>1/</sup> |

**Note :** <sup>1/</sup> Regulations of the Ministry of Labour on the determination of standards for administration and management of safety, occupational health, and work environment regarding heat, light, and noise B.E. 2559 (2016) and the notification of the Department of Labour Protection and Welfare regarding light intensity standards B.E. 2561 (2018).

Additionally, the hospital offers an annual health check-up for employees, which includes both a comprehensive general health assessment and a personalized assessment of risk factors. If abnormal results are detected, employees are advised to see a doctor for healthcare advice. The hospital also provides support to employees and contractors in accessing medical services, including those not related to work.

## Occupational Health and Safety Projects/Activities<sup>56</sup>

### 1. Occupational Health and Safety Training

Kasemrad International Hospital Rattanathibeth and Kasemrad Hospital Ramkhamhaeng organized safety officer training for supervisors in collaboration with the Safety and Occupational Health Promotion Association. The objective was to equip supervisors with knowledge and the ability to perform safety duties in compliance with legal requirements.



<sup>55</sup> GRI 403-3, GRI 403-6

<sup>56</sup> GRI 403-5, GRI 403-7, GRI 3-3

## 2. The 2024 Annual Safety Expo

Kasemrad Hospital Prachachuen organized the 2024 PCC 3P SAFETY HEALTH CARE Safety Expo to instill awareness among medical personnel and hospital staff regarding the importance of patient safety in medical services. The event also featured a Continuous Quality Improvement (CQI) contest, which received numerous submissions. This initiative aimed to enhance understanding of safety for both patients and healthcare personnel.



## 3. Firefighting and Fire Drill 2024

Hospitals within the network, in collaboration with the Department of Disaster Prevention and Mitigation, organized training sessions to provide knowledge and demonstrations on fire prevention and proper evacuation procedures. A senior disaster prevention officer was invited as the guest speaker to deliver fundamental knowledge, followed by practical fire drill and evacuation exercises. Executives, doctors, nurses, and staff participated in the drills to enhance preparedness in the event of a fire. The objective was to promote understanding of fire prevention, evacuation routes, and the ability to assist both themselves and patients in the hospital promptly and appropriately.



Kasemrad Hospital Rattanaithibeth



Kasemrad Hospital Ramkhamhaeng



Kasemrad Hospital Bangkai



Kasemrad Hospital Prachinburi participated in the 2024 annual fire drill and evacuation training.



Kasemrad Hospital Rattanaithibeth conducted a fire drill and evacuation exercise, featuring simulated fire alarms, smoke, artificial flames, and sirens.

Kasemrad Hospital Rattanaithibeth organized the annual fire evacuation drill for 2024. The training aimed to enhance staff preparedness and ensure that all personnel understand the correct procedures to follow in emergency situations, with the goal of ensuring maximum safety for patients and service recipients.



Kasemrad Hospital Ramkhamhaeng participated in supporting the basic fire drill and evacuation exercise at the Parents Elderly Care Center. The hospital provided emergency ambulance services along with emergency medical technicians and staff to conduct a realistic simulated drill, ensuring the highest level of safety.

Mass Casualty Incident, Disturbance, Assault, and Property Damage Response Plan Project.



Kasemrad International Hospital Rattanaibeth conducted the 2024 mass casualty incident drill to enhance staff skills and understanding of their roles and responsibilities during such events. The training aimed to ensure prompt and effective response to assist patients, minimizing loss and disability. The hospital also used the drill outcomes to improve preparedness and response efficiency for future incidents.



Kasemrad International Hospital Vientiane organized training activities for rescue volunteers, including basic life support, the use of automated external defibrillators (AEDs), choking relief techniques, and basic first aid.



Kasemrad Hospital Ramkhamhaeng conducted a drill on its operational plan for handling conflicts, physical assaults, and property damage to ensure that staff and relevant personnel can effectively manage such incidents, thereby minimizing losses in all aspects.







# Annex

## Statistics Economic Dimension

### Statistics Economic Dimension

#### Economic Performance

| GRI              | Performance Data                                 | Unit         | 2022     | 2023     | 2024     |
|------------------|--|--------------|----------|----------|----------|
| 201-1            | <b>Direct Economic Value Generated</b>           |              |          |          |          |
|                  | Sale Revenue                                     | Million Baht | 18,910.3 | 11,829.9 | 11,832.4 |
|                  | Net Profit                                       | Million Baht | 3,038.9  | 1,406.4  | 1,282.4  |
|                  | EBITDA   | Million Baht | 5,142.5  | 2,903.4  | 2,708.7  |
|                  | <b>Economic Value Distributed</b>                |              |          |          |          |
|                  | Employee wages and benefits                      | Million Baht | 2,310.0  | 2,288.8  | 2,395.6  |
|                  | Operating Cost                                   | Million Baht | 12,771.6 | 8,115.5  | 8,526.9  |
|                  | Payments to government: Gross taxes              | Million Baht | 888.3    | 404.6    | 346.2    |
| Dividend payment | Million Baht                                     | 1,995.0      | 872.8    | 997.5    |          |
| 204-1            | <b>Proportion of spending on local suppliers</b> |              |          |          |          |
|                  | Proportion of spending on local suppliers        | Percent      | 100.0    | 100.0    | 100.0    |
|                  | Spending on suppliers from all suppliers         | Million Baht | 3,064.3  | 1,770.1  | 1,842.7  |
|                  | Spending on suppliers from local suppliers       | Million Baht | 3,064.3  | 1,770.1  | 1,842.7  |

Note: NA = Not Available

#### Board of Directors<sup>57</sup>

BCH's Board of Directors is composed of 12 members, namely the chairman, 7 committee members, and 4 independent committee members, as follows:

| No. | Name  | Board Position                    | Shareholding in BCH and subsidiaries | Tenure of the board |
|-----|---|-----------------------------------|--------------------------------------|---------------------|
| 1   | Asst. Prof. Dr. Somporn Harnphanich, M.D. <sup>1/</sup> | Chairman of the Board of Director | committee                            | -                   |
| 2   | Prof. Dr. Chalerm Harnphanich, M.D. <sup>1/</sup>       | Director                          | 32.63                                | -                   |
| 3   | Ms. Pornluck Harnphanich, M.D. <sup>1/</sup>            | Director                          | 3.59                                 | -                   |
| 4   | Mr. Kantaporn Hamphanich <sup>1/</sup>                  | Director                          | 3.59                                 | -                   |
| 5   | Ms. Pomsuda Harnphanich, C.P.S. <sup>1/</sup>           | Director                          | 3.59                                 | -                   |
| 6   | Mr. Phinij Hamphanich <sup>1/</sup>                     | Director                          | -                                    | 1                   |

<sup>57</sup> GRI 2-9, GRI 2-11, GRI 2-12



| No. | Name  | Board Position                                       | Shareholding in BCH and subsidiaries | Tenure of the board |
|-----|---|--|--------------------------------------|---------------------|
| 7   | Mr. Voravee Kiatinoyomsak <sup>1/</sup>                   | Director   | -                                    | -                   |
| 8   | Mr. Surapant Taweewikayakarn, M.D. <sup>1/</sup>          | Director   | -                                    | -                   |
| 9   | Assoc. Prof. Virach Aphimeteetamrong, Ph.D. <sup>2/</sup> | Independent Director/<br>Chairman of Audit Committee | -                                    | 4                   |
| 10  | Mr. Siripong Sombutsiri <sup>2/</sup>                     | Independent Director/<br>Audit Committee             | -                                    | 3                   |
| 11  | Prof. Piphob Veraphong <sup>2/</sup>                      | Independent Director/<br>Audit Committee             | -                                    | 2                   |
| 12  | Mr. Thawat Suntrajarn, M.D. <sup>2/</sup>                 | Independent Director                                 | -                                    | -                   |

Note: <sup>1/</sup> Executive Director

<sup>2/</sup> Non-executive director

## Board Meetings<sup>58</sup>

In 2024, BCH held 6 Board Meetings to supervise the company's strict compliance with laws and regulations. 100 percent of the BCH's directors attended the Board of Directors' meeting as follows:

| Year  | 2024   |        |        |        |        |        | Total number of meetings (Times/year) |
|---|--------|--------|--------|--------|--------|--------|---------------------------------------|
|   | Times  | 1      | 2      | 3      | 4      | 5      |                                       |
| Meeting Date                                | 19 Jan | 29 Feb | 24 Apr | 15 May | 14 Aug | 13 Nov |                                       |
| Asst. Prof. Dr. Somporn Harnphanich, M.D.   | ✓      | ✓      | ✓      | ✓      | ✓      | ✓      | 6                                     |
| Prof. Dr. Chalerm Harnphanich, M.D.         | ✓      | ✓      | ✓      | ✓      | ✓      | ✓      | 6                                     |
| Ms. Pornluck Harnphanich, M.D.              | ✓      | ✓      | ✓      | ✓      | ✓      | ✓      | 6                                     |
| Mr. Kantaporn Harnphanich                   | ✓      | ✓      | ✓      | ✓      | ✓      | ✓      | 6                                     |
| Ms. Pornsuda Harnphanich, C.P.S.            | ✓      | ✓      | ✓      | ✓      | ✓      | ✓      | 6                                     |
| Mr. Phinij Harnphanich                      | ✓      | ✓      | ✓      | ✓      | ✓      | ✓      | 6                                     |
| Mr. Voravee Kiatinoyomsak                   | ✓      | ✓      | ✓      | ✓      | ✓      | ✓      | 6                                     |
| Mr. Surapant Taweewikayakarn, M.D.          | ✓      | ✓      | ✓      | ✓      | ✓      | ✓      | 6                                     |
| Assoc. Prof. Virach Aphimeteetamrong, Ph.D. | ✓      | ✓      | ✓      | ✓      | ✓      | ✓      | 6                                     |
| Mr. Siripong Sombutsiri                     | ✓      | ✓      | ✓      | ✓      | ✓      | ✓      | 6                                     |
| Prof. Piphob Veraphong                      | ✓      | ✓      | ✓      | ✓      | ✓      | ✓      | 6                                     |
| Mr. Thawat Suntrajarn, M.D.                 | ✓      | ✓      | ✓      | ✓      | ✓      | ✓      | 6                                     |

