



Bangkok Chain Hospital Public Company Limited



40 YEAR ANNIVERSARY



Your Family Your Hospital

Sustainability Report 2023



โรงพยาบาลวิชัยเวช
World Medical Hospital



โรงพยาบาลเกษมราษฎร์
KASEMRAD INTERNATIONAL



โรงพยาบาลเกษมราษฎร์
KASEMRAD HOSPITAL



โรงพยาบาลกาญจนา
KARUNEEJ 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.



โรงพยาบาลเว็ลด์เมดิคอล
World Medical Hospital



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โรงพยาบาลการุญเวช
KARUNVEJ HOSPITAL

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Business Overview





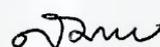
Message from the Chairman of the Board of Director

2023 was considered as the year that the Company was committed to continuously improving the quality and standards for medical services. All 10 affiliated hospitals have been certified the national certification for treatment standards. And all 4 affiliated hospitals have been certified the JCI (Joint Commission International), including World Medical Hospital, Kasemrad International Hospital Ratthanatibeth, Kasemrad Hospital Ramkhamhaeng and Kasemrad Hospital Prachachuen. The affiliated hospitals also adhere to guidelines for Health Care Organization Management Standards to be consistent throughout the organization. As well as providing services to patients by focusing on maximizing the benefit of patients to gain the trust from patients. As the Company's promise: "Your Family Your Hospital."

In terms of the Company's performance for 2023, the Company reported total revenue of 11,829.90 million baht and a net profit attributable to the Company of 1,406.36 million baht, which reflecting the Company's strength. Although revenue from disbursement of medical expenses from the government related to COVID-19 decrease from 2022, the Company has a revenue structure from a patient in several groups, including the general patients, patients in the social security program, and international patients. This is a result of expanding the patient base to potential areas in Thailand and Vientiane, Lao PDR. The Company also prioritizes on cost management through a central procurement department, including the establishment of subsidiaries to develop the capacities of medical laboratories to decrease the cost of referrals to external hospitals and thus being able to maintain performance for sustainable growth.

In addition to conducting business. The Company is also committed to paying attention to the impacts on the environment, communities, employees, trading partners and all stakeholders. In 2023, the Board of Directors has expanded the scope of authority and duties of the Risk Management Committee to be member of the Sustainability, Governance and Risk Management Committee to adhere to sustainable business development and promote the good corporate governance. In the past year, the Company got "AA" rank in SET ESG Rating from The Stock Exchange of Thailand, being credited in organization credit rating that was continuously renewed for the second time from the Thai Collective Action Against Corruption (Thai CAC), "Excellence" in good corporate governance from Thai Institute of Directors (IOD), and listed in ESG100 rating from Thaipat Institute for the 6th consecutive year. In addition, the Company has been certified with "A" in corporate credit rating with a "stable" outlook from TRIS Ratings. It reflects the financial strength of the Company.

Finally, on behalf of Bangkok Chain Hospital Public Company Limited, I 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.



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



Message from the Chief Executive Officer

2023 was considered as the year where the COVID-19 outbreak situation continuously improved and recovered to normal condition. However, there are clusters of outbreaks continued after the holiday season with disease severity significantly decreased, while the seasonal outbreaks were increased throughout the June - October period of 2023. At the same time, Medical Tourism and international patients, especially from Cambodia, Lao PDR, Myanmar, and Vietnam (CLMV) traveled to get treatment in affiliated hospitals are increasing significantly as a result from the opening borders.

In addition, the Company and its affiliated hospitals are committed to continuously improving the quality and standards of service through the addition of specialized medical centers, i.e. the Magnetic Resonance Imaging Center (MRI), Health and Occupational Medicine Examination Center, Gastrointestinal and Liver Center, and Cosmetic Surgery Center. As well as expanding the network of Kasemrad Medical and Dental Clinic Saraburi, Hin Kong Subdistrict, Nong Khae District, to improve the quality of life for people in the vicinity and receive referrals to Kasemrad Hospital Saraburi along with improving the service areas for inpatient and outpatient with long time service in the same hospitals, i.e. Kasemrad Hospital Prachachuen, Kasemrad Hospital Saraburi, and Kasemrad Hospital Chachoengsao, as well as upgrading service technology in affiliated hospitals to support the increasing demand for medical services and preventive health care.

For performance in 2023, the Company had total income of 11,829.90 million baht, a decrease of (37.4) percent, however, an increase of 31.6 percent compared to 2019 from the growth of the new hospitals' revenue base, including Kasemrad International Hospital Aranyaprathet, Kasemrad International Hospital Vientiane, and Kasemrad Hospital, Prachinburi, the return for medical of Thai patients and international patients in specialized medical centers, and a significant increase in seasonal epidemics. The Company reported a net profit attributable to the Company of 1,406.4 million baht, a decrease of (53.7) percent compared to the previous year and increased by 23.9 percent compared to 2019 before the COVID-19 outbreak.

Throughout the past, the Company be aware of the importance of employees at all levels. Since the employees are the important resources for business operation. In 2023, the Company organized a project to promote innovative creation for operations through the Innovation contest activity as a channel for employees to express their opinions and suggestions, developing and improving operational efficiency, providing training to enhance skills and abilities, along with organizing activities to encourage personnel to feel engaged with the Company's business growth. The Company is also aware of maintaining good relationships with society, communities, and stakeholders outside the organization through organizing joint activities i.e. Health examinations and vaccinations in community areas close to affiliated hospitals, as well as organizing health education activities for patients and the public.

In conclusion, all executives are committed to managing the business to achieve the Company's goals. In addition, the medical personnel and employees of the Company are dedicated with physical and mental strength to work together and push goal to be successful, along with responsibility for the environment, society, and corporate governance. To continue operating the business on a good and sustainable foundation.



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



Awards and Certifications in 2023



CGR

Received an excellent rating (5-star symbol) in the 2023 Corporate Governance Rating (CGR) of Listed Companies



TRIS Rating

Corporate credit rating at "A" level with a "Stable" outlook by TRIS Rating.



ESG 100

The Company was included in the ESG100 list in 2023 by Thaipat Institute. The consideration was based on environmental, social, and governance (ESG) operations and the Company's turnover, which reflect the intentions of the Company and top executives of considering impacts in all aspects, as well as having management guidelines to minimize or mitigate the impacts of business operations that may occur on communities, the society and the environment.



BCH was ranked at the level "AA" of SET ESG Ratings by the Stock Exchange of Thailand in 2023.

Prof. Dr. Chalerm Harnphanich, M.D., Chief Executive Officer of Bangkok Chain Hospital Public Company Limited, received the Thai CAC certificate at the CAC National Conference 2023 by the Thai Private Sector Collective Action Against Corruption or CAC under the topic "Public- Private Collaboration: A Strong Collective Action Against Corruption". The certificate demonstrated the recognition of companies certified by CAC. BCH received the certification for the second time, showing its commitment to continuously driving the entire organization with an anti-corruption mindset.



Ms. Pornsuda Harnphanich, Chief Financial Officer of Bangkok Chain Hospital Public Company Limited, received the honorary certificate of Sustainability Disclosure Recognition at the Sustainability Disclosure Awards ceremony 2023.

The Sustainability Disclosure Awards ceremony was organized to encourage listed companies and business organizations that are members of Sustainability Disclosure Community to be aware of and gives importance to the dissemination of operational information by using 3 criteria based on Ceres-ACCA*. The criteria include the completeness of the content with a weight of 45%, the credibility of the content with a weight of 35%, and the communication of the content with a weight of 20%. All of the criteria mentioned above cover economic, social, and environmental operations or ESG (Environmental, Social and Governance) issues

*CERES stands for Coalition for Environmentally Responsible Economies and ACCA stands for the Association of Chartered Certified Accountants.



The Overview of Bangkok Chain Hospital Public Company Limited¹



Bangkok Chain Hospital Public Company Limited (the “Company”)

Bangkok Chain Hospital Public Company Limited (the “Company”) was established on November 24, 1993, which was a restructuring from the original entity that had been managing Kasemrad Hospital since 1984. This reorganization was aimed at forming a private hospital group. The Company has since continuously expanded its hospital business, emerging as a leader in the healthcare services sector and a major provider under the Social Security Scheme. The Company went public, listing on the Stock Exchange of Thailand on November 10, 2004, with an initial registered capital of 950 million baht. Since then, it has progressively increased its registered capital,

which currently stands

at **2,493.75** million baht.

¹ GRI 2-23

1.1.1 Vision/Mission/Values

Vision



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

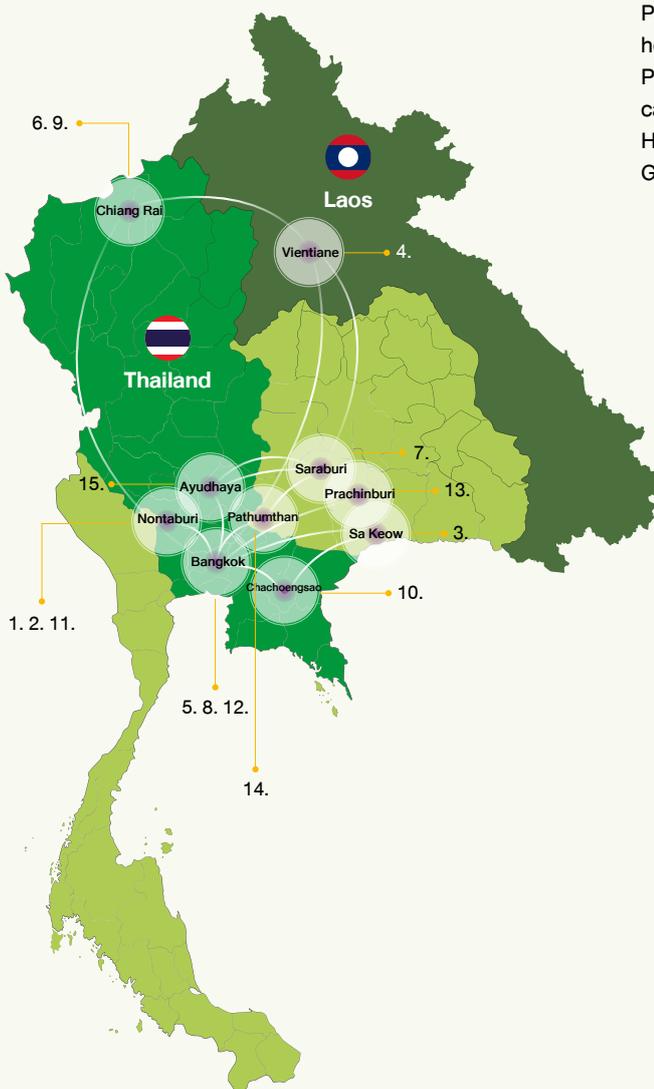


Integrity and Morality

Business of Bangkok Chain Hospital Public Company Limited¹

Bangkok Chain Hospital Public Company Limited (the “Company”) is listed on the Stock Exchange of Thailand and operates healthcare business in the form of a private hospital group. Its head office is located at 44 Moo 4, Chaengwattana Road, Pakkred Subdistrict, Pakkred District, Nonthaburi, 11120, Thailand.

As of December 31, 2023, the affiliated hospitals had a total of 2,254 licensed beds for in-patients and 606 examination rooms which can serve 24,240 out-patients per day with medical specialists on duty around the clock. In addition, the Company has also improved the service efficiency of hospitals in the group for excellency in terms of medical personnel with expertise and experience, modern medical equipment and state-of-the-art technology, proper facilities along with the Hospital Accreditation (HA) and accreditation from Joint Commission International (JCI), as well as the establishment of specialized centers to provide integrated services.



Presently, the Company and its subsidiaries operate a total of 15 private hospitals and two polyclinics, spread across Thailand and the Lao People's Democratic Republic. These facilities are grouped under four categories: (1) World Medical Hospital Group, (2) Kasemrad International Hospital Group, (3) Kasemrad Hospital Group, and (4) Karunvej Hospital Group. The details of these branches are as follows:



World Medical Hospital Group

1. World Medical Hospital



Kasemrad International Hospital Group

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



Kasemrad Hospital Group

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



Karunvej Hospital Group

14. Karunvej Hospital Pathumthani
15. Karunvej Hospital Ayudhaya



Affiliated Hospitals' Strengths in Business Operations are as follow:

(1) The Company operates business in the form of a hospital group with 15 hospitals providing medical services covering all groups of customers including Thai and foreign patients, and insured persons under the Social Security Scheme. In addition, affiliated hospitals can accept patient referrals from partner hospitals for diagnosis, complete cardiac treatment including cardiac catheterization and/or cardiac surgery, MRI or CT scan diagnosis, and laser vision correction (LASIK), chemotherapy for cancer treatment, detection and treatment services for infertility, as well as screening, diagnosing, and treating diabetic wound accurately together with the use of modern technologies.

(2) The Company has regular income from patients under the government projects with more than 1 million insured persons under the Social Security Scheme, which is the highest among private hospital groups in Thailand.

(3) The Company has an advantage over the procurement of medicines, medical supplies, tools, and medical equipment for hospitals in the Company Group through mass purchase by the central procurement, which acts as an intermediary in negotiating the conditions for procurement and cost management through patient referrals between affiliated hospitals, as well as the establishment of a subsidiaries to develop software systems for hospital operations.

(4) The Company's top executives have experience in hospital management and are involved in public health administration at the national level.

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

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

(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.

