

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"> Employees Government Agencies Customers / Patients Communities and Society Business Partners Investors, Shareholders, and Creditors 	<ul style="list-style-type: none"> Develop the potential and quality of service, while building confidence among customers. Providing patient services in accordance with HA and JCI standards. 	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"> Employees Government Agencies Customers / Patients Communities and Society Business Partners Investors, Shareholders, and Creditors 	<ul style="list-style-type: none"> Conduct business under strict, careful risk management, with transparent, fair, and traceable corporate governance. Conduct business activities correctly and appropriately in strict accordance with relevant laws and regulations. 	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"> Employees Government Agencies Customers / Patients Business Partners Investors, Shareholders, and Creditors 	<ul style="list-style-type: none"> Develop the potential to protect the personal information of stakeholders. Prepare guidelines for exercising rights related to personal data. 	GRI 2-13, GRI 3-3		Privacy and Data Security
Supply chain management	<ul style="list-style-type: none"> Employees Government Agencies Customers / Patients Communities and Society Business Partners Investors, Shareholders, and Creditors 	<ul style="list-style-type: none"> Continuously assess risks annually. Develop the potential and quality of service, while building confidence among customers. 	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	

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	Technology and innovation development	<ul style="list-style-type: none"> Employees Government Agencies Customers / Patients Communities and Society Business Partners Investors, Shareholders, and Creditors 	<ul style="list-style-type: none"> Promote the development of innovative medical services using technology to create business opportunities. 	GRI 2-13, GRI 3-3		Innovation and Technology
Social aspect	Organization and employee development	<ul style="list-style-type: none"> Employees Government Agencies Customers / Patients Communities and Society Business Partners Investors, Shareholders, and Creditors 	<ul style="list-style-type: none"> Organize training to develop employees' knowledge and skills for effective work performance. Provide appropriate remuneration and benefits and promote work progress. Encouraging employee and stakeholder participation across all sectors to create sustainable value for society and contribute to the community. 	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"> Employees Government Agencies Customers / Patients Communities and Society Business Partners Investors, Shareholders, and Creditors 	<ul style="list-style-type: none"> Participate in providing medical services to insured persons under the Social Security program. Establish hospitals in the country's border areas to increase access to effective medical care services. 			Healthcare Accessibility

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	Occupational health and safety	<ul style="list-style-type: none"> Employees Government Agencies Customers / Patients Communities and Society Business Partners Investors, Shareholders, and Creditors 	<ul style="list-style-type: none"> Raise awareness and change working behavior to create a safety culture. 	<p>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</p>	 	Occupational Health and Safety
	Human rights management	<ul style="list-style-type: none"> Employees Government Agencies Customers / Patients Communities and Society Business Partners Investors, Shareholders, and Creditors 	<ul style="list-style-type: none"> Respect human rights, equality, non-discrimination, and diversity of individuals. 	<p>GRI 412-1, GRI 407-1, GRI 3-3</p>	   	Human Rights
	Development and Engagement with Community	<ul style="list-style-type: none"> Employees Government Agencies Customers / Patients Communities and Society Business Partners Investors, Shareholders, and Creditors 	<ul style="list-style-type: none"> Support public benefit activities for society. Promote health knowledge and access to medical services for society and communities. 	<p>GRI 413-1, GRI 413-2, GRI 3-3</p>	  	Community Engagement

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Environment aspect	Garbage and Waste Management	<ul style="list-style-type: none"> Employees Government Agencies Customers / Patients Communities and Society Business Partners Investors, Shareholders, and Creditors 	<ul style="list-style-type: none"> Support the correct management of each type of waste. Reduce waste at its source by changing behavior to minimize plastic usage. 	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"> Employees Government Agencies Customers / Patients Communities and Society Business Partners Investors, Shareholders, and Creditors 	<ul style="list-style-type: none"> Campaign for economical water usage. 	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"> Employees Government Agencies Customers / Patients Communities and Society Business Partners Investors, Shareholders, and Creditors 	<ul style="list-style-type: none"> Organize activities to create awareness of energy conservation among employees, partners, customers/patients. Replace equipment in hospitals and offices with energy-saving models. Install alternative energy sources that reduce energy use and lower greenhouse gas emissions. 	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