## Board and Sub-Committee Meeting Participation<sup>59</sup>

Directors have to participate in the Board Meeting for consideration and decision-making regarding business operations. The Board of Directors convenes at least 6 meetings and sets a meeting schedule in advance every year. At the Board and Sub-Committee Meeting, the Chairman of the Board and Sub-Committee shall provide an opportunity for each director to comment on each agenda item as follows:

| No.  | Name   | จำนวนครั้งในการเข้าประชุม/จำนวนการจัดประชุมทั้งหมด |                     |                    |  |                                       |
|--|--|--|---------------------|--------------------|--|---------------------------------------|
|  |  | Board of Director                                  | Executive Committee | Audit Committee    | Sustainability, Governance and Risk Management Committee | Nomination and Remuneration Committee |
| 1.   | Asst. Prof. Dr. Somporn Harnphanich, M.D.        | 6/6  | 4/4                 | -                  | 6/6  | -                                     |
| 2.   | Prof. Dr. Chalerm Harnphanich, M.D.              | 6/6  | 4/4                 | -                  | -  | -                                     |
| 3.   | Ms. Pornluck Harnphanich, M.D.                   | 6/6  | 4/4                 | -                  | 6/6  | -                                     |
| 4.   | Mr. Kantaporn Harnphanich                        | 6/6  | 4/4                 | -                  | -  | -                                     |
| 5.   | Ms. Pornsuda Harnphanich, C.P.S.                 | 6/6  | 4/4                 | -                  | 6/6  | 2/2                                   |
| 6.   | Mr. Phinij Harnphanich                           | 6/6  | -                   | -                  | -  | -                                     |
| 7.   | Mr. Voravee Kiatiniyomsak                        | 6/6  | 4/4                 | -                  | 6/6  | -                                     |
| 8.   | Mr. Surapant Taweewikayakarn, M.D.               | 6/6  | 4/4                 | -                  | -  | -                                     |
| 9.   | Assoc. Prof. Virach Aphimeteetamrong, Ph.D.      | 6/6  | -                   | 5/5                | -  | -                                     |
| 10.  | Mr. Siripong Sombutsiri                          | 6/6  | -                   | 5/5                | -  | 2/2                                   |
| 11.  | Prof. Piphob Veraphong                           | 6/6  | -                   | 5/5                | -  | -                                     |
| 12.  | Mr. Thawat Suntrajarn, M.D.                      | 6/6  | -                   | -                  | -  | 2/2                                   |
| 13.  | Ms. Supotjane Hahtapornsawan, M.D.               | -  | -                   | -                  | 6/6  | -                                     |
| 14.  | Mr. Dhiti Pattanakamjorn, M.D.                   | -  | 4/4                 | -                  | -  | -                                     |
| 15.  | Ms. Saifon Chaimongkol                           | -  | -                   | -                  | 6/6  | -                                     |
| 16.  | Ms. Anchalee Kengkijakarn                        | -  | -                   | -                  | 6/6  | -                                     |
| 17.  | Ms. Vimomarn Krishnakalin                        | -  | -                   | -                  | 6/6  | -                                     |
| 18.  | Ms. Thitiporn Wongchaisuriya, M.D. <sup>1/</sup> | -  | -                   | -                  | 4/4  | -                                     |
| <b>Percentage of Meeting Participation</b> |  | <b>100 Percent</b>                                 | <b>100 Percent</b>  | <b>100 Percent</b> | <b>100 Percent</b>                                       | <b>100 Percent</b>                    |

**Note:** <sup>1/</sup> Ms. Thitiporn Wongchaisuriya, M.D., was appointed as a member of the Sustainability Committee at the Board of Directors' Meeting No. 4/2024 held on May 15, 2024.

## Remuneration for the Board of Directors and Sub-Committee<sup>60</sup>

Currently, the remuneration for the Board of Directors and Sub-Committee is set at the same level as the industry standard, related to the performance of each individual, BCH's profitability, and the achievement of developing business operations to meet targets in both environmental and social aspects. The details of the remuneration for the Board of Directors and the Sub-Committee on 31 December 2024 are as follows:

| Name  | Board Position                                     | Remuneration     |                  |                   |
|---|--|------------------|------------------|-------------------|
|   |  | Compensation     | Pension          | Total             |
| Asst. Prof. Dr. Somporn Harnphanich, M.D.   | Chairman of the Board of Directors                 | 660,000          | 566,200          | 1,226,200         |
| Prof. Dr. Chalerm Harnphanich, M.D.         | Director   | 660,000          | 566,200          | 1,226,200         |
| Ms. Pornluck Harnphanich, M.D.              | Director   | 660,000          | 566,200          | 1,226,200         |
| Mr. Kantaporn Harnphanich                   | Director   | 660,000          | 566,200          | 1,226,200         |
| Mr. Phinij Harnphanich                      | Director   | 660,000          | 566,200          | 1,226,200         |
| Ms. Pornsuda Harnphanich, C.P.S.            | Director   | 660,000          | 566,200          | 1,226,200         |
| Mr. Voravee Kiatiniyomsak                   | Director   | 660,000          | 566,200          | 1,226,200         |
| Mr. Surapant Taweewikayakarn, M.D.          | Director   | 660,000          | 566,200          | 1,226,200         |
| Assoc. Prof. Virach Aphimeteetamrong, Ph.D. | Independent Director / Chairman of Audit Committee | 780,000          | 669,000          | 1,449,000         |
| Mr. Siripong Sombutsiri                     | Independent Director / Audit Committee             | 720,000          | 617,600          | 1,337,600         |
| Prof. Piphob Veraphong                      | Independent Director / Audit Committee             | 720,000          | 617,600          | 1,337,600         |
| Mr. Thawat Suntrajarn, M.D.                 | Independent Director                               | 660,000          | 566,200          | 1,226,200         |
| <b>Total</b>                                |  | <b>8,660,000</b> | <b>7,630,600</b> | <b>15,746,600</b> |

<sup>60</sup> GRI 2-19, GRI 2-20

## Anti-Corruption<sup>61</sup>

| Complaints   | Number of Complaints (Case) |      |      |
|--|-----------------------------|------|------|
|  | 2022                        | 2023 | 2024 |
| <b>Anti-Corruption Complaints</b>  |                             |      |      |
| Number of frauds of employee fraud that have been verified as true                             | 0                           | 0    | 0    |
| Number of cases in which the employee is fired for fraud                                       | 0                           | 0    | 0    |
| Number of cases involving the corruption of a business partner that have been verified as true | 0                           | 0    | 0    |
| <b>Anti-Competitive Complaints<sup>62</sup></b>  |                             |      |      |
| Number of ongoing cases  | 0                           | 0    | 0    |
| Number of cases that are completed   | 0                           | 0    | 0    |
| <b>Conflict of Interest Complaints</b>   |                             |      |      |
| Number of cases related to conflict of interest  | 0                           | 0    | 0    |
| Number of cases that are completed   | 0                           | 0    | 0    |
| <b>Complaints on Social and Community Aspect</b>   |                             |      |      |
| Number of cases that are ongoing   | 0                           | 0    | 0    |
| Number of cases that are completed   | 0                           | 0    | 0    |
| <b>Complaints on Environmental Aspect</b>  |                             |      |      |
| Number of cases that are ongoing   | 0                           | 0    | 0    |
| Number of cases that are completed   | 0                           | 0    | 0    |
| <b>Complaints on Occupational Health and Safety Aspect</b>                                     |                             |      |      |
| Number of cases that are ongoing   | 0                           | 0    | 0    |
| Number of cases that are completed   | 0                           | 0    | 0    |
| <b>Complaints on Human Rights Violations</b>   |                             |      |      |
| Number of cases that are ongoing   | 0                           | 0    | 0    |
| Number of cases that are completed   | 0                           | 0    | 0    |
| <b>Complaints on Discrimination and Harassment</b>   |                             |      |      |
| Number of cases that are ongoing   | 0                           | 0    | 0    |
| Number of cases that are completed   | 0                           | 0    | 0    |

<sup>61</sup> GRI 205-1, GRI 205-2, GRI 205-3

<sup>62</sup> GRI 206-1



## Social Dimension

### Human Capital Performance<sup>63</sup>

| Data                                    | Male       | Female       | Total        |
|---|------------|--------------|--------------|
| Total Employee (excluding physician)    | 1,202      | 5,852        | 7,054        |
| <b>Sort by employment type</b>          |            |              |              |
| <b>Full-Time employee</b>               | <b>919</b> | <b>4,670</b> | <b>5,589</b> |
| Nurses and nursing assistants           | 117        | 2,285        | 2,402        |
| Medical Operation and Support Personnel | 504        | 1,366        | 1,870        |
| Back-office Personnel                   | 298        | 1,019        | 1,317        |
| <b>Part-Time employee</b>               | <b>283</b> | <b>1,182</b> | <b>1,465</b> |
| Nurses and nursing assistants           | 65         | 651          | 716          |
| Medical Operation and Support Personnel | 173        | 448          | 621          |
| Back-office Personnel                   | 45         | 83           | 128          |

| Data                   | Male       | Female     | Total        |
|------------------------|------------|------------|--------------|
| <b>Total physician</b> | <b>921</b> | <b>937</b> | <b>1,858</b> |
| Full-time              | 191        | 187        | 378          |
| Part-time              | 730        | 750        | 1,480        |

### Employee category<sup>64,65</sup>

| Data               | Unit  | Male  | Female | Total  |
|--------------------|---|-------|--------|--------|
| Senior Management* | persons   | 33    | 6      | 39     |
|                    | % Per total employee in senior management level | 84.62 | 15.38  | 100.00 |
| <30 years old      | persons   | 0     | 0      | 0      |
|                    | % Per total employee in senior management level | 0.00  | 0.00   | 0.00   |
| 30 – 50 years old  | persons   | 5     | 1      | 6      |
|                    | % Per total employee in senior management level | 12.82 | 2.56   | 15.38  |
| > 50 years old     | persons   | 28    | 5      | 33     |
|                    | % Per total employee in senior management level | 71.80 | 12.82  | 84.62  |