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

Company Highlights



15 hospitals

Spanning across nine provinces in Thailand and one city in Lao PDR



2,254 beds

Licensed bed capacity:



24,240 patients per day

Service capacity:



606 exam rooms



1,015,884 individuals

Insured persons in Social Security Scheme 2023 (as of December 16, 2023)



1,542,150 individuals

The quota of insured person under the Social Security Scheme of 2023 amounted to



40 Years

of hospital management experience since 1984



Advanced

medical tools and equipment:



International Standard from Joint Commission International : JCI

4 hospitals



Health Institute Accreditation Healthcare Accreditation : HA

10 hospitals



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 Bangkae Kasemrad Hospital Prachachuen World Medical Hospital Kasemrad Hospital Rattanatibeth Kasemrad Hospital Ramkhamhaeng Kasemrad Hospital International Aranyaprathet	8 August 1984 15 July 1997 22 March 2013 12 June 2015 22 October 2018 11 May 2020
Rattanatibeth General Hospital Co., Ltd.	8 June 1990	Baht 300 million	Kasemrad International Hospital Rattanatibeth	15 February 1993
Sriburin Medical Co., Ltd.	29 March 1991	Baht 170 million	Kasemrad Hospital Sriburin Kasemrad Hospital Mae-sai Kasemrad Sriburin Clinic Chiangsan branch	10 January 1993 1 August 2004 8 August 2014
Saraburi Wetchakit Co., Ltd.	16 April 1993	Baht 321 million	Kasemrad Hospital Saraburi Kasemrad Medical and Dental Clinic Saraburi	1 January 1996 1 February 2023
Navanakorn Medicare Co., Ltd.	7 February 1989	Baht 375 million	Karunvej Hospital Pathumthani Karunvej Hospital Ayudhaya	18 December 2013 18 December 2013
Sothorn Vejchakit Co., Ltd.	23 April 2015	Baht 700 million	Kasemrad Hospital Chachoengsao Kasemrad Hospital Prachinburi	1 May 2015 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 Bangkok Chain Laboratory (BCL)	15 September 2016 4 April 2022
Bangkok Chain International (Lao) Co., Ltd.	12 April 2017	KIP 412,600 million ^{1/}	Kasemrad International Hospital Vientiane	19 August 2021
Health Chain Innotech Co., Ltd	12 May 2023	Baht 5 million	Manufacture and sale of ready-to-use computer programs	12 May 2023
Kasemrad Ari Cancer Rangsi Raksa Center Co., Ltd.	9 March 2023	Baht 300 million	Kasemrad Ari Radiotherapy Cancer Center	N/A

Note ^{1/}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

World Medical Hospital	44 Moo 4 Chaengwattana Road, Pakkret, Nonthaburi 11120 Tel. (66) 2836-9999, Fax (66) 2836-9911
Kasemrad International Hospital Rattanaibeth	60 Moo 6, Sao-Thong-Hin, Bang-Yai, Nonthaburi 11140 Tel. (66) 2594-0020 Fax (66) 2594-0067
Kasemrad International Hospital Aranyaprathet	885 Moo 5, Banmainongsai, Aranyaprathet, Sakaeo 27120 Tel. (66) 3764-000 Fax (66) 3764-0099
Kasemrad International Hospital Vientiane	999, 450 Year Road, Donnokkhoum Village, Sisattanak District, Vientiane Capital, Lao PDR Tel. (856) 030-5005891
Kasemrad Hospital Bangkok	586,588 Petchakasem Road, Bangkhae-Nua, Bangkhae, Bangkok 10160 Tel. (66) 2804-8959 Fax (66) 2454-1914
Kasemrad Hospital Sriburin	111/5 Moo 13, Sun-Sai, Muang Chiang rai, Chiang Rai 57000 Tel. (66) 53-910-999 Fax (66) 53-717-938
Kasemrad Hospital Saraburi	2/22 Mitraparb Road, Pak-Preaw, Muang Saraburi, Saraburi 18000 Tel. (66) 36-315-555 Fax (66) 36-315-501
Kasemrad Medical and Dental Clinic Saraburi	12/12 Moo 4 Hui Kamin Nong Khae Sarabur 18230 Tel. (66) 36-315-555
Kasemrad Hospital Prachachuen	950 Prachachuen Road, Wongawang, Bangsue, Bangkok 10800 Tel. (66) 2910-1600 Fax (66) 2910-1649
Kasemrad Hospital Mae Sai	952 Moo 1, Viengpangkam, Mae-sai, Chiang Rai 57130 Tel. (66) 53-642-742 Fax (66) 53-642-744
Kasemrad Sriburin Clinic Chiangsan branch	339 Moo 6, Vieng, Chiangsan, Chiang Rai 57150 Tel. (66) 53-650-131 Fax (66) 53-650-133
Kasemrad Hospital Chachoengsao	29 Moo 3 Suwinthawong Road, Nha-Mueng, Mueng, Chachoengsao 24000 Tel. (66) 38-812-702 Fax (66) 38-812-720
Kasemrad Hospital Rattanaibeth	58 Moo 15, Bangrakpattana, Bangbuathong, Nonthaburi 11110 Tel. (66) 2921-3400 Fax (66) 2921-1119
Kasemrad Hospital Ramkhamhaeng	99/9 Ramkhamhaeng Road, Sapansoong, Bangkok 10240 Tel. (66) 2339-0000 Fax (66) 2339-0099
Kasemrad Hospital Prachinburi	766 Moo 10, Thatoom, Si Maha Phot, Prachinburi 25140 Tel. (66) 3762-7000
Karunvej Hospital Pathumthani	98 Moo 13 Phahonyothin Road, Khlong-Nueng, Klong Luang, Pathumthani 12120 Tel. (66) 2529-4533 Fax (66) 2529-3624
Karunvej Hospital Ayudhaya	61/9 Moo 4, Klong-Jik, Bangpa-in, Pranakorn Sriyudhaya 13160 Tel. (66) 35-315-100-30 Fax (66) 35-355-155
Bangkok Chain Laboratory (BCL)	60 Moo 6, Sao-Thong-Hin, Bang-Yai, Nonthaburi 11140 Tel. (66) 2080-9445

Reference information

Share Registrar	Thailand Securities Depository Company Limited The Stock Exchange of Thailand Building 93 Ratchadapisek Road, Din Daeng, Bangkok 10400 Tel. (66) 2009-9000, (66) 2009-9999 Fax (66) 2009-9991
External Auditor	KPMG Phoomchai Audit Limited 48th Floor, Empire Tower, No.1, South Sathorn Road, Yannawa, Sathorn, Bangkok 10120 Tel. (66) 2677-2000, Fax (66) 2677-2220-3
External legal advisor	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

02

**Sustainability
Development**





About this Report ³

Bangkok Chain Hospital Public Company Limited prepared the Sustainability Report 2023 covering its performance from January 1, 2023 to December 31, 2023. The scope of this report covers the operations of Bangkok Chain Hospital Public Company Limited and its affiliated companies. The objective is to communicate the progress of sustainability performance covering the economic and corporate governance, social, and environmental dimensions. It reflects operations with sustainable development on key issues related to business operations and to all stakeholders according to the Global Reporting Initiative Standards (GRI Standards) and presents operations that are consistent with the United Nations Sustainable Development Goals Sustainable Development Goals (SDGs). The content of this report covers 13 material topics.

Inquiry for Information ⁴

Any suggestion or inquiries may be directed to

- Investor Relations Section
- Bangkok Chain Hospital Public Company Limited
- E-mail: ir@bangkokchainhospital.com Tel: (66) 2 836 9940



Companies Covered in this Report ⁵

Hospital Group	Performance Coverage				
	Economy	Environment	Personnel	Occupational Health	Social
World Medical Hospital Group	✓	✓	✓	✓	✓
Kasemrad International Hospital Group	✓	✓	✓	—	✓
Kasemrad Hospital Group	✓	✓	✓	—	✓
Karunvej Hospital Group	✓	✓	✓	—	✓

³ GRI 2-2, GRI 2-3, GRI 3-1

⁴ GRI 2-3

⁵ GRI 2-2 GRI 3-1 GRI 3-3

Sustainability Operations of Bangkok Chain Hospital Public Company Limited

The Company is committed to conducting business with ethics, transparency, reliability, and fair treatment of all stakeholders and has a good audit system in place with consideration of the society and the environment to meet the business operations standards. The Company is implementing the integration of environmental, social, and governance practices into its business for sustainable development and committed to creating sustainable value for all stakeholders, as well as preparing for challenges and risks from rapidly changing situations to prevent or mitigate the impacts of business operations that may occur on the Company, communities, society, and environment. The Company also builds confidence among all stakeholders by developing the strategic planning that focuses on being one of the leading healthcare service providers and creating alliances to increase service efficiency. The business brand has been built to cover a wide range of customers, as well as consistently developing medical specialists and support teams to be in line with quality standards through the Company's strategy.

To demonstrate the intention of sustainable business operations, the Board of Directors Meeting No. 2/2023 on February 28, 2023 appointed the Sustainability, Governance and Risk Management Committee (“Sustainability Committee”) to develop policies and be responsible for management, as well as following up on sustainability operations. There were 6 committee meetings in 2023. The committee has encouraged employees in the organization to be aware of, prioritize, and participate in integrating sustainability into operations according to the strategic plans. This serves as an important driving force leading to sustainable business growth in the future.



3.1 Impact Management for Stakeholder in Business Value Chain

3.1.1 Business Value Chain

The Company is committed to conducting business with ethics, transparency, reliability, and fair treatment of all stakeholders and has a good audit system in place with consideration of the society and the environment to meet the business operations standards. The Company is implementing the integration of environmental, social, and governance practices into its business for sustainable development and committed to creating sustainable value for all stakeholders, as well as preparing for challenges and risks from rapidly changing situations to prevent or mitigate the impacts of business operations that may occur on the Company, communities, society, and environment. The Company also builds confidence among all stakeholders by developing the strategic planning that focuses on being one of the leading healthcare service providers and creating alliances to increase service efficiency. The business brand has been built to cover a wide range of customers, as well as consistently developing medical specialists and support teams to be in line with quality standards through the Company's strategy.

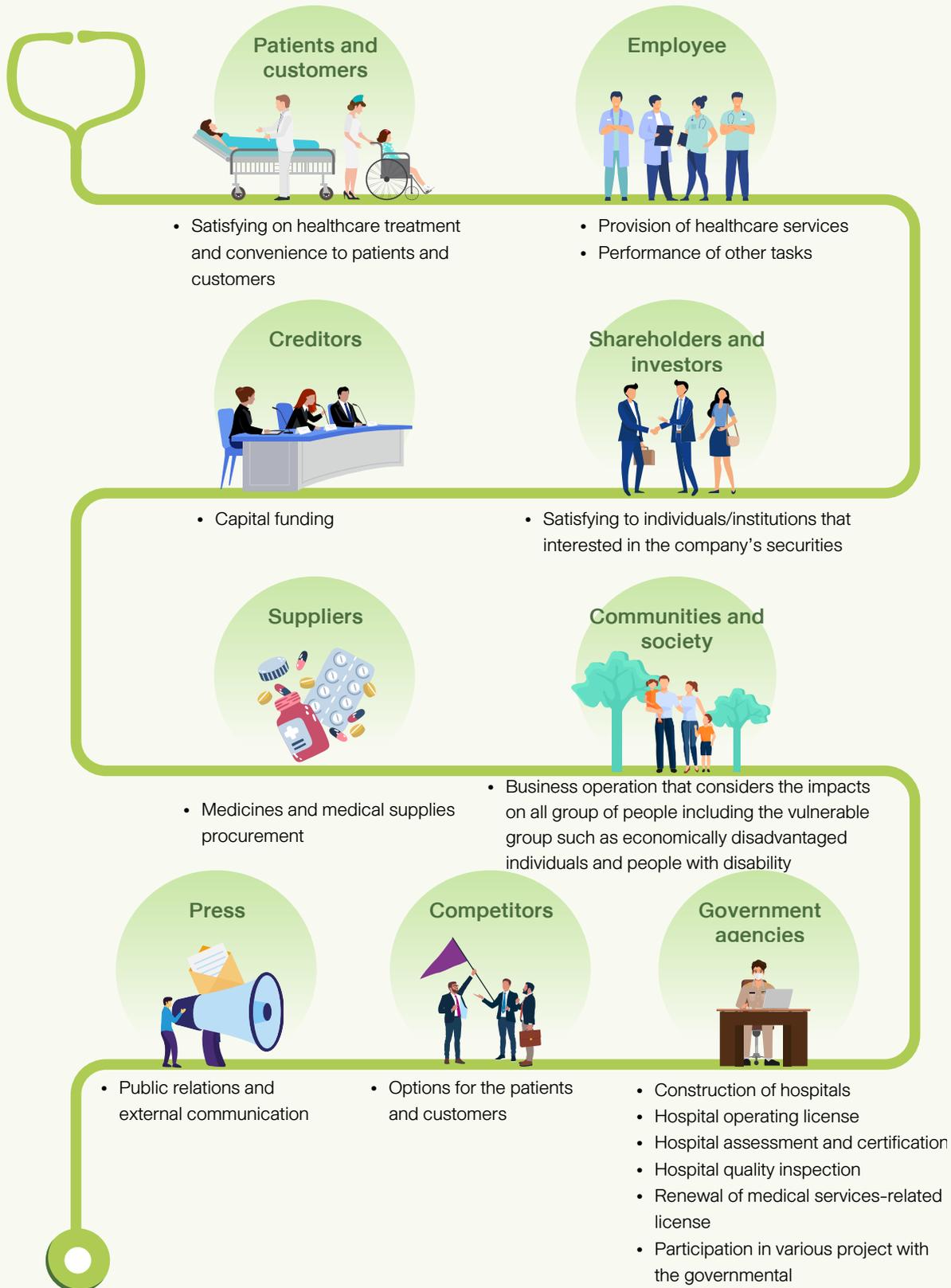
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The Company has always prioritized on treating their stakeholders. The relevant stakeholders throughout the business value chain are identified and reviewed from upstream to downstream covering the main and supporting activities of the business. In addition, the Company has assessed the importance of stakeholders with 2 factors: Influence and interest on the Company to divide stakeholders into 4 groups as follow: Stakeholders to create close participation, i.e. patients and customers, employee, stakeholders to maintain satisfaction, i.e. shareholders and investors, creditors, and business partners, stakeholders to continually provide information, i.e. communities and society, government agencies, and stakeholders that need to be monitored, i.e. commercial competitors and the mass media. In conclusion, stakeholder groups and related activities can be summarized as follows:



Management of Impacts on Stakeholders in Business Value Chain

The Company always focuses on the importance of stakeholders with operational guidelines to consider them throughout the business value chain from upstream to downstream, both primary activities and support activities.



From activities related to the Company’s stakeholders, it can be summarized as follows:

 <p>Corporate Governance & Transparency Good corporate governance, compliance to related laws and regulations</p>	 <p>Organization & Human Resource Development Organization and employees’ development.</p>	 <p>Occupational Health and Safety Occupation health and work safety management.</p>
 <p>Financial Performance Good performance and business growth.</p>	 <p>Delivery of Quality Healthcare Services and medical according to good standards and ethics.</p>	 <p>Supply Chain Management Supply chain management.</p>
 <p>Data Privacy & Security Privacy and data security.</p>	 <p>Environment & Social Responsibility Operation in consideration with communities and environment.</p>	 <p>Climate Change Impact management on climate change.</p>

3.1.2 Stakeholder in Business Value Chain Analysis

The Company has established a process to accommodate the preparation of treatment guidelines for stakeholders who may be affected or may affect the Company's operations. There is a communication strategy including open opportunities to make participation with stakeholder groups through channels for better understanding and maintain good relationships. This will be an essential part in supporting long-term sustainable business operations. The summaries of details for demands and expectations along with strategies for responding to stakeholders throughout the Company's value chain as follows:

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

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

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

The Approach to Determine Material Topics⁶

The Company reviews all material topics in 2023 related to its business operations. The Company has comprehensive consideration of all its risk issues based on the Global Reporting Initiative Standards (GRI Standards) and the Sustainable Development Goals (SDGs). The main procedures are as follows:



1. Identification

The Company utilizes internal information to identify material topics which potentially affect sustainable business operations, covering environmental, social and governance dimensions, as well as assessing internal and external risk factors and opportunities throughout the entire value as follows:

Internal Factors	External Factors
Goals and business direction	Review of sustainability trends and global risks
Key risks and opportunities in finance, investment, and operations	Sustainable Development Goals (SDGs)
Company's sustainability framework	Domestic and international peers reviews in the healthcare industry
Data compilation from the Company's departments	Stakeholders' needs and expectations
Business operational challenges	

2. Prioritization

After the identification of material topics that are significant to the Company and its stakeholders, the issues are grouped and prioritized based on consistency with indicators according to GRI reporting guidelines. In 2023, there were 13 material topics regarding stakeholders and the Company.