<sup>63</sup> GRI 2-7, GRI 2-8

<sup>64</sup> GRI 405-1b

<sup>65</sup> The employee category data covers full-time employee

| Data                                     | Unit   | Male         | Female       | Total         |
|--|--|--------------|--------------|---------------|
| <b>Middle Management*</b>                | <b>persons</b>   | <b>10</b>    | <b>50</b>    | <b>60</b>     |
|  | <b>% Per total employee in senior management level</b> | <b>16.67</b> | <b>83.33</b> | <b>100.00</b> |
| <30 years old                            | persons  | 0            | 0            | 0             |
|  | % Per total employee in senior management level        | 0.00         | 0.00         | 0.00          |
| 30 – 50 years old                        | persons  | 5            | 33           | 38            |
|  | % Per total employee in senior management level        | 8.33         | 55.00        | 63.33         |
| > 50 years old                           | persons  | 5            | 17           | 22            |
|  | % Per total employee in senior management level        | 8.33         | 28.33        | 36.67         |
| <b>Middle Management*</b>                | <b>persons</b>   | <b>207</b>   | <b>694</b>   | <b>901</b>    |
|  | <b>% Per total employee in senior management level</b> | <b>22.97</b> | <b>77.03</b> | <b>100.00</b> |
| <30 years old                            | persons  | 17           | 71           | 88            |
|  | % Per total employee in senior management level        | 1.89         | 7.88         | 9.77          |
| 30 – 50 years old                        | persons  | 165          | 559          | 724           |
|  | % Per total employee in senior management level        | 18.31        | 62.04        | 80.36         |
| > 50 years old                           | persons  | 25           | 64           | 89            |
|  | % Per total employee in senior management level        | 2.77         | 7.10         | 9.88          |
| <b>Non-management</b>                    | <b>persons</b>   | <b>964</b>   | <b>4,890</b> | <b>5,854</b>  |
|  | <b>% Per total employee in senior management level</b> | <b>16.47</b> | <b>83.53</b> | <b>100.00</b> |
| <30 years old                            | persons  | 397          | 2,428        | 2,825         |
|  | % Per total employee in senior management level        | 6.78         | 41.48        | 48.26         |
| 30 – 50 years old                        | persons  | 490          | 2,251        | 2,741         |
|  | % Per total employee in senior management level        | 8.37         | 38.45        | 46.82         |
| > 50 years old                           | persons  | 61           | 192          | 253           |
|  | % Per total employee in senior management level        | 1.04         | 3.28         | 4.32          |
| Disabled/retired/<br>concession employee | persons  | 16           | 19           | 35            |
|  | % Per total employee in senior management level        | 0.27         | 0.32         | 0.60          |

**Note:** \* Senior Management includes hospital directors, deputy directors of hospitals, and directors of doctors.  
\* Middle Management includes department directors and associate directors.  
\* First-line Management includes managers, unit chiefs, and division chiefs.



## Employee's hours of training<sup>66</sup>

| Data   | Unit           | Male   | Female  | Total   |
|--|----------------|--------|---------|---------|
| Total hours of training                        | hour           | 14,027 | 104,149 | 118,176 |
| Average hours of training                      | hour/head/year | 13.74  | 16.08   | 15.68   |
| <b>Sort by employee category</b>               |                |        |         |         |
| Senior Management                              | hour           | 348    | 282     | 630     |
|  | hour/head/year | 10.53  | 47.00   | 16.14   |
| Middle Management                              | hour           | 380    | 1,384   | 1,764   |
| First-line Management                          | hour/head/year | 38.00  | 27.68   | 29.40   |
| Non-management                                 | hour           | 4,698  | 22,151  | 26,850  |
|  | hour/head/year | 22.70  | 31.92   | 29.80   |
| Sort by employment type                        | hour           | 8,602  | 80,332  | 88,933  |
| Nurses and nursing assistants                  | hour/head/year | 8.92   | 16.43   | 15.19   |
| <b>Medical Operation and Support Personnel</b> |                |        |         |         |
| Back-office Personnel                          | hour           | 5,757  | 68,259  | 74,016  |
| Total hours of training                        | hour/head/year | 31.63  | 23.24   | 23.74   |
| Average hours of training                      | hour           | 4,115  | 6,789   | 10,903  |
|  | hour/head/year | 6.08   | 3.74    | 4.38    |
| Sort by employee category                      | hour           | 6,639  | 19,026  | 25,665  |
|  | hour/head/year | 19.36  | 17.26   | 17.76   |

## Physician training hours and credits

| Data      | Unit             | Male | Female | Total |
|-----------|------------------|------|--------|-------|
| Physician | hour             | 462  | 220    | 682   |
|           | hour/head/year   | 0.50 | 0.23   | 0.37  |
|           | credit           | 0    | 0      | 0     |
|           | credit/head/year | 0    | 0      | 0     |

<sup>66</sup> GRI 404-1

### Employees receiving annual performance evaluations<sup>67</sup>

| Data  | Unit   | Male  | Female | Total |
|---|--------|-------|--------|-------|
| Total full-time employees that were evaluated | person | 775   | 3,650  | 4,425 |
|   | %      | 10.99 | 51.74  | 62.73 |
| <b>Sort by employee category</b>              |        |       |        |       |
| Senior Management                             | person | 13    | 6      | 19    |
|   | %      | 39.39 | 100.00 | 48.72 |
| Middle Management                             | person | 8     | 34     | 42    |
|   | %      | 80.00 | 68.00  | 70.00 |
| First-line Management                         | person | 184   | 591    | 775   |
|   | %      | 88.89 | 85.16  | 86.02 |
| Non-management                                | person | 570   | 3,019  | 3,589 |
|   | %      | 59.13 | 61.74  | 61.31 |

### New employee hires (excluding physicians)<sup>68</sup>

| Data                             | Unit   | Male  | Female | Total |
|----------------------------------|--------|-------|--------|-------|
| New employee hires               | person | 318   | 1,743  | 2,061 |
| Rate of full-time employee hires | %      | 31.39 | 36.72  | 35.78 |
| <30 years old                    | person | 195   | 1,224  | 1,419 |
|                                  | %      | 61.32 | 70.22  | 68.85 |
| 30 – 50 years old                | person | 107   | 476    | 583   |
|                                  | %      | 33.65 | 27.31  | 28.29 |
| > 50 years old                   | person | 16    | 43     | 59    |
|                                  | %      | 5.03  | 2.47   | 2.86  |

<sup>67</sup> GRI 404-3

<sup>68</sup> GRI 401-1



## Internal Recruitment (excluding physicians)<sup>69</sup>

| Data                               | Unit   | Male  | Female | Total |
|------------------------------------|--------|-------|--------|-------|
| Total internal recruitment         | person | 27    | 96     | 123   |
| Rate of total internal recruitment | %      | 2.67  | 2.02   | 2.14  |
| <30 years old                      | person | 4     | 34     | 38    |
|                                    | %      | 14.81 | 35.42  | 30.89 |
| 30 – 50 years old                  | person | 22    | 57     | 79    |
|                                    | %      | 81.48 | 59.38  | 64.23 |
| > 50 years old                     | person | 1     | 5      | 6     |
|                                    | %      | 3.70  | 5.21   | 4.88  |

## Turnover in 2024<sup>70</sup>

| Data   | Unit          | Male       | Female       | Total        |
|--|---------------|------------|--------------|--------------|
| <b>Total turnover*</b>                             | person        | 323        | 1,877        | 2,200        |
| Total turnover rate                                | person        | 31.89      | 39.54        | 38.19        |
| <30 years old                                      | %             | 159        | 1,227        | 1,386        |
|  | person        | 49.23      | 65.37        | 63.00        |
| 30 – 50 years old                                  | %             | 132        | 574          | 706          |
|  | person        | 40.87      | 30.58        | 32.09        |
| > 50 years old                                     | %             | 32         | 76           | 108          |
|  | person        | 9.91       | 4.05         | 4.91         |
| <b>Voluntary turnover</b>                          | <b>person</b> | <b>287</b> | <b>1,676</b> | <b>1,963</b> |
| Voluntary turnover rate of total employee turnover | %             | 88.85      | 89.29        | 89.23        |
| Voluntary turnover rate of total employee turnover | %             | 28.33      | 35.31        | 34.08        |
| <30 years old                                      | person        | 137        | 1,083        | 1,220        |
|  | %             | 47.74      | 64.46        | 62.15        |
| 30 – 50 years old                                  | person        | 119        | 517          | 636          |
|  | %             | 41.47      | 30.85        | 32.40        |
| > 50 years old                                     | person        | 31         | 76           | 107          |
|  | %             | 10.81      | 4.54         | 5.45         |

\*Include voluntary turnover and involuntary turnover (e.g., retirement, death, termination).

<sup>69</sup> GRI 404-2b

<sup>70</sup> GRI 401-1

## Complaints of human rights violations, discrimination, sexual assault, and harassment<sup>71</sup>

| Data   | Complaints related to employees | Complaints related to patients, customers, stakeholders, and business partners. |
|--|---------------------------------|---|
| Total number of complaints   | 0                               | 0   |
| Number of complaints that were investigated  | 0                               | 0   |
| Number of complaints that were remediated  | 0                               | 0   |
| Number of complaints that are remediated and results reviewed through routine internal management review processes | 0                               | 0   |
| Number of complaints is no longer subject to action  | 0                               | 0   |

## Environmental Dimension

### Environment Compliance

| GRI  | Performance Data  | Unit         | 2022            | 2023 | 2024 |
|------|---|--------------|-----------------|------|------|
| 2-27 | Number of violations of legal obligations/regulations               | case         | 0               | 0    | 0    |
|      | Number of fines/penalties related to the above                      | Million Baht | 0               | 0    | 0    |
|      | Environmental liability accrued at year-end                         | case         | 1 <sup>1/</sup> | 0    | 0    |
|      | Total number of non-monetary sanctions                              | case         | 0               | 0    | 0    |
|      | Total number of cases brought through dispute resolution mechanisms | case         | 0               | 0    | 0    |

**Note:** <sup>1/</sup> The nearby villages have voiced reservations. The environment is impacted by the ivy vines growing on top of the house next to the hospital fence. BCH successfully eliminated the ivy vines. The complaint was resolved on September 14, 2022, to the complainant's satisfaction.

### Energy Management Statistics<sup>72</sup>

| Performance Data                                 | Unit         | 2022 <sup>1/</sup> | 2023          | 2024          |
|--|--------------|--------------------|---------------|---------------|
| Total Energy Consumption within the Organization | kWh          | 11,737,275.76      | 59,309,000.00 | 56,728,311.05 |
|  | MWh          | 11,737.28          | 59,309.34     | 56,728.31     |
| Total Costs of Energy Consumption                | Million Baht | 41.94              | 279.47        | 249.50        |

**Note:** <sup>1/</sup> The scope of the report on Energy Consumption Statistics in 2022 covers the World Medical Hospital.

<sup>71</sup> GRI 406-1

<sup>72</sup> GRI 302-1, GRI 302-2, GRI 302-3, GRI 302-4



## Greenhouse Gas Emissions Statistics<sup>73</sup>

| Performance Data  | Unit                     | 2022         | 2023             | 2024             |
|---|--------------------------|--------------|------------------|------------------|
| Total Greenhouse Gas Emissions <sup>1/</sup>  | kgCO2eq                  | 7,593,151.01 | 2,967,246,000.00 | 2,405,927,841.00 |
|   | tCO2eq                   | 7,593.15     | 29,672.46        | 24,059.28        |
| Total Direct GHGs Emissions from Fuel Combustion (Scope 1) <sup>2/</sup>              | tCO2eq                   | 1,769.38     | NA               | 2,756.19         |
|   | % per Total GHG Emission | 23.30        | NA               | 11.46            |
| Total Indirect GHGs Emissions from Energy Purchased & Consumed (Scope2) <sup>2/</sup> | tCO2eq                   | 5,823.77     | 29,672.46        | 21,303.09        |
|   | % per Total GHG Emission | 76.70        | 100.00           | 88.54            |

**Note:** <sup>1/</sup> The report of GHG emissions scope 1 and scope 2 data are calculated by using the GHGs calculation tool in accordance with IPCC 2006.

<sup>2/</sup> The greenhouse gas Emission Factor refers to the Thailand Greenhouse Gas Management Organization (Public Organization) (<http://www.tgo.or.th/>).

## Water stress areas<sup>74</sup>

Analysis of Water Stress Risk Using the Aqueduct Water Risk Atlas Tool from the World Resources Institute for the Locations of all 15 Branch Hospitals and 2 Polyclinics.

| Hospital                                      | Water Stress |            |             |      |                |
|---|--------------|------------|-------------|------|----------------|
|   | Low          | Low-Medium | Medium-High | High | Extremely High |
| World Medical Hospital                        |              |            | X           |      |                |
| Kasemrad International Hospital Rattanatibeth |              |            |             | X    |                |
| Kasemrad International Hospital Aranyaprathet |              | X          |             |      |                |
| Kasemrad International Hospital Vientiane     |              | X          |             |      |                |
| Kasemrad Hospital Bangkai                     |              |            | X           |      |                |
| Kasemrad Hospital Sriburin                    |              | X          |             |      |                |
| Kasemrad Hospital Saraburi                    |              |            |             | X    |                |
| Kasemrad Hospital Prachachuen                 |              |            | X           |      |                |
| Kasemrad Hospital Mae Sai                     |              | X          |             |      |                |
| Kasemrad Sriburin Clinic Chiang Saen Branch   |              | X          |             |      |                |
| Kasemrad Hospital Chachoengsao                |              |            |             |      | X              |

<sup>73</sup> GRI 305-1, GRI 305-2

<sup>74</sup> GRI 303-1

| Hospital                         | Water Stress |            |             |      |                |
|----------------------------------|--------------|------------|-------------|------|----------------|
|                                  | Low          | Low-Medium | Medium-High | High | Extremely High |
| Kasemrad Hospital Prachinburi    |              |            |             |      | X              |
| Kasemrad Hospital Rattana Tibeth |              |            | X           |      |                |
| Kasemrad Hospital Ramkhamhaeng   |              |            |             |      | X              |
| Kasemrad Hospital Pathumthani    |              |            |             | X    |                |
| Karunvej Hospital Ayutthaya      |              |            |             | X    |                |

### Water Quality

| Indicator               | Result of measurement treatment | Water quality standards |
|-------------------------|---------------------------------|-------------------------|
| pH                      | compliance with the standard    | 5.0 – 9.0               |
| BOD <sub>5</sub>        | compliance with the standard    | 20                      |
| Suspended Solids (SS)   | compliance with the standard    | 30                      |
| Sulfide                 | compliance with the standard    | 1.0                     |
| Oil & Grease            | compliance with the standard    | 20                      |
| Residual Chlorine       | compliance with the standard    | Not specified           |
| Total Coliform Bacteria | compliance with the standard    | Not specified           |



## Water and Wastewater Management Statistics<sup>75</sup>

| Performance Data  | Unit           | 2022 <sup>1/</sup> |                   | 2023 <sup>1/</sup> |                   | 2024      |                   |
|---|----------------|--------------------|-------------------|--------------------|-------------------|-----------|-------------------|
|   |                | All Areas          | Water Stress Area | All Areas          | Water Stress Area | All Areas | Water Stress Area |
| <b>Total Water Withdrawal</b>   |                |                    |                   |                    |                   |           |                   |
| Third-party Water Source (e.g., municipal water suppliers)            |                |                    |                   |                    |                   |           |                   |
| • Fresh Water TDS ≤ 1,000 mg/L  | m <sup>3</sup> | 68,282             | 0                 | 75,953             | 0                 | 700,867   | 0                 |
| • Fresh Water TDS >1,000 mg/L   |                | 0                  | 0                 | 0                  | 0                 | 0         | 0                 |
| Total Water Withdrawal  | m <sup>3</sup> | 68,282             | 0                 | 75,953             | 0                 | 700,867   | 0                 |
| Total Water Consumption   | m <sup>3</sup> | 68,282             | 0                 | 75,953             | 0                 | 700,867   | 0                 |
|   | ML             | 68.28              | 0                 | 78.95              | 0                 | 70.09     | 0                 |
| Water Consumption Intensity   | m <sup>3</sup> | 0                  | 0                 | 0                  | 0                 | 0         | 0                 |
| <b>Total Water Discharge</b>  |                |                    |                   |                    |                   |           |                   |
| Third-party Water Source (e.g., municipal wastewater treatment plant) | m <sup>3</sup> | 0                  | 0                 | 0                  | 0                 | 0         | 0                 |
| Water Discharge ≤ 1,000 mg/L Total Dissolved Solids                   | m <sup>3</sup> | 0                  | 0                 | 0                  | 0                 | 0         | 0                 |
| Water Discharge > 1,000 mg/L Total Dissolved Solids                   | m <sup>3</sup> | 0                  | 0                 | 0                  | 0                 | 0         | 0                 |
| Total Water Discharge   | m <sup>3</sup> | 54,625             | 0                 | 59,746             | 0                 | 560,694   | 0                 |
| Third-party Water Source (e.g., municipal wastewater treatment plant) | m <sup>3</sup> | 0                  | 0                 | 0                  | 0                 | 0         | 0                 |

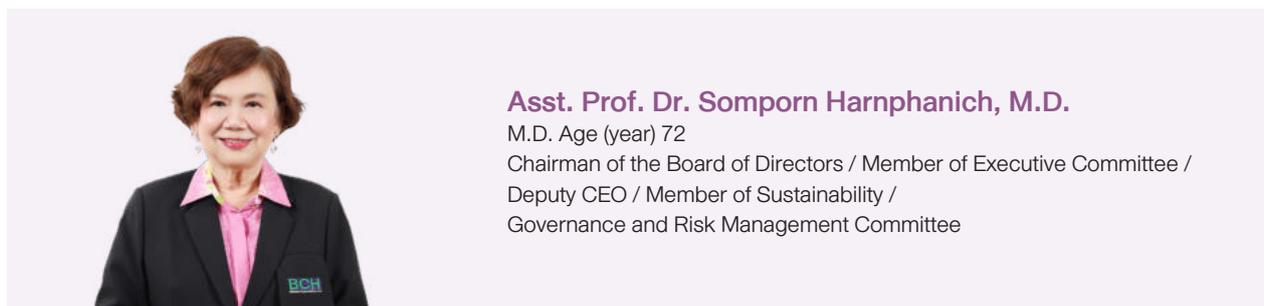
**Note:** <sup>1/</sup> The scope of the report on Water and Wastewater Management Statistics in 2022 covers the World Medical Hospital.



## Attachment 1

### Details of Directors, Executives, Controlling Persons, Individuals with Ultimate Responsibility for Accounting and Finance, Persons Directly Responsible for Accounting Oversight, and the Company Secretary.

#### Board of Directors



#### Asst. Prof. Dr. Somporn Harnphanich, M.D.

M.D. Age (year) 72

Chairman of the Board of Directors / Member of Executive Committee / Deputy CEO / Member of Sustainability / Governance and Risk Management Committee

**Date of Appointment :** 24 November 1993

#### Education

- Ph.D. (Buddhist Studies), Honorary Doctorate in Buddhist Studies, Mahachulalongkornrajavidyalaya University
- Master of Business Administration (MBA), Ramkhamhaeng University
- Doctor of Medicine (M.D.), Mahidol University
- Board Certification in Anesthesiology, Faculty of Medicine Siriraj Hospital, Mahidol University
- Board Certification in Medical Law and Public Health (Class 5), Faculty of Public Health, Mahidol University
- Certificate in Occupational Medicine (Class 10), Medical Council of Thailand
- Certificate in Surveyor Programme (Class 2)
- Certificate in Asia Pacific Hospital Management Programme, Singapore Management University
- Certificate in Meeting the Logistics Challenges of the Healthcare Sector, HEC Montreal, Canada
- Certificate of Successful Completion / Lead Assessor Certificate, Anglo Japanese American
- Certificate of JCI for Hospital 8th Edition Training Course

#### Award

- Outstanding Woman Award: Outstanding Woman of the Year 2024, awarded by the Ministry of Social Development and Human Security
- Outstanding Mother Award: National Outstanding Mother Award 2024, presented by Her Royal Highness Princess Maha Chakri Sirindhorn

#### Training

- Director Accreditation Program (DAP), Thai Institute of Directors Association (IOD)
- Hospital Management Programme, Sasin Graduate Institute of Business Administration, Chulalongkorn University
- Strategic Human Resource Management Programme, Human Resource Institute, Thammasat University
- Role of the Chairman Program (RCP), Thai Institute of Directors Association (IOD)

#### Work Experiences

- 2023 – Present Director, Health Chain Innotech Co., Ltd.
- 2023 – Present Director, Kasemrad Ari Cancer Rangsi Raksa Center Co., Ltd.
- 2019 – Present Vice President, Private Hospital Association Thailand
- 2017 – Present Director, Committee on Development of Stroke Service
- 2017 – Present Director, Health Promotion Committee
- 2017 – Present Director, Committee on Non-Communicable Disease Service
- 2017 – Present Subcommittee Member, Social Security Office
- 2017 – Present Director, Bangkok Chain International (Lao) Co., Ltd.
- 2016 – Present Director, Bangkok Chain Management Co., Ltd.
- 2016 – Present Director, Service Plan, Ministry of Public Health
- 2016 – Present 3<sup>rd</sup> Vice President, Private Hospital Association
- 2015 – Present Director, Sothon Vejchakit Co., Ltd.
- 2014 – Present Director, Park Inn Saraburi Co., Ltd.
- 2013 – Present Director, Navanakorn Medicare Co., Ltd.
- 2013 – 2021 Director, Ayutthaya Medicare Co., Ltd.
- 2010 – 2012 Director, Thai Listed Companies Association
- 1996 – Present Director, Saraburi Wetchakit Co., Ltd.
- 1996 – Present Director, Sriburin Medical Co., Ltd.
- 1992 – Present Director and Managing Director, Rattanatibeth General Hospital Co., Ltd.