3. Validation

The Company validates the prioritization of material topics and then presents to the Board of Directors to review and certify the assessment results of material topics.

⁶ GRI 2-29, GRI 3-1

Materiality Matrix⁷

Prioritization Criteria

Stakeholders	Company
<ul style="list-style-type: none"> 1. Impact level on stakeholders 2. Importance of future issue to stakeholders 3. Stakeholder diversity 4. Expectation level on the Company's management 	<ul style="list-style-type: none"> 1. Opportunity to create impact 2. Impact severity level 3. Business risk level 4. Long-term impact level 5. Importance or opportunity of future issue 6. Consistency with the Company's policies or goals

Materiality Matrix



⁷ GRI 3-2

Important sustainability issues in 2023



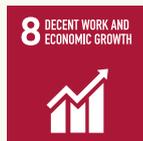
Economic sustainability

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.



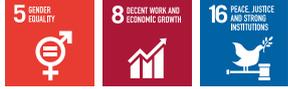
Sustainability Policies and Goals

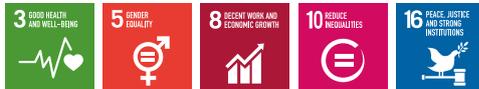
The Company is committed to integrating environmental, social, and governance practices into its business operations. The Company also recognizes that conducting business with consideration of impacts in all aspects along with having management guidelines to minimize or mitigate the impact of business operations that may occur on communities, the society, and the environment results in stakeholders’ trust and confidence.

The company sets sustainable development guidelines and goals to align with all 13 Sustainable Development Goals (SDGs) outlined by the United Nations.

Sustainable development guidelines and goals of the company

The company sets sustainable development guidelines and goals to align with all 13 Sustainable Development Goals (SDGs) outlined by the United Nations.

Sustainability Framework	Material Issue	Management Guidelines
Economic aspect	Responsibility on patients 	<ul style="list-style-type: none"> Develop potential and quality of service as well as building confidence among customers. Providing patient services according to the standards of HA and JCI.
	Corporate Governance and Business Code of Conduct. 	<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.
	Privacy and Data security. 	<ul style="list-style-type: none"> Develop the potential to protect personal information of stakeholders. Prepare guidelines for exercising rights related to personal data.
	Supply chain management. 	<ul style="list-style-type: none"> Continuously assess risks annually Develop potential and quality of service as well as building confidence among customers.
	Technology and innovation development. 	<ul style="list-style-type: none"> Promote the development of innovative medical services using technology to create business opportunities.

Sustainability Framework	Material Issue	Management Guidelines
Social aspect	<p>Organization and employee development</p> 	<ul style="list-style-type: none"> Organize training to develop employees' knowledge and skills for effective work performance. Provide an appropriate remuneration and benefits and promote work progress. Creating participation of employees and stakeholders in all sectors to create sustainable value for society and participate in the community.
	<p>Access to Medical Services</p> 	<ul style="list-style-type: none"> Participate in providing medical service to insured persons under social security program Establish hospitals in the border areas of the country to increase access to effective medical care services.
	<p>Occupational health and safety</p> 	<ul style="list-style-type: none"> Raise awareness and change working behavior to create a safety culture.
	<p>Human rights management</p> 	<ul style="list-style-type: none"> Respect human rights, equality, non-discrimination, and diversity of individuals.
	<p>Development and Engagement with Community</p> 	<ul style="list-style-type: none"> Support public benefit activities for society Promote health knowledge and access to medical services for society and communities.
Environment aspect	<p>Garbage and Waste Management</p> 	<ul style="list-style-type: none"> Support the correct management of each type of waste Reduce the amount of waste from its source, i.e. changing behavior to reduce plastic usage.
	<p>Water and Wastewater Management</p> 	<ul style="list-style-type: none"> Campaign for economical water usage
	<p>Energy management and dealing with climate change.</p> 	<ul style="list-style-type: none"> Organize activities to create awareness of energy conservation among employees, partners, customers/ patients Change equipment in hospitals and offices to energy-saving ones Install alternative energy that reduces energy use and reduces the creation of greenhouse gases

Material Topics	Stakeholders	Global Reporting Initiative (GRI) Standard	Sustainable Development Goals (SDGs)	Reported Content
Economic Dimension				
Responsibility towards Patients	<ul style="list-style-type: none"> Employees government agencies customers/patients communities and society Business partners investors, shareholders, and creditors 	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 	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 	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 	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

Material Topics	Stakeholders	Global Reporting Initiative (GRI) Standard	Sustainable Development Goals (SDGs)	Reported Content
Technology and Innovation Development	<ul style="list-style-type: none"> Employees government agencies customers/patients communities and society Business partners investors, shareholders, and creditors 	GRI 2-13, GRI 3-3	 	Innovation and Technology
Social Dimension				
Organizational and Employee Development	<ul style="list-style-type: none"> Employees government agencies customers/patients communities and society Business partners investors, shareholders, and creditors 	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
Healthcare Accessibility	<ul style="list-style-type: none"> Employees government agencies customers/patients communities and society Business partners investors, shareholders, and creditors 		  	Healthcare Accessibility
Occupational Health and Safety	<ul style="list-style-type: none"> Employees government agencies customers/patients communities and society Business partners investors, shareholders, and creditors 	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"> Employees government agencies customers/patients communities and society Business partners investors, shareholders, and creditors 	GRI 412-1, GRI 407-1, GRI 3-3	    	Human Rights

Material Topics	Stakeholders	Global Reporting Initiative (GRI) Standard	Sustainable Development Goals (SDGs)	Reported Content
Community Development and Engagement	<ul style="list-style-type: none"> Employees government agencies customers/patients communities and society Business partners investors, shareholders, and creditors 	GRI 413-1, GRI 413-2, GRI 3-3	  	Community Engagement
Environmental Dimension				
Waste Management	<ul style="list-style-type: none"> Employees government agencies customers/patients communities and society Business partners investors, shareholders, and creditors 	GRI 306-1, GRI 306-2, GRI 306-3, GRI 306-4, GRI 306-5, GRI 3-3		Waste Management
Energy and Climate Change Management	<ul style="list-style-type: none"> Employees government agencies customers/patients communities and society Business partners investors, shareholders, and creditors 	GRI 303-1, GRI 303-2, GRI 303-3, GRI 303-4, GRI 303-5, GRI 3-3	 	Water 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 	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 Sustainability Performance

Corporate Governance and Economic Aspect

Total Revenue
11,829.90
Million Baht



Net profit attributable to owners of the parent
1,406.36
Million Baht



Dividend per share
0.35
Baht Per Share



Executives' acknowledgement on the anti-corruption policy **100%**



Executives' acknowledgement on the business code of conduct
100%



Partner assessment
100%



Social Aspect

No
cases of human rights violations in the entire value chain



No
community complaints



Average training hours of employees are

9.5



hours per person per year

No
fatality work-related incidents



Providing medical services under the Social Security Scheme
10 hospitals



Environmental Aspect

0 Cases

of violation of environmental laws and regulations



Net energy consumption

59,309.34

megawatt-hours



Greenhouse gas emissions

29,672.46

tons of carbon dioxide equivalent





03

Sustainability Performance

Economic Dimension



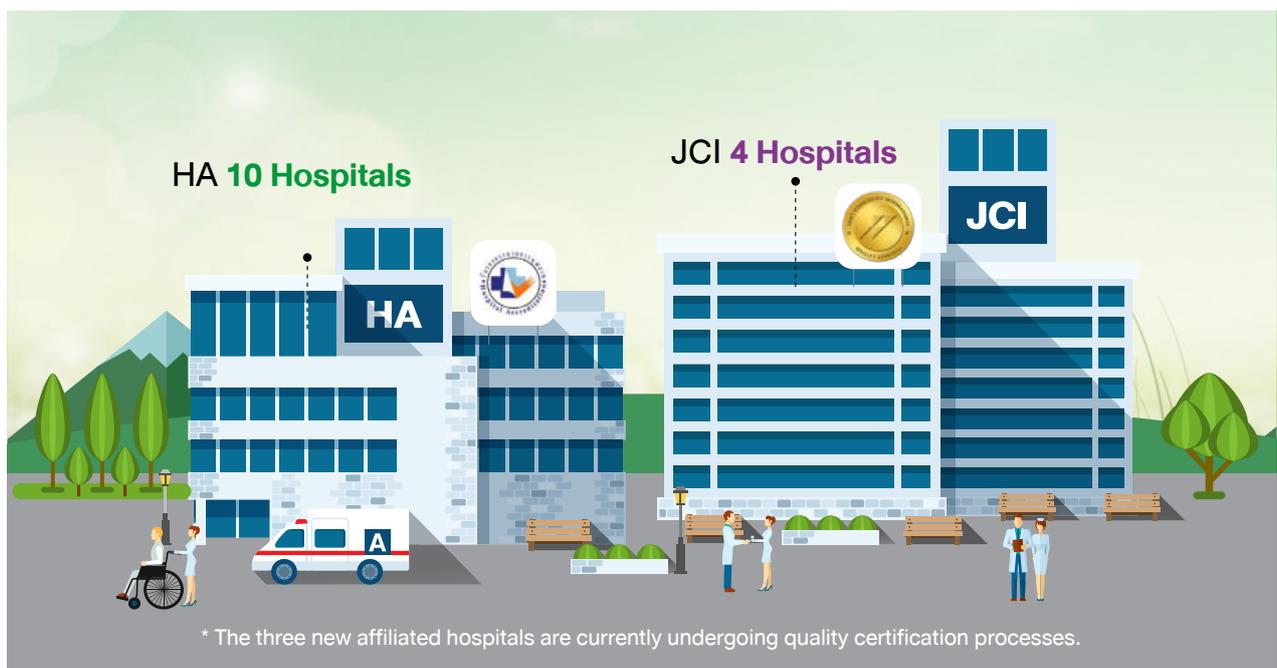
Economic Sustainability and Corporate Governance

Governance and economic issues are among the most important sustainability dimensions that have received public attention as they help improve operational efficiency to meet the goals and achieve maximum efficiency. The Company therefore places importance on conducting business in a transparent, fair and, ethical manner according to the good corporate governance principles with consideration of human rights of all stakeholders, supply chain management, responsibility towards all stakeholders and risk management. The Company has adopted technology into service development as well as maintaining security and data privacy to build customers’ satisfaction and confidence, which leads to long-term competitiveness.

Service quality & Responsibility to patients⁸

The affiliated hospitals put patient safety as first priorities. Therefore, there is a process for determining policies to control the quality of healthcare services and operational guidelines within the organization that are consistent with national and international standards to prevent potential risks to patients and the organization. Therefore, the Company has guidelines for continuously improving and implementing quality systems in the patient care process, i.e. Hospital Accreditation (HA) standards from the Healthcare Accreditation Institute and international hospital quality standards for Joint Commission International (JCI) accreditation.

Furthermore, the Company has continuously conducted the customer relationship management (CRM) by placing importance on improving customer satisfaction along with its commitment to provide quality, standardized and safe service, which promotes customers’ trust and confidence and maintains the Company’s customer base in the long term.



⁸ GRI 416-1

Accreditation

National Accreditation (Hospital Accreditation: HA)



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:

1. **Quality Development:** Healthcare facilities develop work systems suitable for their conditions and in line with standards.
2. **Quality Assessment:** The Healthcare Accreditation Institute organizes an advisory committee to assess the quality development of healthcare facilities when they are ready to apply for accreditation.
3. **Quality Assurance:** The Healthcare Accreditation Institute approves accreditation for healthcare facilities that meet quality criteria. The first accreditation is valid for 2 years.

International Accreditation (Joint commission International: JCI)



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 the quality comparable to healthcare facilities in Europe and the United States.

Patient-Centered Standards

- International Patient Safety Goals: IPSPG
- Access to Care and Continuity of Care: ACC
- Patient-Centered Care : PCC
- Assessment of Patients: AOP
- Care of Patients: COP
- Anesthesia and Surgical Care: ASC
- Medication Management and Use: MMU

Health Care Organization Management Standards

- Quality Improvement and Patient Safety: QPS
- Prevention and Control of Infections: PCI
- Governance, Leadership and Director : GLD
- Facility Management and Safety: FMS
- Staff Qualifications and Education: SQE
- Management of Information: MOI

(See more details at www.jointcommissioninternational.org, 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 Quality Management System according to 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>

Kasemrad Hospital Ramkhamhaeng and Kasemrad Hospital Prachachuen have been JCI-accredited (Joint Commission International Accreditation)

Kasemrad Hospital Ramkhamhaeng and Kasemrad Hospital Prachachuen have been JCI-accredited (Joint Commission International) in terms of organizational management standards, direction and leadership, physical security systems, 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 with consideration of patient rights, ensuring that patients are provided information regarding diseases and symptoms and proper practices to achieve the best possible outcomes.

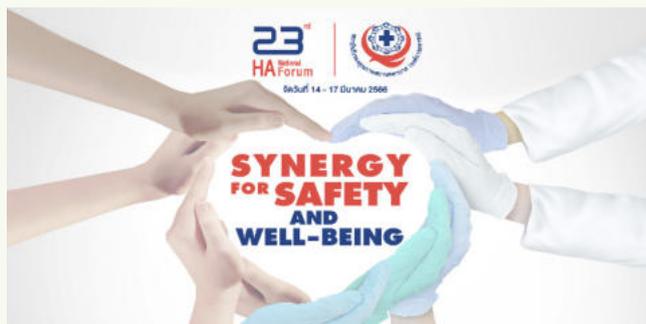


Synergy for Safety and Well-being
14 มีนาคม 2566



โรงพยาบาลเกษมราษฎร์ สระบุรี

Executives and medical personnel of affiliated hospitals attended the 23rd HA National Forum, an annual academic conference on hospital quality standards under the concept of “Synergy for Safety and Well-being” and received a certificate for quality accreditation according to HA standards.



Customer Satisfaction Goal

The Company prioritizes customer satisfaction by setting a customer satisfaction goal to achieve not less than 80% of satisfaction score in operations every year.

Customer Satisfaction Survey 2023

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:

H A P P Y

HONEST

Provide services with honesty

ATTENTIVE

Be attentive in taking care and providing services

PROFESSIONAL

Be professional and reliable

PROGRESSIVE

Recognize problems quickly and be able to solve them appropriately

YOUTHFUL

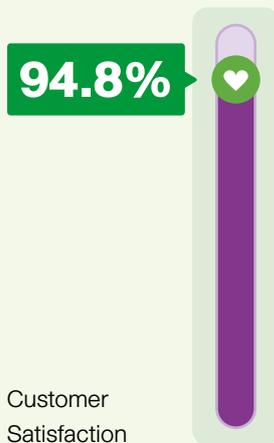
Be energetic in providing services

According to the Company's satisfaction survey in 2023, there were

22 cases reported, divided into

11 cases of recommendations (50%)

11 cases of compliments (50%)



Customer Satisfaction

Satisfaction	Unit	2023
The proportion of satisfied customers	percent	94.8
The proportion of return customers	percent	97.3

The satisfaction survey results in 2023 will be taken into consideration for projects in 2024 and the Company will continue to conduct customer satisfaction surveys on a regular basis to further develop the service quality to achieve maximum satisfaction.