**Position in other Listed Companies :** -None-

#### Directors' Meeting Participation in 2024

- Board of Directors : 6 from 6
- Executive Committee : 4 from 4
- Sustainability, Governance and Risk Management Committee : 6 from 6

**Shareholdings (%)** : 6.58  
(decreased by 0.22 in 2024)

**Relationship** : Prof. Dr. Chalerm Harnphanich, M.D.'s wife



### Prof. Dr. Chalerm Harnphanich, M.D.

M.D. Age (year) : 70

Director / Chairman of the Executive Committee /  
Chief Executive Officer

**Date of Appointment** : 24 November 1993

#### Education

- Ph.D., Honorary Doctoral Programme in Medicine, Chiang Mai University
- Ph.D., Honorary Doctoral Programme in Business Administration, Ramkhamhaeng University
- Honorary Certificate, Professor for Hospital Administration Programme, Bodhisastra University, USA
- Ph.D., Honorary Doctorate Programme in Business Administration, Kensington University USA
- Honorary Certificate, Associate Professor in Public Administration Programme, Bodhisastra University, USA
- Ph.D. (Buddhist Studies), Doctoral Programme in Buddhist Studies, Mahachulalongkornrajavidyalaya University
- Master of Business Administration, Ramkhamhaeng University
- M.D., Chiang Mai University
- B.Sc., Medical Science, Chiang Mai University
- Board Certification Specialist in Obstetrics and Gynecology, Siriraj Hospital, Mahidol University
- High Medical Certificate in Obstetrics and Gynecology, Siriraj Hospital, Mahidol University
- Capital Market Academy Leadership Program, Class 13<sup>th</sup>, Capital Market Academy
- Political Governance for Senior Executives, Class 16 (P.P.R. Class 16), College of Political Governance, King Prajadhipok's Institute
- Rule of Law for Democracy, Class 2 (N.T.P. Class 2)
- Senior Executive Programme in Administrative Justice, Class 6 (B.Y.P. Class 6)
- Advanced Insurance Studies, Class 6 (W.P.S. Class 6)
- Business Reform and Innovation Network Building (Brain1)
- Senior Executive Justice Process Management, Class 22 (B.Y.S. 22)
- Super Leadership in Advanced Insurance Studies, Class 1 / Education

#### Training

- Director Certification Program, Thai Institute of Directors Association (IOD)
- Director Accreditation Program, Thai Institute of Directors Association (IOD)
- Hospital Management, Sasin Graduate Institution of Business Administration of Chulalongkorn University

#### Work Experiences

- 2024 – Present  
Honorary Advisor / Private Hospital Association Thailand  
Director / Kanchanabaramee Foundation  
Member of Information Disclosure Adjudication Committee, Medical and Public Health
- 2023 – Present  
Expert, Senate Committee on Public Health  
Director / Health Chain Innotech Co., Ltd.  
Director / Kasemrad Ari Cancer Rangsi Raksa Center Co., Ltd.
- 2023 – 2024  
Director / Zero CO2 Public Company Limited
- 2022 – Present  
Chairman of the Board of Directors / The Better News Co., Ltd.  
President / Private Hospital Association Thailand
- 2019 – 2024  
Director / Bangkok Chain International (Lao) Co., Ltd.  
Director / Bangkok Chain Management Co., Ltd.  
President / Chiangmai Medical School Alumni Association
- 2016 – Present  
Director / Sothon Vejchakit Co., Ltd.  
Director / Chiangrai Imaging Center Co., Ltd.  
Director / Park Inn Saraburi Co., Ltd.  
Director / Navanakorn Medicare Co., Ltd.  
Director / Ayutthaya Medicare Co., Ltd.  
Director / C.M.J Land Co., Ltd.  
Director / Park Inn Chiangrai Part., Ltd.  
Director / Curriculum Committee of Master of Public Health Program / Bachelor of Science / Sukhothai Thammathirat Open University
- 2015 – Present  
Director / S.C.K. Land Co., Ltd.
- 2014 – Present  
Director / Saraburi Wetchakit Co., Ltd.
- 2014 – Present  
Director / Sriburin Medical Co., Ltd.
- 2013 – Present  
Director / Rattanatibeth General Hospital Co., Ltd.
- 2013 – 2021  
Director / Pisuthikij Co., Ltd.
- 2013 – Present  
Director / Pisuthikij Co., Ltd.
- 2011 – Present  
Director / Pisuthikij Co., Ltd.
- 2006 – Present  
Director / Pisuthikij Co., Ltd.
- 1996 – Present  
Director / Pisuthikij Co., Ltd.
- 1996 – Present  
Director / Pisuthikij Co., Ltd.
- 1992 – Present  
Director / Pisuthikij Co., Ltd.
- 1988 – Present  
Director / Pisuthikij Co., Ltd.

**Position in other Listed Companies** : -None-

#### Directors' Meeting Participation in 2024

- Board of Directors : 6 from 6
- Executive Committee : 4 from 4

**Shareholdings (%)** : 32.63 (No change in 2024)

**Relationship** : Asst. Prof. Sompom Harnphanich's husband



## Ms. Pornluck Harnphanich, M.D.

M.D. Age (year) 39

Director / Member of Executive Committee / Member of Sustainability, Governance and Risk Management Committee / Chief Operating Officer

**Date of Appointment :** 10 August 2012

### Education

- Master of Holistic Health Business Management, Mahidol University
- M.D., Thammasat University
- Diploma Course in Dermatology and Dermatotomy, Institute of Dermatology
- American Board Certified in Nutritional Wellness, American Board of Nutritional Wellness
- Executive Mini Master of Business Administration, NIDA Business School
- Short Course training in Skin Laser Surgery, Faculty of Medicine, Siriraj Hospital, Mahidol University
- Certificate in Chelation Therapy (CMAT)
- HA Course for Quality Hospital Management (HA900)

### Training

- Hospital Costing and Business Planning for Financial and Fiscal Management, Mahidol University
- Mastering the Dynamic of Xcellence Program, Thammasat University
- Mini Master of Management in Health Program, ASEAN Health Development Institute, Mahidol University and Thai Association of Preventive Medicine
- Executive Training Program on Administrative Justice (Class 1/2023), The Administrative Court
- Director Accreditation Program, Thai Institute of Directors Association (IOD)
- Successful Formulation & Execution of Strategy (SFE) Program, Thai Institute of Directors Association (IOD)
- Entrepreneurial Finance, Faculty of Commerce and Accountancy, Thammasat University
- Oxford Programme on Negotiation in Bangkok, Saïd Business School, University of Oxford
- Leading Sustainable Corporation Program, Saïd Business School, University of Oxford

### Work Experiences

- 2023 – Present Director / Health Chain Innotech Co., Ltd.
- 2023 – Present Director / Kasemrad Ari Cancer Rangsi Raksa Center Co., Ltd.
- 2021 – Present Director / Bangkok Chain International (Lao) Co., Ltd.
- 2020 – Present Director / Navanakorn Medicare Co., Ltd.
- 2016 – Present Director / Sriburin Medical Co., Ltd.
- 2016 – Present Director / Saraburi Wetchakit Co., Ltd.
- 2016 – Present Director / Bangkok Chain Management Co., Ltd.
- 2015 – Present Director / Sothon Vejchakit Co., Ltd.
- 2015 – 2019 Director / Coffee and Latte House Co., Ltd.
- 2013 – Present Medical Director / Rattanatibeth General Hospital Co., Ltd.
- 2011 – 2014 Director / Rattanatibeth General Hospital Co., Ltd.
- 2011 – 2018 Director / Tipnatee S.P.P Co., Ltd.

**Position in other Listed Companies :** -None-

### Directors' Meeting Participation in 2024

- Board of Directors : 6 from 6
- Executive Committee : 4 from 4
- Sustainability, Governance and Risk Management Committee : 6 from 6

**Shareholdings (%)** : 3.56  
(increase of 0.04 in 2024)

**Relationship** : Prof. Dr. Chalerm Harnphanich, M.D.'s daughter

**Mr. Kantaporn Harnphanich**

Age (year) 37

Director / Member of Executive Committee / Chief Marketing Officer

**Date of Appointment** : 28 April 2015**Education**

- Master of Healthcare and Wellness Management, College of Management, Mahidol University
- Master of Business Administration, Assumption University
- Bachelor of Business Administration, Assumption University

**Training**

- Director Accreditation Program, Thai Institute of Directors Association (IOD)
- Successful Formulation & Execution of Strategy (SFE) Program, Thai Institute of Directors Association (IOD)
- Oxford Programme on Negotiation, Saïd Business School, University of Oxford

**Work Experiences**

- 2023 – Present Director / Kampete Productions Co., Ltd.
- 2023 – Present Director / Health Chain Innotech Co., Ltd.
- 2022 – Present Director / The Better News Co., Ltd.
- 2020 – Present Director / SG Good Friends Co., Ltd.
- 2020 – Present Director / K.P.A.Food Co., Ltd.
- 2019 – Present Director / Latte Coffee Shop Co., Ltd.

- 2017 – 2021 Director / Bangkok Chain International (Lao) Co., Ltd.
- 2016 – Present Director / Bangkok Chain Management Co., Ltd.
- 2015 – Present Director / Sothon Vejchakit Co., Ltd.
- 2014 – Present Director / Park Inn Saraburi Co., Ltd.
- 2014 – Present Director / Chiangrai Imaging Center Co., Ltd.
- 2013 – Present Director of Marketing / Rattanatibeth General Hospital Co., Ltd.
- 2012 – Present Director / Sriburin Medical Co., Ltd.
- 2011 – 2018 Director / Tipnatee S.P.P Co., Ltd.

**Position in other Listed Companies** : -None-**Directors' Meeting Participation in 2024**

- Board of Directors : 6 from 6
- Executive Committee : 4 from 4

**Shareholdings (%)**: 3.56  
(Increase 0.04 in 2024)**Relationship**

: Prof. Dr. Chalerm Harnphanich, M.D.'s son



## Mr. Phinij Harnphanich

Age (year) : 69  
Director

**Date of Appointment :** 27 February 2017

### Education

- Master of Political Science (Government),  
Thammasat University
- Bachelor of Political Science (Public Administration),  
Thammasat University

### Training

- Director Accreditation Program, Thai Institute of Directors  
Association (IOD)

### Work Experiences

- 2016 – Present Retired Government Official /  
Ministry of Interior
- 2014 – 2016 Governor / Samutprakan Province
- 2013 – 2014 Director General / Department of Lands
- 2012 – 2013 Governor / Lamphun Province

### Position in other Listed Companies

- 2018 – Present Independent Director and Audit Committee /  
Chewathai PLC.