Corporate Governance

The Company places importance on conducting business with integrity, transparency, and responsibility towards the society and all stakeholders. The Company has therefore announced the corporate governance policies and business code of conduct in accordance with the good corporate governance principles of the Securities and Exchange Commission and the Stock Exchange of Thailand, consisting of 5 categories: rights of shareholders, equitable treatment of shareholders, roles of stakeholders, disclosure and transparency, and responsibilities of the board of directors. These principles apply to all stakeholders in the entire supply chain and are reviewed annually.

In addition, the Company has prepared a manual on good corporate governance to create an understanding and use it as a guideline for best practices of employees at all levels.

Board of Directors¹⁰

- In 2023, the Company's Board of Directors comprised of 12 members, consisting of 1 chairman, 7 directors, and 4 independent directors. The structure was divided into subcommittees to ensure efficient operations as follows: Audit Committee, Sustainability, Governance and Risk Management Committee, Nomination and Remuneration Committee, and Executive Committee. The Company prepared a charter for each committee to specify the roles, duties and responsibilities of the committees in detail.

- The Nomination and Remuneration Committee and the Sustainability, Governance and Risk Management Committee was established in accordance with the resolution of the Board of Directors Meeting No. 2/2023 on February 28, 2023 to support the recruitment and selection of qualified directors suitable for business strategy. The committees' scope of work also included performance appraisal, consideration of appropriate remuneration of directors. The Risk Management Committee's scope of work was expanded to cover sustainability principles and its name was changed to the Sustainability, Governance and Risk Management Committee.

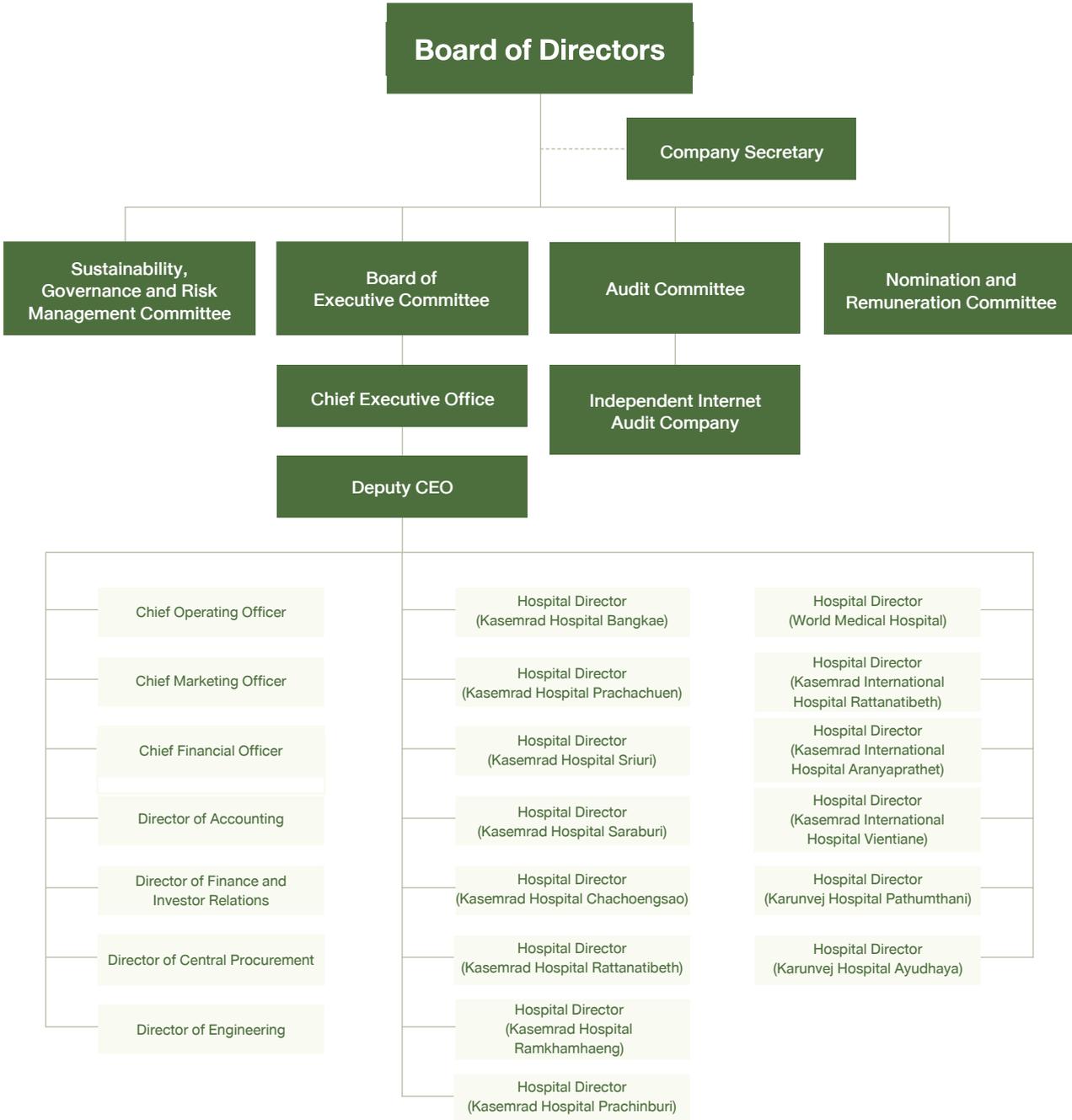


⁹ Company Code of Conduct: <https://www.bangkokchainhospital.com/th/governance/cg-policies-and-compliance>

¹⁰ GRI 2-9, GRI 2-11, GRI 2-12

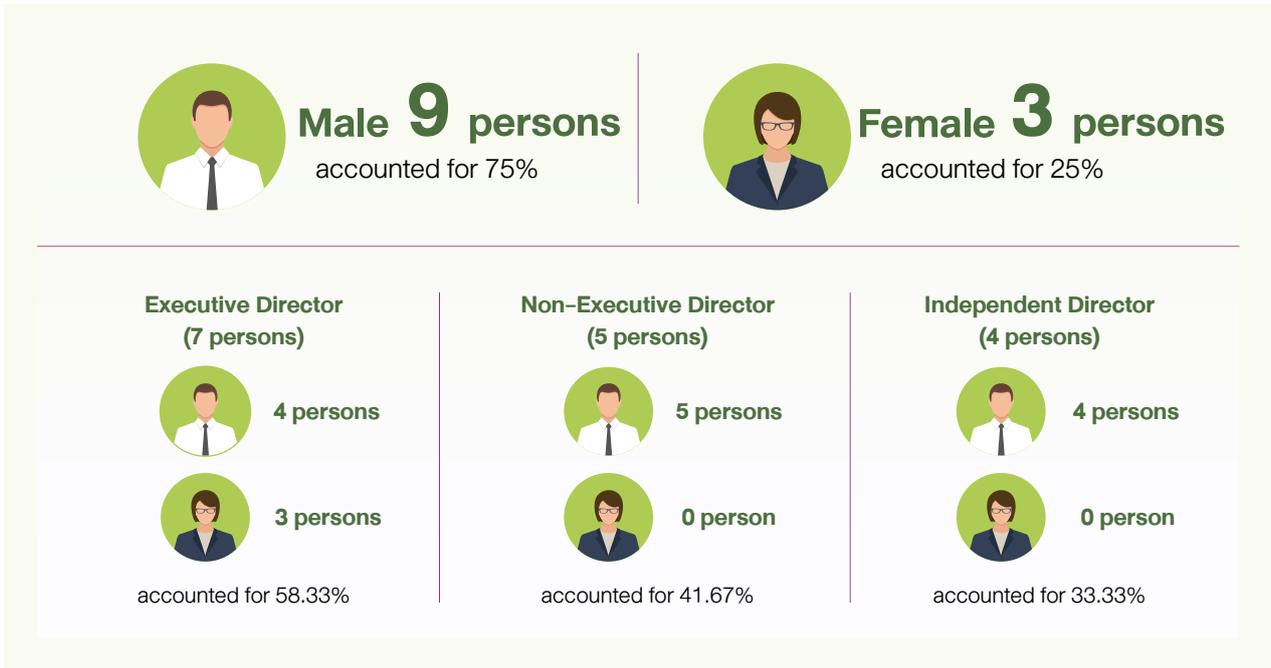
Corporate Governance Structure

Internal structure of Bangkok Chain Hospital Public Company Limited



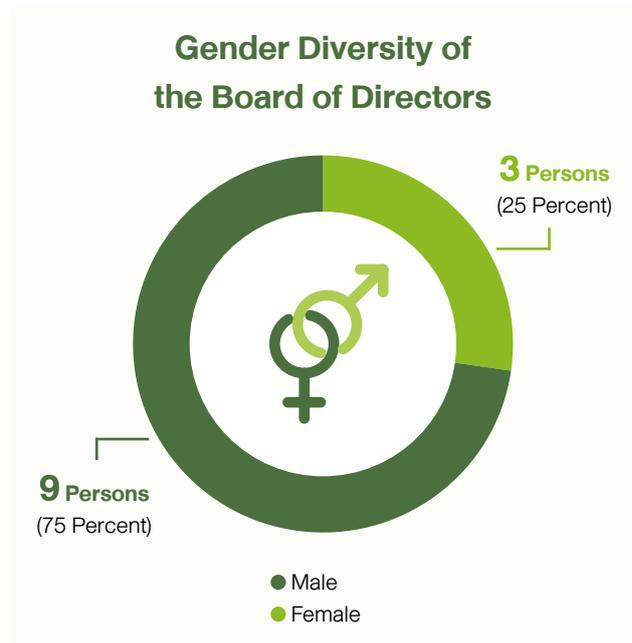
Note: The Board of Directors meeting No. 2/2023 on February 28, 2023 approved the expansion of the scope of powers of the Risk Management Committee into the Sustainability, Governance and Risk Management Committee to elevate the organization's operational and risk management practices to align with sustainable business development guidelines and appointed the Nomination and Remuneration Committee.

Board of Directors

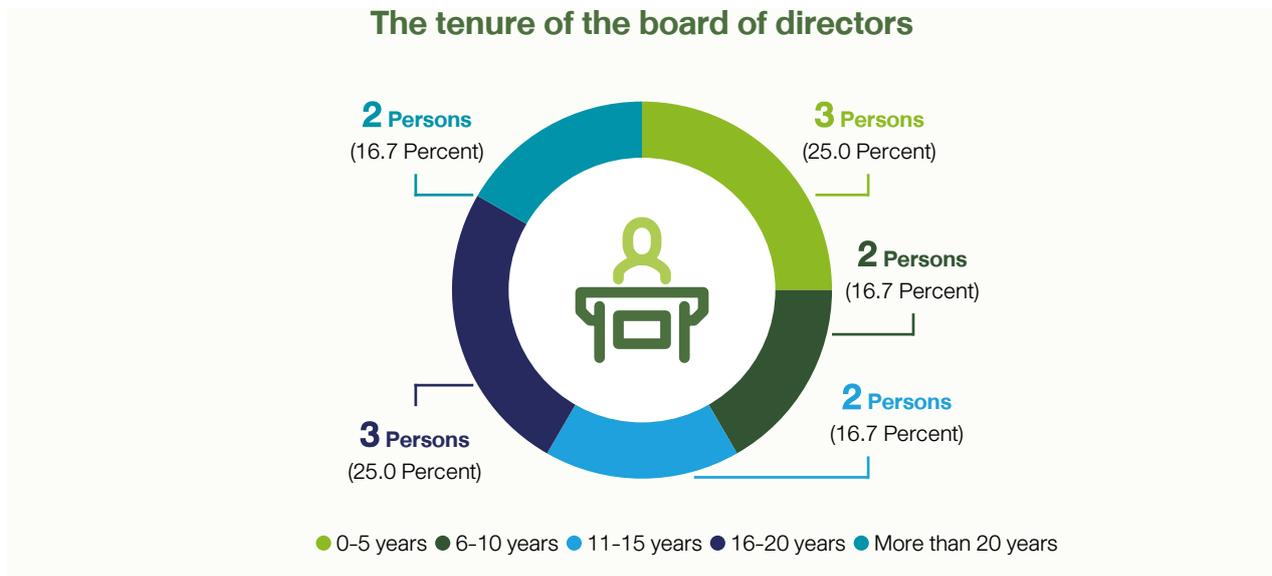


As of December 31, 2023 The Company’s Board of Directors had 12 directors, comprising of:As of December 31, 2023 The Company’s Board of Directors had 12 directors, comprising of:

- 7 executive directors, accounted for 58.33% of total directors
- 5 non-executive directors, accounted for 41.67% of total directors
- female directors, accounted for 25.00% of total directors
- 4 independent directors, accounted for 33.33% of total directors , which is more than 1 in 3 of the total board members. Additionally, there are no fewer than 3 individuals, meeting the minimum requirements for the appointment of independent directors according to the legal provisions, regulations of the Stock Exchange of Thailand, and the Securities and Exchange Commission's regulations.



- As of December 31, 2023, the Board of Directors had 3 females and 9 males, with an average tenure of 13.4 years.



- The Company's Board of Directors promotes board diversity without discrimination on gender and race to ensure diversity of education and experience. This is consistent with the organizational operations through the preparation of a board skills matrix.

No	Name	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	Director, Member of Executive Committee, Member of Sustainability, Governance and Risk Management Committee, Nomination and Remuneration Committee	

No	Name	Position	Expertise
(7)	Mr. Voravee Kiatiniyomsak	Director, Member of Executive Committee, Member of 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	  

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

- In 2023, the Company held a total of 6 Board of Directors meetings to supervise the Company's operations in accordance with the laws. The meeting attendance of all 12 directors was 100%.

Recruitment of Board of Directors ¹¹

According to the resolution of the Board of Directors Meeting No. 2/2023 on February 28, 2023, the Nomination and Remuneration Committee was appointed to support operations in recruiting and selecting directors whose qualifications aligned with business strategies, to conduct performance appraisal, and to consider appropriate remuneration of directors. The recruitment shall take into account the knowledge and expertise of directors from their educational background, training history, operational experience and holding positions in the Company or other companies. A board skills matrix shall be used to ensure alignment with the Company's business operations and support sustainable business growth.

¹¹ GRI 2-10

To ensure continuous operations, the Company has established a succession plan¹², which was last updated on January 19, 2024. The qualifications of the Chief Executive Officer are as follows:

1. Possess knowledge, capabilities, and experience in business administration that align with the Company's operations, as well as having an expertise in specific areas beneficial to the Company's business.
2. Have leadership, possess a broad vision, and uphold ethical and moral standards in business operations.
3. Have a transparent work history and do not exhibit any prohibited characteristics as outlined in the Notification of the Securities and Exchange Commission.
4. Have the ability to strategize and manage the organization effectively, making decisions and solving problems with sound judgment, circumspection, in consideration of the utmost benefit of the organization.

The processes for succession planning for the position of Chief Executive Officer are as follows:

1. The Human Resources Department creates a list of qualified candidates, including both internal and external individuals, and presents it to the Executive Committee not less than 6 months in advance but not exceeding 1 year before the retirement date or the end of the term.
2. The Executive Committee jointly considers and evaluates the readiness of the candidates and work with the Human Resources Department to prepare an individual development plan (IDP).
3. In case of more than 1 successors, the testing shall be conducted and completed within 180 days before the retirement or the end of the term.
4. The Executive Committee presents the qualified persons to the Board of Directors for consideration and approval prior to their assumption of position for a period of not less than 90 days.
5. The Human Resources Department is responsible for developing the replacement's capabilities according to the established plan. This shall be completed within 60 days prior to the assumption of position.

Board of Directors and Subcommittees Meetings ¹³

Company directors must regularly attend the Board of Directors meetings to acknowledge and jointly decide on business operations. The Company organizes meetings at least 6 times a year, with meeting schedules and agendas set in advance every year. Directors are able to propose various matters for consideration.

¹² Succession Plan: <https://www.bangkokchainhospital.com/storage/document/cg/bch-succession-plan-th.pdf>

¹³ GRI 2-13

Knowledge Development and Promotion for the Board of Directors¹⁴

To continuously increase operational efficiency, the Company has encouraged its executives and directors to take additional training. In 2023, the training courses were as follows:



The CFO's Refresher Course 2023 by the Stock Exchange of Thailand



The Compensation and Benefits Design, Omega World Class



The Fintech, Thai Listed Companies Association



The Administrative Justice for Senior Executives Course (AJSE), Class 1/2023



Import-Export Business Training Course for Accounting Entry, Tax Payment and Auditing by the Revenue Department, Dharmniti Seminar and Training Company Limited



Risk Management and Forensic Accounting Course



The Finance For HR Executive, Omega World Class

¹⁴ GRI 2-17

Performance Appraisal of the Board of Directors¹⁵

To ensure the effectiveness of the Board, the Company has therefore determined that there shall be a performance appraisal of the Board of Director on a regular basis at least once a year, with 5 forms of assessment:

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 Chief Executive Officer

The criteria for the performance appraisal of the Board of Directors and the results in 2023 are as follows:

Board of Directors / Subcommittees / Chief Executive Officer	Performance appraisal results of the entire committee (percent)	Self-performance assessment results (percent)
Board of Directors	98.49	98.54
Executive Committee	96.13	94.69
Sustainability, Governance and Risk Management Committee	91.07	91.25
Audit Committee	98.06	99.17
Nomination and Remuneration Committee	97.62	94.17
Chief Executive Officer	99.11	100.00

The meaning of critirie

- 100 Percent = Excellent performance
- 75 Percent = Good performance
- 50 Percent = Adequate performance
- 25 Percent = Slight performance
- 0 Percent = No performance

Board of Directors and Subcommittees Remuneration¹⁶

The Company has determined a clear and transparent policy on remuneration of directors with consideration and approval of shareholders. The remuneration for executives of listed companies is determined based on remuneration data of companies in the same industry and with similar sizes, the Company's turnover and the performance of each executive.

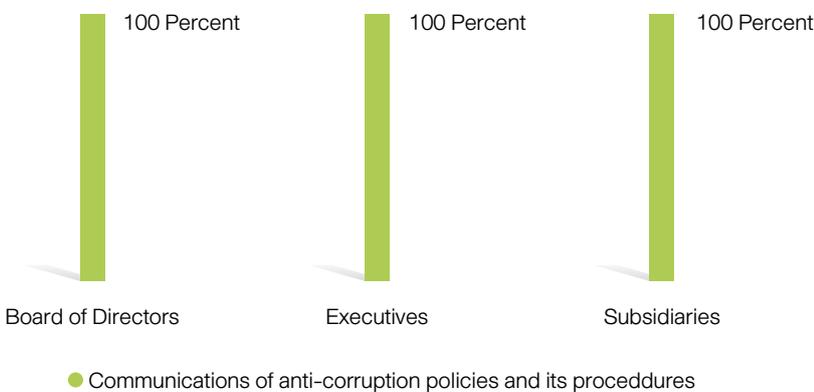
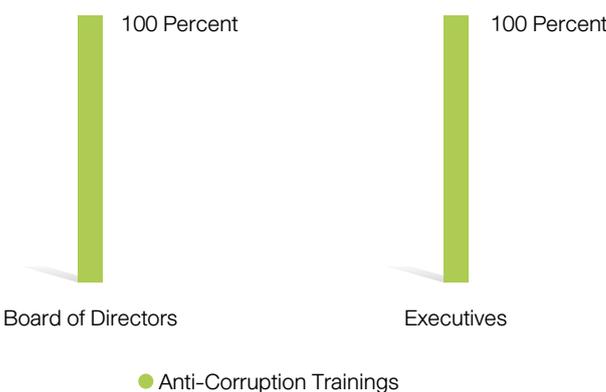
¹⁵ GRI 2-18

¹⁶ GRI 2-19, GRI 2-20

Anti-corruption¹⁷

Policies, Goals, and Performance

The Company has established an anti-corruption policy (last updated on January 19, 2024), an anti-corruption handbook (last updated on January 19, 2024), and a whistleblowing and complaint policy in writing to ensure the acknowledgement and strict compliance of the Board of Directors, executives, and employees at all levels. The policies and handbook are reviewed least once a year. The Company’s goals and performance are shown as follows.

Short-term Goals	Publish, communicate, and acknowledge Anti-corruption policy to 100% of Directors, Employees and Suppliers within 2024
Organization Performance	<ul style="list-style-type: none"> Communication on Anti-Corruption Policy and Compliance  <p>● Communications of anti-corruption policies and its proceddures</p> <p>However, BCH has a plan to communicate the anti-corruption policy and handbook to employees and business partners in 2024.</p>
Organization Performance	<ul style="list-style-type: none"> Anti-Corruption Trainings  <p>● Anti-Corruption Trainings</p> <p>However, BCH has a plan to organize anti-corruption training for employees and business partners in 2024.</p>

¹⁷ GRI 205-1, GRI 205-2, GRI 205-3

¹⁸ Anti-corruption policy: <https://www.bangkokchainhospital.com/th/governance/cg-policies-and-compliance>

Anti-Corruption Measures

All departments within BCH establish written work procedures, which are approved by the Executive Director of audit department. In this regard, role of employees and work procedures are formulated to ensure transparency and migrate the risk of corruption. BCH has implemented anti-corruption measures for both public and private sectors, as outlined below.

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 operation and the Securities and Exchange Act B.E. 2535. Determination for benefit and interest is reasonable in accordance with the market rate.

3. Procurement

Objectives to purchase medical equipment and office supply must be identified. For high value purchasing, BCH establishes the procurement committee with the responsibility of selecting 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 are income received from unusual hospital operation, supervisor should be informed and make denial of acceptance. In addition, the income does not be transferred into the employee's account or unauthorized person. Business transaction should be essentially made up by the accounting staff in complying with the related laws. If the incorrect transaction was found, then immediately inform to supervisor for the solution.

5. Human Resource

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

6. Engineering Operation

BCH declines to receive or give benefit from public and private entity that does not comply with the laws and business ethics.

7. Medical license requirement

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

Collaboration with Anti-corruption Partners Network

BCH conducts business with a strong commitment to prevent all form of corruption and has implemented a comprehensive risk management and audit process to detect and control corruption and malfeasance. Additionally, BCH promotes a corporate culture that places a high value on integrity and ethics. BCH has been certified as a member of Thai Private Sector Collective Action Against Corruption (CAC) as a testament to its commitment to conducting business with honesty, transparency. BCH has a member of Thai Private Sector Collective Action Against Corruption (CAC) since 2017. Furthermore, anti-corruption measures are a key consideration in the selection of business partners.

For 2023, Prof. Dr. Chalerm Harnphanich, M.D., Chief Operating Officer (CEO) received CAC certificate in CAC National Conference 2023 following Thai CAC project for the 2nd time. The Conference is organized by CAC under the topic “Public-Private Collaboration: A Strong Collective Action Against Corruption”. The certificate is considered a declaration of honor for the Company certified by CAC. BCH received its certification renewal for the 2nd time, demonstrating its commitment to continuously drive the entire organization with consideration to anti-corruption. The award demonstrates the hospital's transparency in conducting its business, including the effort to extend this responsibility to business partners and companies that conduct other related businesses in order to continue building a society free from corruption.



Corruption Project

BCH arranges the communication and training session regarding anti-corruption for the Board of Directors and Executive Directors. Nevertheless, BCH intends to extend the communication and training to include employees and business partners in 2023.

Prevention of Conflict of Interest¹⁹

BCH has implemented a handbook that prohibits committees, executive directors, and employees from seeking personal gain or benefit 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.

In 2023, the Company secretary has conducted trainings on business ethics, anti-corruption policy, and conflict of interest prevention guideline, as well as showing examples of correct duties performing guideline to the management team of all affiliated hospitals in order to promote correct knowledge and understanding and encourage the administrators of each hospital to lead the way in performing their duties with honesty and integrity for all employees in the hospital.



¹⁹ GRI 2-15



Q ไช้ข้อสงสัย อะไรคือ... ?

A “ความขัดแย้งทางผลประโยชน์”

สถานการณ์ หรือการกระทำที่พนักงาน**มีประโยชน์ส่วนตัวที่ขัดแย้งกับผลประโยชน์ของบริษัท** อาจจะเป็นผลประโยชน์ทางการเงินหรือความสัมพันธ์ส่วนตัว ไม่ว่าจะเป็นทางตรงหรือทางอ้อม

อันส่งผลกระทบต่อการตัดสินใจและอาจทำให้**ไม่สามารถปฏิบัติงานในตำแหน่งหน้าที่ได้อย่างเป็นกลาง**

ตัวอย่างสถานการณ์ที่เป็นความขัดแย้งทางผลประโยชน์และไม่ควรปฏิบัติ

Don't

- ✗ เข้าทำธุรกรรมใด ๆ กับบริษัท โดยมีสถานะเป็น**ผู้รับงาน** ที่ตนเอง และ/หรือสมาชิกในครอบครัว เป็นเจ้าของหรือหุ้นส่วนในบริษัท เช่น
 - คู่ค้าของธุรกิจ
 - จัดซื้อจัดจ้าง
 - ทำสัญญาเช่าพื้นที่
- ✗ ผู้รับเหมาก่อสร้าง/บริษัทรับดูแลอาคาร
- ✗ ทำสัญญาบริษัทต่าง ๆ
- ✗ จัดซื้อยาและเวชภัณฑ์

การซื้อ-รับทรัพย์สินของโรงพยาบาลเป็นของตนเอง โดยไม่ได้ผ่านการประมูล

- ✗ ใช้ตำแหน่งหน้าที่การงาน และ/หรือข้อมูลภายในของบริษัท เพื่อประโยชน์ของตนเอง และ/หรือผู้ที่เกี่ยวข้อง
- ✗ นำทรัพย์สินของบริษัท เช่น ข้อมูล คอมพิวเตอร์ ระบบซอฟต์แวร์ ไปใช้เพื่อประโยชน์ส่วนตัว
- ✗ ทำงานอื่นหรือธุรกิจส่วนตัวในเวลางาน
- ✗ ทำธุรกิจส่วนตัวกับคู่ค้าธุรกิจของบริษัท ในขณะที่ดำรงตำแหน่ง ซึ่งมีส่วนเกี่ยวข้องในการคัดเลือกธุรกิจคู่ค้านั้น ๆ

หากพบเห็น... การกระทำที่เข้าข่าย **แจ้งเบาะแสและข้อร้องเรียน** ได้ทันที

บล็อกโบท กรณีที่กระทำการโดยจงใจ หรือเพิกเฉยไม่ปฏิบัติตามที่ระเบียบปฏิบัติกำหนด ให้อัตโนมัติขึ้นกรณีของบริษัทยังจะ**ได้รับโทษทางวินัยตามสมควรเป็นรายกรณี** ตั้งแต่การให้หยุดปฏิบัติงานหนึ่งถึงหลายวันหรือการไล่ออก

ข้อมูล ณ เดือนธันวาคม 2567

How To “ป้องกัน ผลประโยชน์ทับซ้อน และความขัดแย้งทางผลประโยชน์”

Do ระเบียบปฏิบัติเกี่ยวกับความขัดแย้งทางผลประโยชน์

กรณีที่ทำการซื้อขายเกี่ยวข้องกับภาคของ**ตลาดหลักทรัพย์แห่งประเทศไทย** ต้องปฏิบัติตามหลักเกณฑ์ วิธีการ และงานการเปิดเผยข้อมูลรายการที่เกี่ยวข้องกันของบริษัทจดทะเบียนอย่างเคร่งครัด

กรณีที่เข้าไปมีส่วนร่วม หรือเป็นผู้ถือหุ้นในกิจการที่แข่งขันกับธุรกิจของบริษัท หรือกิจการใด ๆ ซึ่งอาจก่อให้เกิดความขัดแย้งทางผลประโยชน์กับบริษัท จะต้องแจ้งให้ฝ่ายเลขานุการบริษัททราบ เป็นลายลักษณ์อักษร

กรณีไปเป็นกรรมการ หุ้นส่วน หรือที่ปรึกษาในบริษัท หรือองค์กรทางธุรกิจอื่น ๆ จะต้องไม่ขัดต่อผลประโยชน์ของบริษัท และการปฏิบัติหน้าที่โดยตรงในบริษัท

หลีกเลี่ยงการทำรายการที่เกี่ยวข้องกันกับตนเองที่อาจก่อให้เกิดความขัดแย้งทางผลประโยชน์กับบริษัท เป็นแต่จำเป็นเพื่อประโยชน์ของบริษัท ทั้งนี้ ผู้มีส่วนได้ส่วนเสียต้องไม่มีส่วนพิจารณาอนุมัติการทำรายการ

FOLLOW กรณีเข้าไปมีส่วนร่วมที่อาจก่อให้เกิดรายการที่เกี่ยวข้องกัน เกิดผลประโยชน์ทับซ้อนและความขัดแย้งทางผลประโยชน์กับบริษัท

! แจ้งให้บริษัททราบล่วงหน้า ก่อนเกิดรายการ พร้อมกันดำเนินการดังนี้

- กรรมการและผู้บริหาร (ระดับผู้อำนวยการขึ้นไป) ส่งให้ **เลขานุการบริษัท**
- กรอกแบบรายงานการเปิดเผยความขัดแย้งทางผลประโยชน์
- พนักงาน ส่งให้ **ผู้อำนวยการโรงพยาบาล** ในลิ้งค์ถัด

จัดทำบันทึกภายในของบริษัตามแบบฟอร์มที่กำหนด ส่งให้

- รายงานเข้ามายังอยู่ในช่วง ๐ - 1๐ สัปดาห์ของบัญชีจาก รองกรรมการผู้จัดการฝ่ายปฏิบัติการ และรองกรรมการผู้จัดการฝ่ายการเงิน
- รายงานเข้ามายังเกิน 1๐ สัปดาห์ขึ้นไป ของบัญชีจาก ประธานเจ้าหน้าที่บริหาร และรองประธานเจ้าหน้าที่บริหาร

ข้อมูล ณ เดือนธันวาคม 2567

Business Code of Conduct²⁰

Policy, Goals, and Performance

BCH has promulgated corporate governance and business ethic policy, as well as business ethics and corporate governance handbook, both of which have been approved by Chief Executive Officer. The policy is intended to ensure that the Company operates business with transparency, accountability, respect the human rights policy, while also taking responsibility for our stakeholders. Additionally, BCH communicates our business ethics code of conduct to stakeholders such as clients, suppliers, subsidiaries, and business partners through various communication channels. This helps to acknowledge ethical business practices and used to create good relationships and promote sustainable development together. The corporate governance and business ethics policy is reviewed annually, the targets and performance details are provided below.