### Directors' Meeting Participation in 2024

- Board of Directors : 6 from 6

**Shareholdings (%)** : -None-

**Relationship** : Prof. Dr. Chalerm Harnphanich,  
M.D.'s brother



### Ms. Pornsuda Harnphanich

Age (year) : 35

Director / Member of Executive Committee /

Member of Sustainability, Governance and Risk Management Committee /

Nomination and Remuneration Committee / Chief Financial Officer

**Date of Appointment :** 13 January 2020

#### Education

- Master degree of Healthcare and Wellness Management, College of Management, Mahidol University
- Master degree of Science (Finance), University College Dublin, Singapore
- Bachelor of Business Administration in Finance, Thammasat University
- Certificate IR Professional Certificate Program, Federation of Accounting Professions
- Certificate CompTIA IT Fundamentals, Network Training Center, 2018
- Certificate Personal Data Protection Act, Thailand Data Protection Officer (T-DPO), Digital Council of Thailand

#### Training

- Hospital Costing and Business Planning for Financial and Fiscal Management, Mahidol University
- Mastering the Dynamic of Xcellence Program, Thammasat University
- Finance for HR executive, Omega World Class Research Institute
- Compensation and benefits design, Omega World Class Research Institute
- Logistic and basic of supply chain, Sripatum university
- Director Accreditation Program, Thai Institute of Directors Association (IOD)
- Personal Income Tax and Corporate Income Tax Program, CONC Thammasat Business School, Thammasat University
- Oxford Programme on Negotiation, Said Business School, University of Oxford
- AI for Healthcare: Equipping the workforce for digital transformation, The University of Manchester and Health Education
- Human Resources Management Course, Oxford Home Study College
- Supply Chain Management Course, Oxford Home Study College
- Basic of Innovation for IoT, Digital Economy Promotion Agency (DEPA)
- Health insurance system, Learning Innovation Center, Chulalongkorn university
- Oxford Leading Sustainable Corporations Program, Said Business School, University of Oxford
- Leading Sustainable Corporation Program, Said Business School, University of Oxford

#### Continuing Professional Development (CPD)

- Fintech and financial technology, 2.0 Hours, Thai Listed Companies Association
- Risk Management for CFOs, 2.0 Hours, Thai Listed Companies Association
- CFO's Refresher Course 2023, 6.4 Hours, The Stock Exchange of Thailand
- Accounting for planning and decision, Dharmniti Seminar and Training Co.,Ltd, 6.30 Hours
- E-learning CFO's Refresher Course 2022, 6.0 Hours
- Accounting of Income and Expenses, Impact on Net Profit Calculation, Year 2021, 6.0 Hours
- Cybersecurity Fundamentals Course, Year 2020, 6.0 Hours
- TFRS16 Financial Lease, Year 2019, 6.0 Hours

#### Work Experiences

- 2023 – Present Director / Health Chain Innotech Co., Ltd.
- 2020 – Present Director / SG GOOD FRIENDS Co., Ltd.
- 2020 – Present Director / K.P.A.FOOD Co., Ltd.
- 2019 – Present Director / Latte Coffee Shop Co., Ltd.
- 2017 – Present Director / Bangkok Chain International (Lao) Co., Ltd.
- 2016 – Present Director / Bangkok Chain Management Co., Ltd.
- 2016 – Present Director / Sothon Vejchakit Co., Ltd.
- 2015 – Present Director / Coffee and Latte House Co., Ltd.
- 2014 – Present Director of Auditing and Finance / Rattanatibeth General Hospital Co., Ltd.
- 2014 – Present Director / Rattanatibeth General Hospital Co., Ltd.
- 2013 – Present Director / Navanakorn Medicare Co., Ltd
- 2013 – 2021 Director / Ayutthaya Medicare Co., Ltd.
- 2011 – 2018 Director / Tipnatee s.p.p. Co., Ltd.

**Position in other Listed Companies :** -None-

#### Directors' Meeting Participation in 2024

- Board of Directors : 6 from 6
- Executive Committee : 4 from 4
- Sustainability, Governance and Risk Management Committee : 6 from 6
- Nomination and Remuneration Committee : 1 from 1

**Shareholdings (%) :** 3.56 (Increase 0.04 in 2024)

**Relationship :** Prof. Dr. Chalerm Harnphanich, M.D.'s daughter



## Mr. Voravee Kiatinijomsak

Age (year) 45

Director / Member of Executive Committee / Member of Sustainability, Governance and Risk Management Committee / Company Secretary / Director of Accounting

**Date of Appointment :** 23 June 2020

### Education

- Master Degree in Business Administration in Finance, Thammasat University
- Bachelor of Business Administration in Accounting, Assumption University
- Certified Public Accountant

### Training

- Stock valuation in the new era of business, Stock Exchange of Thailand and Investment Analysis Association (IAA)
- Director Accreditation Program (DAP) 172/2020, Thai Institute of Directors Association (IOD)
- Fundamentals for Corporate Secretaries Class 1/2016, Thai Company Secretary Club, Thai Listed Companies Association partnership with Stock Exchange of Thailand and The Securities and Exchange Commission, Thailand
- Course for Chief Financial Officer, Strategic CFO in Capital Market Class 9, Stock Exchange of Thailand

### Continuing Professional Development (CPD)

- Financial Reporting Standards (NPAEs), Accounting System Design, and Digital Auditing, 11.30 Hours
- CFO 2025 (Tax) Course, 6.30 Hours
- Framework for Financial Reporting Course, 2.0 Hours
- Accounting, Taxation, and Auditing for Import-Export Business, Dharmniti Seminar and Training Co.,Ltd, 6.0 Hours
- Risk Management for Forensic Accounting, 6.30 Hours
- Cash Flow Statement Preparation Course, 7.0 Hours
- Fintech and Financial Technology, 2.0 Hours, Thai Listed Companies Association
- Ethics Course for Chartered Professional Accountant Class 6, 2.0 Hours
- Thai Chartered Management Accountant (TCMA) Course Class 1/2022, 6.30 Hours
- TFRS for NPAEs Update according to the Notification of the Accounting Profession No.42/2563, 14.0 Hours
- CFO Course 2022, 7.0 Hours
- Income, Difference between Accounting and Tax, Year 2022, 6.5 Hours
- Accounting for Land, Buildings, Equipment, Year 2022, 6.0 Hours
- Financial Statement Analysis, Year 2020, 7.0 Hours
- Accounting Standard for Non-Current Assets, Year 2020, 7.0 Hours
- Financial Statement Preparation Course, Year 2020, 7.30 Hours
- TFRS16 Financial Lease, Year 2019, 6.0 Hours
- Strategic CFO in Capital Market, Year 2019, 22 Hours

### Work Experiences

- 2013 – Present Director / Zero CO2 Public Company Limited
- 2016 – Present Director / Sriburin Medical Co., Ltd.
- 2016 – Present Director / Navanakorn Medicare Co., Ltd.
- 2016 – 2021 Director / Ayutthaya Medicare Co., Ltd.
- 2016 – Present Director / Bangkok Chain Management Co., Ltd.
- 2016 – Present Director / Chiangrai Imaging Center Co., Ltd.
- 2006 – 2015 Audit Manager / EY Office Limited

**Position in other Listed Companies :** -None-

### Directors' Meeting Participation in 2024

- Board of Directors : 6 from 6
- Executive Committee : 4 from 4
- Sustainability, Governance and Risk Management Committee : 6 from 6

**Shareholdings (%) :** -None-

**Relationship :** -None-

**Mr. Surapant Taweewikayakarn**

M.D. Age (year) 63

Director / Member of Executive Committee

**Date of Appointment** : 28 February 2023**Education**

- Master of Public and Private Management Program (MPPM), NIDA
- Medical Doctor, Chulalongkorn University
- Diploma of the Board of Family Medicine, The Medical Council of Thailand
- Diploma of the Board of Clinical Preventive Medicine, The Medical Council of Thailand

**Training**

- Executive Training Program on Administrative Justice Class 1/2023, The Administrative Court
- Director Accreditation Program, Thai Institute of Director
- Senior Executive Program (Sasin-Kellogg school)
- Lead Auditor ISO9001:2000 Certified By SGS AU.
- TITC: JCIA, Infectious control and Hospital design
- Excellent Hospital Director Mini MBA

**Work Experiences**

- 2022 – 2023 Member of Sustainability, Governance and Risk Management Committee / Bangkok Chain Hospital PCL.
- 2014 – Present Director / Rattanatibeth General Hospital Co., Ltd.
- 2013 – Present Hospital Director / Kasemrad International Rattanatibeth Hospital
- 2011 – 2022 Hospital Director Kasemrad Bangkae Hospital
- 2009 – 2011 Medical Director Kasemrad Rattanatibeth Hospita

**Position in other Listed Companies** : -None-**Directors' Meeting Participation in 2023**

- Board of Directors : 6 from 6
- Executive Committee : 4 from 4

**Shareholdings (%)** : -None-**Relationship** : -None-



## Assoc. Prof. Virach Aphimeteetamrong

Ph.D. Age (year) 81

Independent Director / Chairman of the Audit Committee

**Date of Appointment :** 9 April 2004

### Education

- Ph.D. (Finance), University of Illinois, Urbana-Champaign, USA
- Master of Accounting Science, University of Illinois, Urbana-Champaign, USA
- Master of Business Administration, Gothenburg, Sweden
- Bachelor of Accounting (Second-Class Honors), Chulalongkorn University

### Training

- R-SS: Engaging Board in ESG: The Path to Effective Sustainability Class 1/2023, Thai Institute of Directors Association (IOD)
- Hot Issue for Directors: What Directors Need to Know About Digital Assets Class 3/2022, Thai Institute of Directors Association (IOD)
- C-Conference: Collective Action Against Corruption Conference “Innovations in the Fight against Corruption” Class 1/2019, Thai Institute of Directors Association (IOD)
- R-DF: Director Forum “Visionary Board & Announcing 90 Qualified Companies” Class 2/2018, Thai Institute of Directors Association (IOD)
- R-CF: Chairman Forum “Digital Transformation – A Must for All Companies” Class 1/2018, Thai Institute of Directors Association (IOD)
- M-DDT: Director Dinner “Talk Social Responsibility Partnership in Education” Class 2/2018, Thai Institute of Directors Association (IOD)
- NDC: National Director Conference “Rising Above Disruptions: A Call for Action” Class 1/2018, Thai Institute of Directors Association (IOD)
- R-CF: Chairman Forum “Chairman Role in Building Independence across the Board” Class 1/2015, Thai Institute of Directors Association (IOD)
- CGI: Corporate Governance for Capital Market Intermediaries Class 5/2015, Thai Institute of Directors Association (IOD)
- R-CF: Chairman Forum “Chairman Role in Building Independence across the Board” Class 1/2014, Thai Institute of Directors Association (IOD)

- ACEP: Anti-Corruption for Executive Program Class 4/2012, Thai Institute of Directors Association (IOD)
- R-SS: Special Seminar Class 1/2010, Thai Institute of Directors Association (IOD)
- M-DLB: Director Luncheon Briefing Class 1/2009, Thai Institute of Directors Association (IOD)
- M-AGM: Annual General Meeting Class 1/2009, Thai Institute of Directors Association (IOD)
- Director Accreditation Program (DAP) Class 2/2003, Thai Institute of Directors Association (IOD)

### Work Experiences

- 2021 – Present Director / TRIS Rating Co., Ltd.
- 2020 – 2021 Independent Director / Allianz Ayudhya Assurance PCL.
- 2003 – Present Director / TRIS Corporation Co., Ltd.
- 1988 – Present Chairman of the Board of Directors / DR.VIRACH & ASSOCIATES OFFICE Co., Ltd.

### Position in other Listed Companies

- 2013 – Present Independent Director and Audit Committee / Thai Agro Energy PCL.
- 2007 – 2021 Chairman of Board of Directors / Intouch Holdings PCL.
- 2004 – Present Independent Director and Chairman of the Audit Committee / Asia Plus Group Holdings PCL.
- 1995 – Present Independent Director and Audit Committee / Metro Systems Corporation PCL.
- 1993 – Present Chairman of the Independent Director / Supalai PCL.

### Directors' Meeting Participation in 2024

- Board of Directors : 6 from 6
- Audit Committee : 5 from 5

**Shareholdings (%)** : -None-

**Relationship** : -None-

**Mr. Siripong Sombutsiri**

Age (year) 70

Independent Director / Audit Committee /

Chairman of the Nomination and Remuneration Committee

**Date of Appointment** : 9 April 2004**Education**

- Master of Business Administration in Finance, Sul Ross University, USA
- Bachelor of Commerce and Accounting, Chulalongkorn University

**Training**

- Ethical Leadership Program Class 1/2015, Thai Private Sector Collective Action against Corruption (Thai CAC)
- Director Accreditation Program (DAP) 2/2003, Thai Institute of Directors Association (IOD)

**Work Experiences**

- 2011 – Present Director / Infinite Electric (Thailand) Co., Ltd.

**Work Experiences**

- 2011 – Present Director / Infinite Electric (Thailand) Co., Ltd.

**Position in Other Listed Companies**

- 2014 – Present Chairman of the Board of Directors and Chairman of the Audit Committee / Com7 PCL.
- 2013 – Present Director and Chairman of the Audit Committee / Pan Asia Footwear PCL.
- 2007 – Present Director and Executive Director / AP (Thailand) PCL. and subsidiaries

**Directors' Meeting Participation in 2024**

- Board of Directors : 6 from 6
- Audit Committee : 5 from 5
- Nomination and Remuneration Committee : 2 from 2

**Shareholdings (%)** : -None-**Relationship** : -None-



## Prof. Piphob Veraphon

Age (year) 63

Independent Director / Audit Committee

**Date of Appointment :** 9 April 2004

### Education

- Master of Laws (LL.M.), Harvard University, USA
- Master of Laws (LL.M.), Taxation, Boston University, USA
- Bachelor of Laws (Honors), Chulalongkorn University
- Barrister-at-law, Thai Bar Association
- Certificate of International Taxation, Harvard University, USA

### Training

- ESG & Climate Risk Management 2023 Deloitte
- PDPA Update 2023 LH Bank
- Information Technology Security Awareness Training 2023 LH Bank
- Director Accreditation Program 50/2006, Thai Institute of Directors Association (IOD)
- Director Certification Program (DCP) 238/2017, Thai Institute of Directors Association (IOD)

### Work Experiences

- 2002 – Present Partner / Law Alliance Co., Ltd.
- 2022 – Present Independent Director and Audit Committee / Land and Houses Bank PCL.

### Position in Other Listed Companies

- 2022 – Present Independent Director and Audit Committee / LH Financial Group PCL.
- 2015 – Present Independent Director and Audit Committee / Land and Houses PCL.

### Directors' Meeting Participation in 2024

- Board of Directors : 6 from 6
- Audit Committee : 5 from 5

Shareholdings (%) : -None-

Relationship : -None-





## Attachment 2

### General Information about the Company, its Subsidiaries, Affiliated Hospitals, Medical Laboratories, and Reference Personnel General information of the company and its subsidiaries

| Company   | Year of Establishment | Registered Capital               | Nature of Business  | Opening / Acquiring Date   |
|---|-----------------------|----------------------------------|---|--|
| Bangkok Chain Hospital PCL.                       | 24 November 1993      | Baht 2,494 million               | Kasemrad Hospital Bangkai<br>Kasemrad Hospital Prachachuen<br>World Medical Hospital<br>Kasemrad Hospital Rattanaibeth<br>Kasemrad Hospital Ramkhamhaeng<br>Kasemrad Hospital International Aranyaprathet | 8 August 1984<br>15 July 1997<br>22 March 2013<br>12 June 2015<br>22 October 2018<br>11 May 2020 |
| Rattanaibeth General Hospital Co., Ltd.           | 8 June 1990           | Baht 300 million                 | Kasemrad International Hospital Rattanaibeth  | 15 February 1993   |
| Sriburin Medical Co., Ltd.                        | 29 March 1991         | Baht 170 million                 | Kasemrad Hospital Sriburin<br>Kasemrad Hospital Mae-sai<br>Kasemrad Sriburin Clinic Chiangsan branch  | 10 January 1999<br>31 August 2004<br>8 August 2014   |
| Saraburi Wetchakit Co., Ltd.                      | 16 April 1993         | Baht 321 million                 | Kasemrad Hospital Saraburi<br>Kasemrad Medical and Dental Clinic Saraburi   | 1 January 1996<br>1 February 2023  |
| Navanakorn Medicare Co., Ltd.                     | 7 February 1989       | Baht 375 million                 | Kasemrad Hospital Pathumthani<br>Karunvej Hospital Ayudhaya"  | 18 December 2013<br>18 December 2013   |
| Sothorn Vejchakit Co., Ltd.                       | 23 April 2015         | Baht 700 million                 | Kasemrad Hospital Chachoengsao<br>Kasemrad Hospital Prachinburi   | 1 May 2015<br>1 January 2021   |
| Bangkok Chain Management Co., Ltd.                | 15 September 2016     | Baht 5 million                   | Selling healthy drinks, providing medical analysis & research services in operation rooms<br>- Bangkok Chain Laboratory (BCL)   | 15 September 2016  |
| Bangkok Chain International (Lao) Co., Ltd.       | 12 April 2017         | KIP 412,600 million <sup>1</sup> | Kasemrad International Hospital Vientiane   | 4 April 2022   |
| Health Chain Innocotec, Ltd                       | 12 May 2023           | Baht 5 million                   | Manufacture and sale of ready-to-use computer programs  | 19 August 2021   |
| Kasemrad Ari Cancer Rangsi Raksa Center Co., Ltd. | 9 March 2023          | Baht 300 million                 | Kasemrad Ari Radiotherapy Cancer Center   | 12 May 2023  |
| Bangkok Chain Dental Co., Ltd.                    | 14 May 2024           | Baht 50 million                  | Mobile Dental Unit  | 14 August 2024   |

**Note** <sup>1</sup> The Extraordinary Meeting of Shareholders No.2/2023 held on 29 August 2023, has resolved the resolution to approve the capital increase amounted to 279,400,000,000 Lao Kip from the registered capital of 133,200,000,000 Lao Kip to 412,600,000,000 Lao Kip

## General information of the affiliated hospitals and laboratory

| Name of Hospital / Laboratory                 | Address & Contact  |
|---|--|
| World Medical Hospital                        | 44 Moo 4 Chaengwattana Road, Pakkret, Nonthaburi 11120Tel. (66) 2836-9999, Fax (66) 2836-9911                    |
| Kasemrad International Hospital Rattanaibeth  | 60 Moo 6, Sao-Thong-Hin, Bang-Yai, Nonthaburi 11140Tel. (66) 2594-0020, Fax (66) 2594-0067                       |
| Kasemrad International Hospital Aranyaprathet | 885 Moo 5, Banmainongsai, Aranyaprathet, Sakaeo 27120Tel. (66) 3764-0000, Fax (66) 3764-0099                     |
| Kasemrad International Hospital Vientiane     | 999, 450 Year Road, Donnokhoum Village, Sisattanak District, Vientiane Capital, Lao PDRTel. (856) 030-5005891    |
| Kasemrad Hospital Bangkae                     | 586,588 Petchakasem Road, Bangkae-Nua, Bangkae, Bangkok 10160Tel. (66) 2804-8959, Fax (66) 2454-1914             |
| Kasemrad Hospital Sriburi                     | 111/5 Moo 13, Sun-Sai, Muang Chiang Rai, Chiang Rai 57000Tel. (66) 53-910-999, Fax (66) 53-717-938               |
| Kasemrad Hospital Saraburi                    | 2/22 Mittraparb Road, Pak-Preaw, Muang Saraburi, Saraburi 18000Tel. (66) 36-315-555, Fax (66) 36-315-501         |
| Kasemrad Medical and Dental Clinic Saraburi   | 12/12 Moo 4 Hui Kamin, Nong Khae, Saraburi 18230Tel. (66) 36-315-555   |
| Kasemrad Hospital Prachachuen                 | 950 Prachachuen Road, Wongsawang, Bangsue, Bangkok 10800Tel. (66) 2910-1600, Fax (66) 2910-1649                  |
| Kasemrad Hospital Mae Sai                     | 952 Moo 1, Viengpakgam, Mae-sai, Chiang Rai 57130Tel. (66) 53-642-742, Fax (66) 53-642-744                       |
| Kasemrad Sriburi Clinic Chiangsan branch      | 339 Moo 6, Vieng, Chiangsan, Chiang Rai 57150Tel. (66) 53-650-131, Fax (66) 53-650-133                           |
| Kasemrad Hospital Chachoengsao                | 29 Moo 3 Suwinthawong Road, Nha-Mueng, Mueng, Chachoengsao 24000Tel. (66) 38-812-702, Fax (66) 38-812-720        |
| Kasemrad Hospital Rattanaibeth                | 58 Moo 15, Bangrakpattana, Bangbuathong, Nonthaburi 11110Tel. (66) 2921-3400, Fax (66) 2921-1119                 |
| Kasemrad Hospital Ramkhamhaeng                | 99/9 Ramkhamhaeng Road, Sapanosong, Bangkok 10240Tel. (66) 2339-0000, Fax (66) 2339-0099                         |
| Kasemrad Hospital Prachinburi                 | 766 Moo 10, Thatoom, Si Maha Phot, Prachinburi 25140Tel. (66) 3762-7000  |
| Kasemrad Hospital Pathumthani                 | 98 Moo 13 Phahonyothin Road, Khlong-Neung, Klong Luang, Pathumthani 12120Tel. (66) 2529-4533, Fax (66) 2529-3624 |
| Karunvej Hospital Ayudhaya                    | 61/9 Moo 4, Klong-Jik, Bangpa-in, Pranakorn Sriyudhaya 13160Tel. (66) 35-315-100-30, Fax (66) 35-355-155         |
| Bangkok Chain Laboratory (BCL)                | 60 Moo 6, Sao-Thong-Hin, Bang-Yai, Nonthaburi 11140Tel. (66) 2080-9445   |