Short-term Goals

100% of employees and business partners of the BCH acknowledge the business ethic policy and business ethics training and use it as a framework for business operation within 2024.

Performance

BCH communicates and conducts business ethics training to 9 subsidiaries or 100%. In 2023, the Company has communicated business ethics policy to employees and business partners and has a plan to organize business ethics policy training to employees and business partners in 2024.

Business Ethic Projects and Corporate Compliance²²

For medical personnel development, doctors and dentists of affiliated hospitals regularly attend Medical Staff Organization meetings, where they discuss medical standards and medical ethics. These meeting are held every month.

Whistleblower Channel and Complaint Investigation²³

BCH provides a platform for directors, executive directors, employees, and stakeholders both internal and external to the BCH and its subsidiaries - to report complaints or suggestions about legal offenses, business ethics, corruption, conflict of interest, deficiencies in the internal control system of the BCH, service, employee rights and human rights. BCH ensures that identity of the complainant is kept confidential by concealing their name, address, or any other identifying information. Only the individuals responsible for investigating the complaints have access to this information. The Investigation Committee representatives that participate in the consideration are

- Human Resource Manager or a representative from the department
- 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

²⁰ GRI 2-23

²¹ Corporate governance policy and compliance: <https://www.bangkokchainhospital.com/th/governance/cg-policies-and-compliance>

²² GRI 2-23, GRI 2-26

²³ GRI 2-16, GRI 2-25

In the case that the investigation reveals that the Company's operations have caused negative impacts to stakeholders, the Company will consider remedies for those affected on a case-by-case basis and use the said incident to plan prevention guidelines, improve or add to the policy in the future.

Whistleblower Procedures



Whistleblowing

Tel. : (66) 2 836 9937
 Fax : (66) 2 106 4859
 Email : report@bangkokchainhospital.com
 Website : www.bangkokchainhospital.com
 Postal : Addressed to Complaint Handler
 Bangkok Chain Hospital Public Company Limited,
 World Medical Hospital, 22nd Floor,
 44 Moo 4, Chaengwattana Road, Pakkred Subdistrict,
 Pakkred District, Nonthaburi Province 11120



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

Risk management and Emergency Response

Nowadays, the rapid development in the economic, social and environment aspects including the crisis such as COVID-19 pandemic are the causes of competition and emerging risks. Therefore, it is essential for BCH to undertake the risk management and monitoring to deal with emerging risks in order to mitigate the emerging risks in order to reduce the potential damage, respond to unstable situations efficiently, and ensure the continuity of business operation without interruption.

Risk Management Structure

The Board of Directors establishes the Sustainability, Governance and Risk Management Committee to develop and execute the policy continuously. Additionally, the committee has to review the risk management and monitor the risks that are considered significant to ensure that the organization has appropriate risk management.

In 2023, the Sustainability, Governance and Risk Management Committee consists of a Chairman of Risk Management Committee and 7 directors. The meetings for the Risk Management Committee are held 6 times a year in order to monitor the BCH's risks and identify potential risks. After that, the risks are reported to the meeting of the Executive Committee and Board of Directors every year to review all risks including economic, social and environmental issues.

Sustainability, Governance and Risk Management Committee^{1/} consists of 8 members as follow.

No.	Name	Position
(1)	Mrs. Saifon Chaimongkol	Chairman of Sustainability, Governance and Risk Management Committee
(2)	Asst. Prof. Dr. Somporn Harnphanich, M.D. ^{2/}	Sustainability, Governance and Risk Management Committee
(3)	Ms. Pornluck Harnphanich, M.D.	Sustainability, Governance and Risk Management Committee
(4)	Ms. Pornsuda Harnphanich	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. Anchalee Kengkijakarn	Sustainability, Governance and Risk Management Committee
(8)	Ms. Vimomarn Krishnakalin ^{2/}	Sustainability, Governance and Risk Management Committee

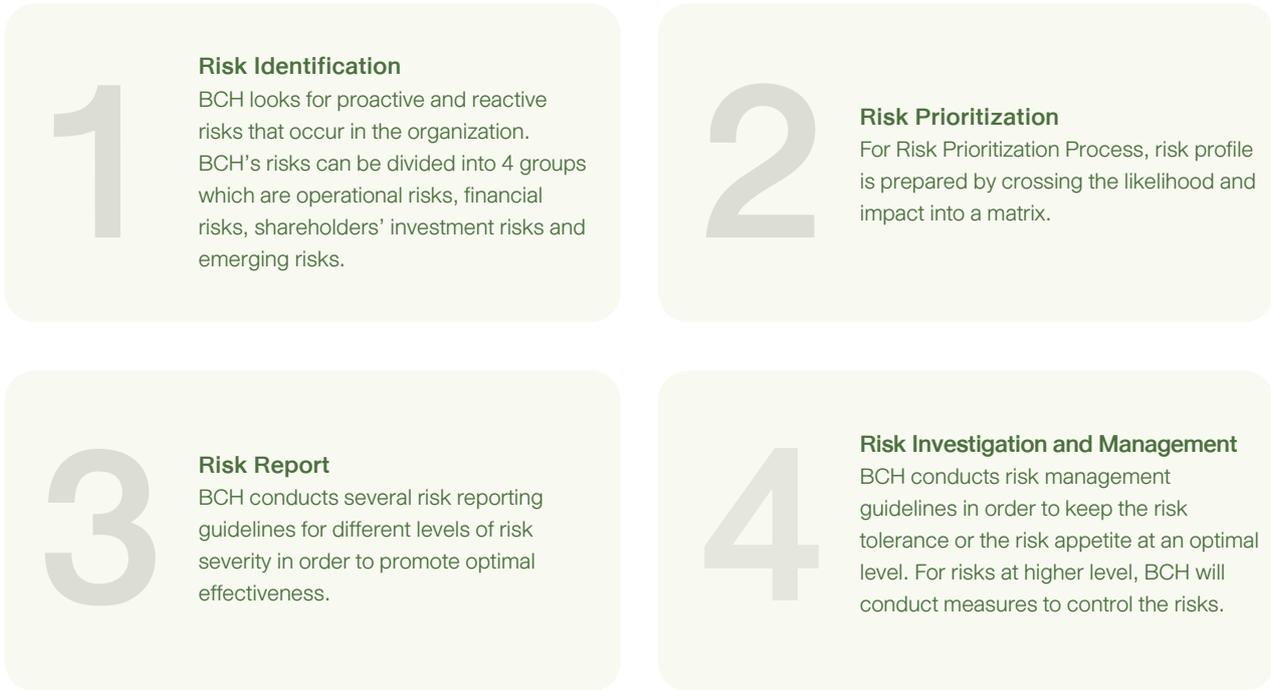
Note:

^{1/} 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 into the Sustainability, Governance and Risk Management Committee to elevate the organization's operational and risk management practices to align with sustainable business development guidelines in terms of environment, social, and corporate governance (ESG)

^{2/} Asst. Prof. Dr. Somporn Harnphanich, M.D. and Ms. Vimomarn Krishnakalin have been appointed as members of the Sustainability Committee at the Board of Directors meeting No. 2/2023 on February 28, 2023.

Risk Management Processes ²⁴

Risk Management Processes within the Company is as follows.



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

Goals, Risks, and Risks Mitigation Measures ²⁵

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



BCH's risks can be divided into 4 groups which are operational risks, financial risks, shareholders' investment risks, ESG risks and emerging risks. BCH has considered the risk factors, analyzed the impact and opportunity, and found that the results of risk assessment in 2023 does not affect to the BCH's operations.

²⁴ GRI 3-3

²⁵ GRI 3-3

Potential risks

Business operational risks

 <p>Environmental Dimension</p> <ul style="list-style-type: none"> Emerging infectious diseases risks Climate change risks 	 <p>Social Dimension</p> <ul style="list-style-type: none"> Social and community risks Litigation risks Risk of reliance on a few suppliers in the importation of pharmaceuticals and/or medical supplies
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 <p>Economic and Governance Dimension</p>	<p>Business operational risks</p> <ul style="list-style-type: none"> Risks from the government's health policies Competitive risks in 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 	<p>Financial risks</p> <ul style="list-style-type: none"> Credit risks Liquidity risks Interest rate volatility risks Foreign exchange rate volatility risks 	<p>Potential risks</p> <ul style="list-style-type: none"> Information technology system change risks
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Risk Types	Risks	Business impacts	Risk Mitigation Measures / Risk Management Plan
Business Operational Risks	Risks from the government's health policies	Effect on income due to social security service	Executives closely monitors the change and actively participate in the policy setting discussion.
	Competitive risks in private hospital business	Effect on income due to a loss of competitiveness	BCH has improved service quality and opened a new specialized medical center in order to care for patients comprehensively.
	Personnel shortage risks	Effect on continuation of business operation	BCH provides competitive remuneration package and appropriate welfare. In addition, BCH offers employees the opportunities to participate in the management discussions.
	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 conduct environmental and safety operations efficiently. The committee has a duty to assess problems that have impact on the environment and safety of hospital staff, clients, and nearby communities, as well as planning environmental risk management program that may arise from the hospital's business operations.
	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)
	Corruption risks	Effect the image and business operation	BCH establishes and communicates Anti-Corruption policy to the employee within the organization to acknowledge and practice.

Risk Types	Risks	Business Impacts	Risk Mitigation Measures / Risk Management Plan
	Risks of personal data breaches	Effect the image and business operation	BCH establishes privacy policy and ask permission to keep and use the data, appoint the working group to be responsible for personal data protection.
	Risk of reliance on a few suppliers in the importation of pharmaceuticals and/or medical supplies.	Impact on 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
Financial Risks	Credit risks	Effect on operating cash flow	BCH reviews the ability of debt repayment for client and issuer.
	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 need to comply with laws, regulations, and various provisions, including obtaining permits to operate healthcare facilities and conducting Environmental Impact Assessments (EIA) for large hospital buildings
	Credit risks	Effect on operating cash flow	BCH reviews the ability of debt repayment for client and issuer.
	Financial liquidity risks	Effect on business operation	BCH conducts measures to maintain cash flow of the business operation appropriately.
	Foreign exchange rate volatility risks	Foreign currency impact	BCH conducts a management plan for income and natural hedge to prevent the foreign currency risks.
Investment risks of securities holders	Interest rate volatility risks	Impact on financial cost of the Company	BCH evaluates the future economic situation to make loan at the suitable interest rate.
Investment risks of foreign securities	Foreign investment risk from debenture	Effect on financial cost Effect on financial performance	BCH set financial measure by matching incomes and expenses in foreign currency (Natural Hedge)
Emerging Risks	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.
	Climate change risks	Effect on the operations of the hospital caused by higher number of patients	Increase the capacity of patient admission by adapting hotels into the hospitals and provide telemedicine service.

Business Continuity Plan at Hospital Level

BCH conducts Business Continuity Plan (BCP) to uplift the efficiency of BCH's business operations. BCH provides 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 Culture²⁶

BCH seeks to promote risk culture throughout the organization and expects employees to be aware of the risks inherent in their day-to-day business activities and take responsibility for managing them properly by the following practices.

(1) Risk Management Training

Kasemrad Hospital, Saraburi conducted the training of risk management system to personnel in the hospital such as the executives, department head, section head and officer. The goal of this training was to increase the efficiency of the internal risk management.

(2) Collaboration with Skill Labor Development Center, Nonthaburi province to arrange risk management training in compliance with international standard.

BCH conducted the training of risk management to the employees in compliance with Skill Development Promotion Act B.E. 2545 collaborated with skill labor development center, Nonthaburi province. The contents of training included the importance, procedures, and plan of risk management. The total period of training is 6.5 hours.

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 2023, the Board of Directors, Audit Committee, and the executive had a meeting to assess the internal control system based on the audit results of the internal audit unit, recommendations of the auditors, and inquiries of additional information from the executives. The results found that BCH has an effective internal control system. Moreover, internal control system in relation to the transactions with major shareholders, committees, executives, or related persons had a sufficient efficiency. For the internal control of the subsidiaries, BCH has determined that its subsidiaries maintain an internal control system that is consistent with the BCH's internal control guidelines. Also, BCH has assigned officers to inspect the operations of the subsidiaries. In 2023, it was found that the subsidiaries provided adequate and similar internal control in all 5 areas to the BCH.

²⁶ GRI 3-3

Emergency Management within the Hospital

BCH is keen to maintain the security of lives and properties and to protect the environment. Therefore, BCH conducts the emergency management plan to prevent and mitigate the effects which could have on the hospitals and communities, as well as knowledge sharing among related people as a preparation in case of emergency with the following details.

1) Role and Responsibility

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

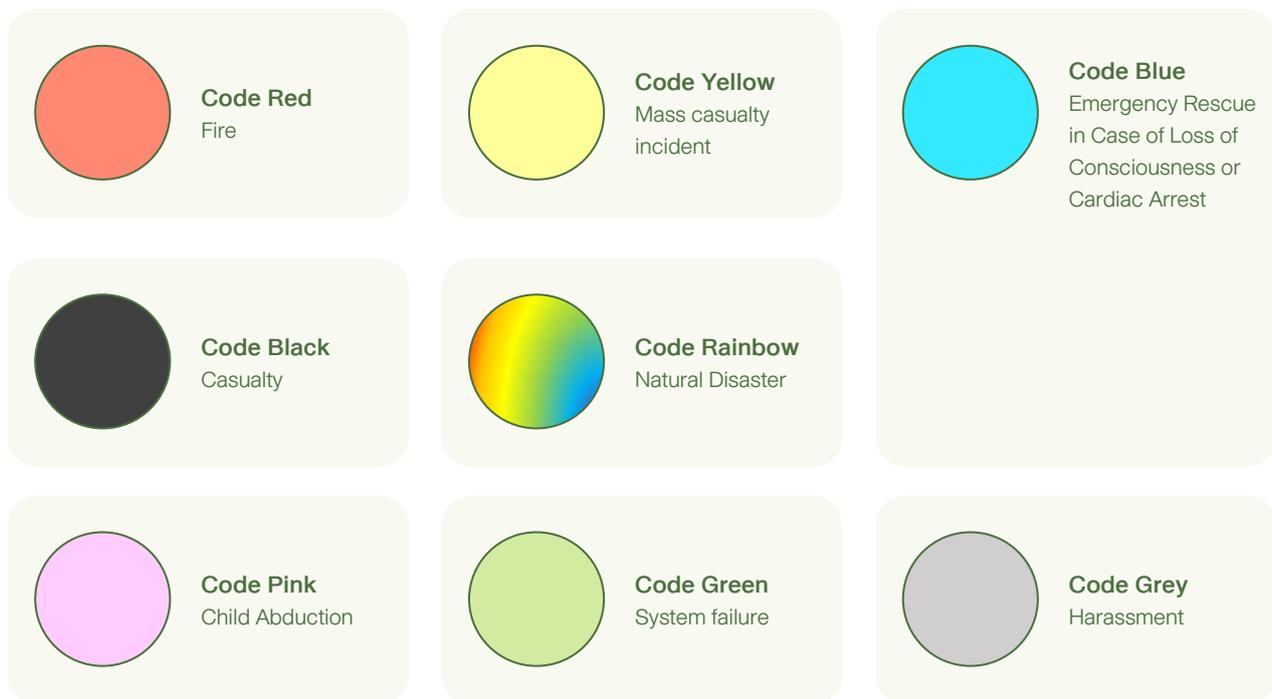
2) Emergency Management Plan

2.1 Preparedness

Affiliated hospitals conducts emergency management plan and prepares asset lists and MOU with third-party on resources and collaboration. Affiliated hospitals conducts the orientation and training program on emergency response to personnel. Organization or related third-party list and phone number are provided to various departments in the hospital.