## Reference information

|                        |  |
|------------------------|--|
| Share Registrar        | Thailand Securities Depository Company Limited   |
| External Auditor       | The Stock Exchange of Thailand Building 93 Ratchadapisek Road, Dindaeng, Bangkok 10400 Tel. (66) 2009-9000, (66) 2009-9999 Fax (66) 2009-9991<br>KPMG Phoomchai Audit Limited                      |
| External legal advisor | 48 <sup>th</sup> Floor, Empire Tower, No.1, South Sathorn Road, Yannawa, Sathorn, Bangkok 10120 Tel. (66) 2677-2000, Fax (66) 2677-2220-3<br>The Legalist International Law Office Company Limited |
|                        | 38 Ramkhamhaeng Soi 60/2, Ramkhamhaeng Road, Huamark, Bang Kapi, Bangkok 10240 Tel. (66) 2735-2976-80 Fax (66) 2735-2981   |

## GRI Content Index

**Statement of used** : Bangkok Chain Hospital Public Company Limited has reported the information cited in this GRI content index for the period from 1<sup>st</sup> January 2023 to 31<sup>st</sup> December 2023 with reference to the GRI Standards.

**GRI 1 used** : GRI 1: Foundation 2021

**Applicable GRI Sector Standard(s)**: -

| GRI Standard                           | Disclosure   | Page number(s), URLs/<br>or direct answers | Remark |
|--|--|--|--------|
| <b>General Disclosures</b>             |  |  |        |
| <b>GRI 2: General Disclosures 2021</b> | 2-1 Organizational details   | SR 8                                       |        |
|  | 2-2 Entities included in the organization's sustainability reporting             | SR 16,17                                   |        |
|  | 2-3 Reporting period, frequency, and contact point                               | SR 16,189                                  |        |
|  | 2-7 Employees  | SR 120,167                                 |        |
|  | 2-8 Workers who are not employees  | SR 120,167                                 |        |
|  | 2-9 Governance structure and composition   | SR 44,162                                  |        |
|  | 2-10 Nomination and selection of the highest governance body                     | SR 51                                      |        |
|  | 2-11 Chair of the highest governance body  | SR 44,162                                  |        |
|  | 2-12 Role of the highest governance body in overseeing the management of impacts | SR 44,162                                  |        |
|  | 2-13 Delegation of responsibility for managing impacts                           | SR 51,163,164                              |        |
|  | 2-15 Conflicts of interest   | SR 60                                      |        |
|  | 2-16 Communication of critical concerns  | SR 61                                      |        |

| GRI Standard                               | Disclosure  | Page number(s), URLs/<br>or direct answers  | Remark |
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|  | 2-17 Collective knowledge of the highest governance body          | SR 53   |        |
|  | 2-18 Evaluation of the performance of the highest governance body | SR 56   |        |
|  | 2-19 Remuneration policies  | SR 57,165   |        |
|  | 2-20 Process to determine remuneration                            | SR 57,165   |        |
|  | 2-23 Policy commitments   | SR 8,19,45  |        |
|  | 2-25 Processes to remediate negative impacts                      | SR 61   |        |
|  | 2-26 Mechanisms for seeking advice and raising concerns           | SR 45   |        |
|  | 2-27 Compliance with laws and regulations                         | SR 172  |        |
|  | 2-29 Approach to stakeholder engagement                           | SR 26   |        |
| <b>Material Topics</b>                     |   |   |        |
| <b>GRI 3:</b>                              | 3-1 Process to determine material topics                          | SR 16,17,26,189   |        |
| <b>Material Topics 2021</b>                | 3-2 List of material topics                                       | SR 27   |        |
|  | 3-3 Management of material topics                                 | SR 16, 66, 71, 74, 80, 82, 84, 99, 102, 105, 111, 114, 116, 121, 130, 134, 135, 142, 151, 155 |        |
| <b>GRI 201: Economic Performance 2016</b>  |   |   |        |
| <b>GRI 201: Economic Performance 2016</b>  | 201-1 Direct economic value generated and distributed             | SR 162  |        |
| <b>GRI 204: Procurement Practices 2016</b> |   |   |        |
| <b>GRI 204: Procurement Practices 2016</b> | 204-1 Proportion of spending on local suppliers                   | SR 162  |        |

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| <b>GRI 205: Anti-corruption 2016</b>                   |   |  |        |
| <b>GRI 205:<br/>Anti-corruption 2016</b>               | 205-1 Operations assessed for risks related to corruption                             | SR 58,166                                  |        |
|  | 205-2 Communication and training about anti-corruption policies and procedures        | SR 58,166                                  |        |
|  | 205-3 Confirmed incidents of corruption and actions taken                             | SR 58,166                                  |        |
| <b>GRI 206: Anti-competitive Behavior 2016</b>         |   |  |        |
| <b>GRI 206:<br/>Anti-competitive<br/>Behavior 2016</b> | 206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices | SR 166                                     |        |
| <b>GRI 302: Energy 2016</b>                            |   |  |        |
| <b>GRI 302: Energy 2016</b>                            | 302-1 Energy consumption within the organization                                      | SR 100, 102, 104, 172                      |        |
|  | 302-2 Energy consumption outside of the organization                                  | SR 172                                     |        |
|  | 301-3 Reclaimed products and their packaging materials                                | SR 100, 102, 104, 172                      |        |
| <b>GRI 303: Water and Effluents 2018</b>               |   |  |        |
| <b>GRI 303: Water and<br/>Effluents 2018</b>           | 303-1 Interactions with water as a shared resource                                    | SR 111,173                                 |        |
|  | 303-2 Management of water discharge-related impacts                                   | SR 111                                     |        |
|  | 303-3 Water withdrawal  | SR 111,113,114,175                         |        |
|  | 303-4 Water discharge   | SR 111,175                                 |        |
|  | 303-5 Water consumption   | SR 175                                     |        |



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| <b>GRI 305: Emissions 2016</b>                         |   |  |        |
| GRI 305: Emissions<br>2016                             | 305-1 Direct (Scope 1) GHG<br>emissions                     | SR 104,173                                 |        |
|  | 305-2 Energy indirect<br>(Scope 2) GHG emissions            | SR 104,173                                 |        |
| <b>GRI 306: Waste 2020</b>                             |   |  |        |
| GRI 306: Waste 2020                                    | 306-2 Management of<br>significant waste-related<br>impacts | SR 116                                     |        |
| <b>GRI 308: Supplier Environmental Assessment 2016</b> |   |  |        |
| GRI 308: Supplier<br>Environmental<br>Assessment 2016  | 308-1 New suppliers that<br>were screened using             | SR 75                                      |        |
| <b>GRI 401: Employment 2016</b>                        |   |  |        |
| GRI 401: Employment<br>2016                            | 401-1 New employee hires<br>and employee turnover           | SR 124,170,171                             |        |
|  | 401-3 Parental leave  | SR 125                                     |        |
| <b>GRI 402: Labor/Management Relations 2016</b>        |   |  |        |
| GRI 402: Labor/<br>Management<br>Relations 2016        | 402-1 Minimum notice<br>periods regarding<br>operational    | SR 171                                     |        |

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| <b>GRI 403: Occupational Health and Safety 2018</b> |   |  |        |
| <b>GRI 403: Occupational Health and Safety 2018</b> | 403-1 Occupational health and safety management system  | SR 152                                     |        |
|   | 403-2 Hazard identification, risk assessment, and incident investigation  | SR 153                                     |        |
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|   | 403-4 Worker participation, consultation, and communication on occupational health and safety                       | SR 151                                     |        |
|   | 403-5 Worker training on occupational health and safety   | SR 151,155                                 |        |
|   | 403-6 Promotion of worker health  | SR 155                                     |        |
|   | 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | SR 155                                     |        |
|   | 403-9 Work-related injuries   | SR 34,152,172                              |        |
|   | 403-10 Work-related ill health  | SR 34,152,172                              |        |



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| <b>GRI 404: Training and Education 2016</b>          |  |  |        |
| GRI 404: Training and Education 2016                 | 404-1 Average hours of training per year per employee  | SR 169                                     |        |
|  | 404-2 Programs for upgrading employee skills and transition assistance programs                | SR 171                                     |        |
|  | 404-3 Percentage of employees receiving regular performance and career development reviews     | SR 170                                     |        |
| <b>GRI 405: Diversity and Equal Opportunity 2016</b> |  |  |        |
| GRI 405: Diversity and Equal Opportunity 2016        | 405-1 Diversity of governance bodies and employees   | SR 167                                     |        |
| <b>GRI 406: Non-discrimination 2016</b>              |  |  |        |
| GRI 406: Non-discrimination 2016                     | 406-1 Incidents of discrimination and corrective actions taken                                 | SR 134,172                                 |        |
| <b>GRI 409: Forced or Compulsory Labor 2016</b>      |  |  |        |
| GRI 409: Forced or Compulsory Labor 2016             | 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor | SR 132                                     |        |
| <b>GRI 414: Supplier Social Assessment 2016</b>      |  |  |        |
| GRI 414: Supplier Social Assessment 2016             | 414-1 New suppliers that were screened using social criteria                                   | SR 75                                      |        |
| <b>GRI 416: Customer Health and Safety 2016</b>      |  |  |        |
| GRI 416: Customer Health and Safety 2016             | 416-1 Assessment of the health and safety impacts of product and service categories            | SR 40                                      |        |

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