2.2 Respond

Emergency management plan was conducted to provide code for reporting incidents or risks in the organization. Incidents can be divided into



Hospital Incident Command Flow Chart

2.3 Recovery

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

3) Evaluation and Review

Affiliated hospitals evaluate and review the emergency management plan regularly at least 1 time in a year. If the evaluation results show faults or defects, quality improvement plan shall be conducted.

Supply chain management

In the past years, around the world has faced challenges of the COVID-19 pandemic and the Ukraine war. These situations have inevitably impacted businesses, leading to shortages, changing raw material prices, and transportation difficulties for products and services. The Company had to respond and manage these circumstances both internally and externally, with one of the key areas being supply chain management, such as procurement plan to get products in time, relationship management, and process of working with all stakeholders.

BCH has integrated sustainable development guideline with consideration to environmental, social, and corporate governance issues (ESG) into business operations throughout the supply chain and gives importance to the Company’s stakeholders treatment. BCH’s operation guideline considers stakeholders across the value chain, from upstream to downstream. This will help increase opportunities, reduce risks and improve competitive capabilities.

BCH has supply chain management goals as follow.

Short-term Goals

100% of business partners acknowledge Supplier code of conduct through BCH website within 2024

BCH focuses on sustainable supply chain management by adhering to supplier code of conduct practice and sustainable procurement in which ESG aspects are considered during processes. BCH’s supply chain management covers all activities ranging from sourcing, selecting, products and services evaluation, supplier risks assessment, categorization, supplier tracking, inspection, and evaluation process and relationship management. All these steps will lead to a sustainability and being suppliers with a strong relationship with BCH long-term.

BCH has categorized products and services procurement into 3 primary groups covering medical and non-medical procurement. The 3 groups are consisting of:



1. Medical Equipment



2. Medicines and Medical Supplies



3. General Suppliers

Procurement management under emergency situations such as COVID-19 and Ukraine war that affect product shortage and delivery inevitably has impact on BCH. However, BCH has intended to continue to provide our products and services in quality to serve our clients. Therefore, we have assessed our suppliers' products and services that may have impacts from the situations so that BCH and business partners can fulfill the needs of our customers without delay. BCH and business partners have communicated and planned to remediate the situation by having some products and services replacement for a short-term solution. BCH has also sourced and connected with new suppliers as a backup plan.

Sustainability Management in Supply Chain

BCH adheres to a sustainable business relationship with our partners and believes in the business growth of BCH and our partners. BCH also emphasizes the importance of fair business relationships, compliance with covenant, legal obligations, human rights, fair labor, and sound environmental practices. Consequently, our customers and patients will receive products and services of high quality and safety.

BCH will fairly and ethically conduct business with our partners according to the terms and conditions or any agreement. We will uphold reasonable prices, quality, and services by having these policies, including:

1. BCH will not conduct any action that may be fraudulent in trading with the suppliers. If there is information that fraudulent operations have occurred, details must be disclosed to those business partners to solve those problems with them quickly and fairly.
2. BCH will comply with the terms and conditions set with the suppliers. In case that we cannot comply with them, BCH will immediately inform them to find solutions.
3. BCH will not ask for or receive any corruptive gifts, assets, or benefits from our business partners.
4. BCH will keep and protect our suppliers' confidentiality and will not exploit and expose the information for BCH's or others' benefits.
5. BCH will promote and support our business partners to conduct their business in accordance with sustainable development which extends the focus of their business to the environment and society.
6. BCH will not conduct our 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 Selection²⁸

For recruitment, selection and procurement before registering partner account or making employment contracts or sales contracts, all of BCH's suppliers must acknowledge and accept the rules set in the supplier code of conduct in all processes before becoming our formal business partners. Their businesses must conduct themselves transparently and comply with laws, regulations, requirements, human rights, fair labor, occupational safety and environment management standards. BCH seriously follows up and evaluates supplier business conduct. Current and new suppliers must enter the competitive bid and the Approved Vendor List (AVL). They must also have qualifications according to these criteria:

²⁸ GRI 308-1, GRI 414-1



1. **The product price** must be considerable and reasonable for both sides.
2. **Quality** and certified Products and Service BCH considers from the Good Manufacturing Practice (GMP), the Certificate of analysis (COA) and other certificates. In case it is a newly launched product, the supplier must send the trial **product and its certification for BCH’s consideration**.
3. **After-sales services** are also being considered covering communications, products exchanged from damaged or expired, solutions in case of temporary shortage, lending measures, with speed and on-time shipping.
4. **Compliance with the Company's supplier code of conduct**

Suppliers Classification

BCH has assessed and classified the Critical Tier 1 suppliers by considering the high-volume sale contract in the analysis, divided as follow:

Tier of Suppliers	Amount	Share of volume
Critical Tier 1 Suppliers	32	49%
Critical Non-Tier 1 Suppliers	39	21%
Other Suppliers	547	31%
Total	618	100%

Suppliers Assessment

After the suppliers have passed the procurement process and become BCH business partners, BCH will encourage compliance with the principles and policies enforced by BCH. Our company aims to regularly assess our suppliers for the quality of products and services to be consistent with 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	32
Critical Non-Tier 1 Suppliers	39

Supply Chain Management Performance in 2023

In 2023, BCH has 618 suppliers, in which they all are from Thailand. Besides, BCH had no New Approved Vendor (NAV) in the past year.

Suppliers' classification	Unit	2021	2022	2023
Percentage of spending on Thai suppliers	%	100	100	100
Suppliers Classification				
Critical Tier 1 Suppliers	Amount	38	38	32
Percentage of total spending	%	57	57	49
Critical Non-Tier 1 Suppliers	Amount	41	41	39
Percentage of total spending	%	19	19	21
Other Suppliers	Amount	539	539	547
Percentage of total spending	%	24	24	31

Supplier Code of Conduct ²⁹

BCH acknowledges the importance of supply chain management; BCH have improved supplier code of conduct to be clearer. BCH Code of Conduct ensures that business operations consider the environment, social responsibility, and governance (ESG). It comprises 6 main categories, including business ethics, human rights and fair labor, occupational health and safety, environmental management, business continuity, and supply chain cooperation. This Code of Conduct aims to

- 1) Demonstrate our commitment to doing business fairly with our partners
- 2) Impose policies and operating procedures that all classes of suppliers and stakeholders must follow.

The Supplier Code of Conduct for BCH has been in effect since January 16, 2023. We also intend to have all our partners understand and acknowledge the Code of Conduct when considering doing business under ESG practices.

Since January 16, 2023, onwards, the company aims that all partners will acknowledge, understand, and abide by the business ethics outlined, focusing on environmental, social, and governance principles.

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

The company has sustainability criteria for assessing supply chain management, covering environmental, social, and governance issues of counterpart companies. These criteria include:



Comply with relevant environmental laws, as well as the implementation of projects and/or activities aimed at environmental conservation.



Comply with labor regulations and human rights, ensuring equal treatment and development of personnel.



Ensuring good governance of business partners involves compliance with relevant laws governing proper business conducts.

In 2023, the company assessed its top three key partners in the pharmaceutical and medical supplies category. The assessment results indicated that these partners had no significant environmental, social, or governance risks.

²⁹ The details of the code of conduct of business partners of Bangkok Chain Hospital Public Company Limited can be viewed on the company's website: <https://www.bangkokchainhospital.com/storage/document/cg/bch-code-of-conduct-for-business-partners-th.pdf>

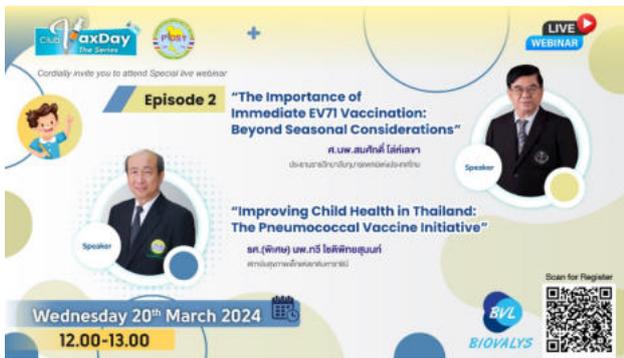
Policy on determining the repayment period for trade credit

The Company has a policy to determine the repayment period for trade credit with an average period of 30 - 90 days. Registration for new business partners will be carried out in the operation of the Company's central purchasing and accounting department. However, if it is a business partner in related to high value medical equipment, the Company will consider repaying the credit according to the installments for product delivery and installation, which may take more than 90 days, considering with the business partners on a case-by-case basis.

The Company's repayment guideline will repay in the specified period in the work system or that jointly specified with partners. There will be a round for billing and receiving checks on the 25th of every month. If it falls on a holiday, it will be moved to the next business day.

In 2023, the Company has an average trade credit repayment period of 35.4 days.

Seminar activity to develop medical knowledge of partners and medical personnel of affiliated hospitals



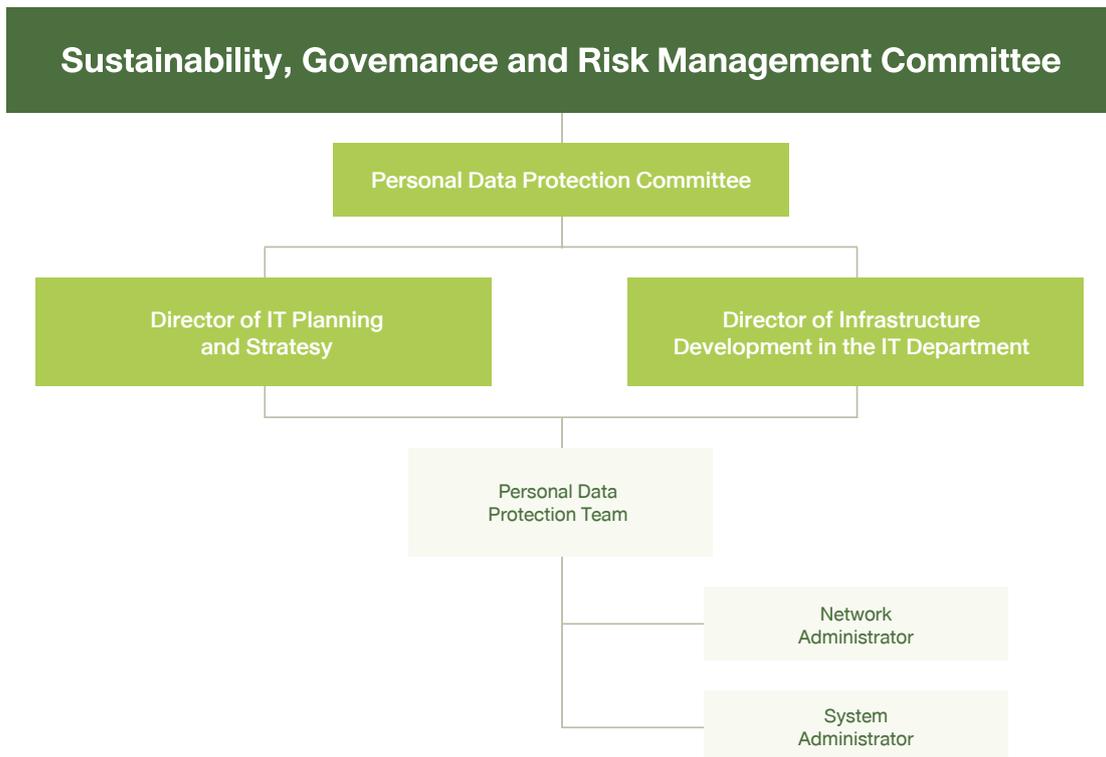
Cybersecurity and data security³⁰

The Company is aware of the importance of managing information which is of significantly importance to the Company's stakeholders. The Company aims to protect important information from cyber threats and unauthorized access to information, together with being in compliance with legal obligations to protect the information of patients and stakeholders of the Company and increase patient confidence in getting services, reduce information technology risks, and protect against potential impacts on the Company's reputation and finance.

Cybersecurity and Data Privacy Management

BCH's Information Technology and Communication unit is a core unit responsible for cybersecurity and data security. This unit reports to the Sustainability, Governance and Risk Management Committee.³¹ The Information Technology and Communication unit oversees all information systems aiming to develop and improve the protection system. It is also in charge of controlling the data collection and data accessibility. The unit has documented and implemented BCH's information security policy in accordance with ISO/IEC 27001:2019 standard. The policy covers several areas such as physical and environmental security, data center entry control, information technology system access, use of personal computers, etc.

Organizational structure for information and communication technology management



³⁰ GRI 3-3

³¹ The committee is a new name of the Risk Management committee changed on 28 February 2023

Cybersecurity Goals³²

Short-term Goals

100% Communicate cybersecurity policy to employees at headquarter within 2024

Cybersecurity Enhancement Initiatives

Malware detection, Prevention, and Removal Program Installation

In 2023, all affiliated hospitals have installed program to detect, prevent and remove malware. The programs which we use for the mentioned objectives include ESET NOD32, Kaspersky, Sangfor Endpoint Secure (Firewall protection). The programs improve cybersecurity, which is in accordance with the Company’s information technology system security policy.

Cloud Security Management

Since affiliated hospitals had collaborated with the government to treat many COVID-19 patients in the pandemic outbreak and provided vaccinating services, our website visitors and users increased. Thus, the Information Technology and Communication unit began to use Cloud Security Management intending to improve our cloud services’ security and aiming to protect the cloud service users. The cloud security improvement complied with the Personal Data Protection Act and Cyber Security Act.

Information Leakage Prevention Training

As BCH values the importance of information security as it is the credential data of patients, customers, suppliers, employees, shareholders, and stakeholders, a training course on information leakage prevention was conducted. The participants are information technology officers. The aims were to inform the officers, raise their awareness, and improve their understanding of the prevention measures for the sensitive data. The training took 5 hours.



³² GRI 3-3

Data Privacy

Goal ³³

Short-term Goals

Revision policy and consider complaints regularly every year

BCH Privacy Notice

BCH value personal data of all relevant stakeholders given to our companies. We commit to secure the information provided to build trust in BCH’s services and activities. Therefore, BCH has developed a Privacy Notice published in public and in accordance with the Personal Data Protection Act B.E.2562. All the stakeholders covered by this policy are customers, personnel, shareholders, investors, directors, and business partners.

Personal data collected from 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, health information;
- Contact information such as address, phone number, email;
- Patient Service History such as date of admission, treatment end date, appointment information, treatment department, room number;
- Financial Data such as medical expenses, insurance data, income, Social Security information, bank account.

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 within 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 for other hospital in case of patient referral
- To proceed claims from insurance companies or reimbursement of medical costs
- To comply with the Health Facility 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 for products and services improvement
- To establish marketing objectives (consent required)

³³ GRI 3-3

³⁴ Privacy policy: <https://www.bangkokchainhospital.com/th/privacy-policy>

Rights of Data Subject

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

- Right to access and obtain copy
- Right to receive and transfer personal data
- Right to object
- Right to request for erasing
- Right to request for restricting
- Right to edit
- Right to complain
- Right to withdraw consent

Contacting Channels for Personal Data Complaints

BCH has prepared channels for personal data complaints from our stakeholders to utilize their rights of the data subjects. These channels are also used for complaining about leaks or breaches of personal data. This would show BCH’s transparency on the use and process of the collected personal data. The Company will immediately manage the complaints when receiving one.

Data Protection Officer

Bangkok Chain Hospital Public Company Limited

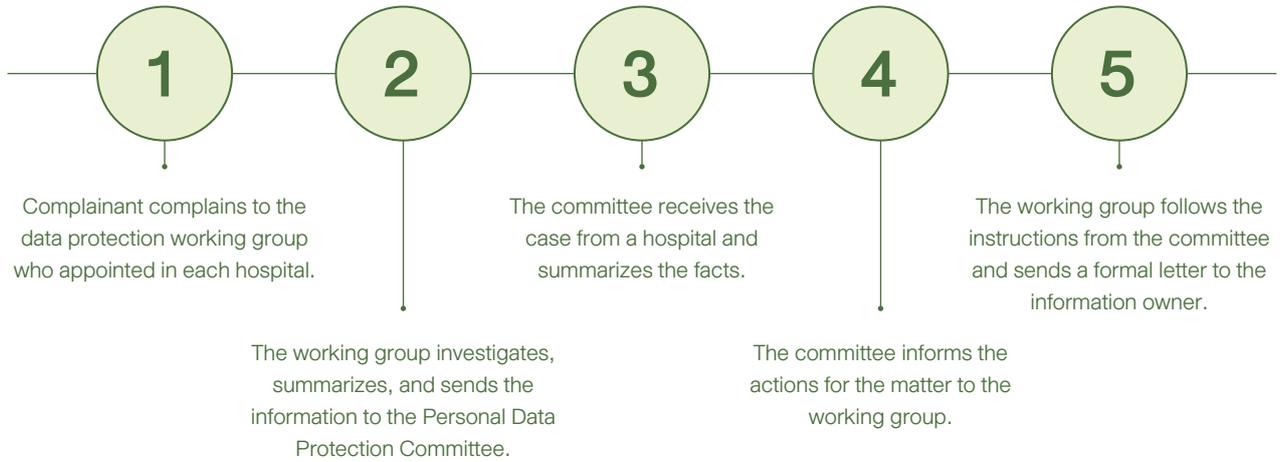
Address: 44 Moo 4, Pakkred Subdistrict, Pakkred District,
Nonthaburi Province, 11120

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 Case
Complaints from external parties	7	7
Complaints from regulatory	0	0
Confirmed case of personal data breaches	0	0

Data Privacy Trainings

PDPA Trainings for Managers and Hospital Staffs

BCH subsidized fund for employee in PDPA training, the objective is to acknowledge employee understanding framework of the Personal Data Protection Act and encourage employee to have good conduct of personal data both customer and their own.

Personal Data Management for Data Protection Office (DPO) and relevant staffs

To improve data privacy management efficiency, BCH organized a Personal Data Management training program for Data Protection Office (DPO) and relevant staff, the objective is to acknowledge employees understand the roles and responsibility of DPO and manage personal data for operational use.

Technology and innovation

The Company values the importance of bringing modern medical technology to use together with specialist doctors' treatment to increase efficiency in treating disease, which is in accordance with the Company's objective that aims to raise the patient's quality of life to return to normal life, create outstanding treatment, and increase good experience in patient's service to be different from other hospitals.

Technology and Innovation Goal³⁵

The Company's goal

Launch innovation contest within affiliate hospital and support innovation development annually

Continuous Quality Improvement (CQI) & Innovation Contest 2023

Kasemrad Hospital Saraburi has conducted Continuous Quality Improvement (CQI) & Innovation Contest 2023. There are medical personnel sending quality improvement work more than 44 sections, divided into Clinic innovation and Non-Clinic innovation. The contest committee has provided advice to extend work presenter's knowledge, which will lead to continuous improvement activities.



³⁵ GRI 3-3

Exhibition "Innovation and Technology and Treatment" from specialized medical center

Kasemrad Hospital Sriburin has organized the hospital's treatment technology exhibition and special lecture in the topic of "Business direction WELLNESS & HEALTHCARE 2023" by Prof. Dr. Chalerm Hanphanich, M.D., Executive Chairman of Bangkok Chain Hospital Public Company Limited, and Mr. Itthipong Yodprasit, M.D., Director of Kasemrad Sriburin Hospital, and discussion in the topic of "Chiang Rai's opportunities in the Wellness & Healthcare business 2023" by Dr. Anurat Intorn, President of the Chamber of Commerce, Chiang Rai Province, Mr. Pakpoom Phonphisit, CEO of Piman Inn Hotel, Ms. Nongyao Netprasit, President of the Northern Travel Association, Chiang Rai Province, Mr. Promporn Jindawong Netharn, President of the Provincial Tourism Industry Council, at Somchai Tangpromphan M.D. Conference Room, 2nd floor, Sriburin Specialist Medical Center Building.



Technology and Innovation awards/standards

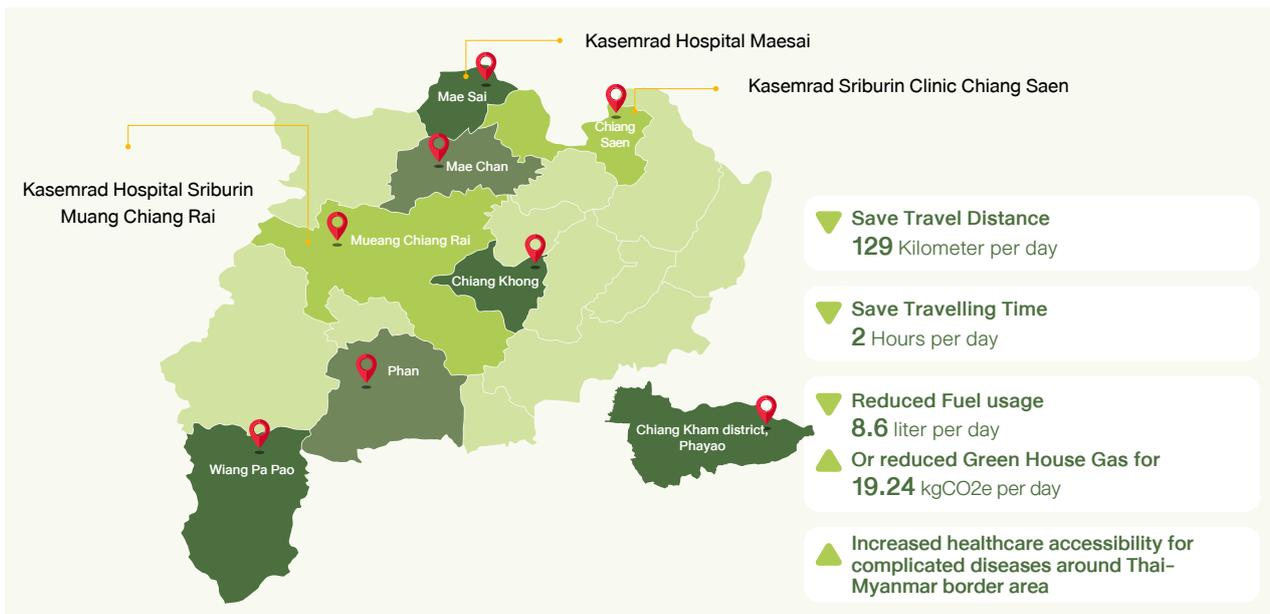
- BCH received service standards on providing Assisted Reproductive Technology by Protection of a Child Born through Assisted Reproductive Technology from The Ministry of Public Health.
- BCH received Hemodialysis Standards by The Royal College of Physicians Thailand (RCPT).

Outstanding Technology and Innovation

Telehospital

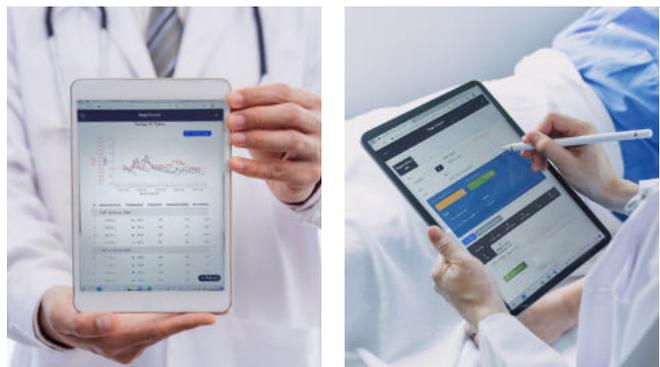
Kasemrad Hospital Sriburin developed Telehospital in 2022, to enhance medical operations between affiliate hospital namely Kasemrad Hospital Sriburin, Kasemrad Hospital Maesai, Kasemrad Sriburin Clinic Chiang Saen.

Kasemrad Hospital Sriburin that has readiness regarding medical personnel and complicated diseases treatment can provide Telehospital service to the patients in other affiliated hospital that lacks specialized doctors and medical staffs quickly. This innovation can save time, reduce cost, solve medical staff shortage and create opportunities for people around the border area to access superior healthcare.



Sriburin Easy Round

Kasemrad Hospital Sriburin developed Sriburin Easy Round system in 2022, to support the doctor when providing examinations for IPD patients. Sriburin Easy Round can collect precise medical information through a tablet computer, which reduced dependency on paper, in the same time the treatment results from Sriburin Easy Round can be efficiently used and analyzed for better treatment.



PACS System

Picture Archiving and Communication System (PACS) is a medical image securely store that can digitally transmit electronic images and clinical reports with DICOM standard protocol such as X-Ray Images shown on the computer both internal and external of the hospital, to assist the doctor in tracking result and improve quality of medical treatment.

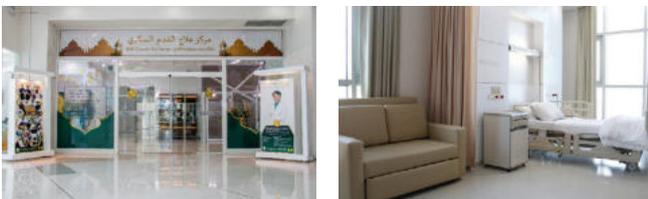
Diagnostic Imaging Center at World Medical Hospital applies PACS to store clinical information, which convenient to search X-Ray Images and all clinical reports.



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 have no need to amputate their legs. With high technology medical equipment such as Versajet debridement, Hyperbaric Oxygen Therapy, and Ultra Sonic, and providing high quality custom-made shoes for each patient, which can prevent the risk of complications and amputation.



Blastocyst Culture Technology



World Medical Hospital provides In Vitro Fertilization (IVF) service with Blastocyst Culture technology, along with chromosome analysis to detect abnormalities before transfer to the uterine cavity by an IVF specialist doctor to increase the success rate of IVF.



Hybrid Assistive Limb

World Medical Hospital developed Physical medicine and rehabilitation service for abnormal gait patient such as a patient with stroke, a patient with a spine injury, by launching Hybrid Assistive Limb service with Cyberdyne that combine assistive from robotics and signal from the nervous system through the skin. Cyberdyne rehabilitates abnormal gait, recovery joint, core body muscle, and hip muscle, and increases the chance to walk normally again if the patient gets rehabilitated regularly.



Minimally Invasive Surgery

Affiliate Hospital developed a Minimally Invasive Surgery service, to provide Laparoscopic surgeries such as Endoscopic spine surgery, and Endoscopic Surgery for Bladder, general small surgery, and Gynecologic Laparoscopic surgery, which help patient recovery and return to normal life faster.

MIS ทำไมถึงควรเลือก "การผ่าตัดผ่านกล้องแผลเล็ก" **Why Minimally Invasive Surgery ?**

- แผลเล็กกว่า (Small Incision)**: ผ่าตัด เจ็บน้อยกว่า มีรูแผลขนาดเล็ก ไม่ค่อยเจ็บแผลหายเร็ว 1-2 สัปดาห์ ระยะพักฟื้น 3-4 สัปดาห์ ในตัวผู้ป่วย โดยที่ผลการรักษา จะไม่ด้อยไปกว่าเป็นการผ่าตัดแบบมาตรฐานเท่าที่ควร
- การผ่าตัดแม่นยำสูง (High Accuracy)**: กล้องช่วยทำให้ศัลยแพทย์ เข้าถึงอวัยวะเป้าหมายได้แม่นยำกว่าการผ่าตัดแบบมาตรฐาน ช่วยลดความเสี่ยงต่ออวัยวะข้างเคียง
- ระยะพักฟื้นน้อย (Short Hospital Stay)**: ระยะเวลาที่นอนโรงพยาบาลจะสั้นกว่า เมื่อเทียบกับวิธีการผ่าตัดแบบมาตรฐาน
- เนื้อเยื่อถูกทำลายน้อย / แผลเป็นหลังการผ่าตัดน้อยกว่า (Less Injury to Tissue, Less Scarring)**: ผลกระทบกับอวัยวะข้างเคียงจะน้อยลง
- ลดความเจ็บปวดหลังการผ่าตัด (Reduced Postoperative Pain)**: เนื่องจากแผลผ่าตัดมีขนาดเล็ก ส่งผลให้เจ็บปวดหลังการผ่าตัดน้อยกว่าการผ่าตัดแบบมาตรฐาน
- ฟื้นตัวเร็ว (Fast Recovery)**: ผู้ป่วยสามารถกลับไปใช้ชีวิตประจำวันได้เร็วกว่าการผ่าตัดแบบมาตรฐาน
- ค่าใช้จ่ายโดยรวมไม่สูงมาก (Controlled Cost)**: ในระยะยาวค่าใช้จ่ายการผ่าตัดแบบ MIS จะต่ำกว่าการผ่าตัดแบบมาตรฐาน

MIS ทำอะไรได้บ้าง ?

โรงพยาบาลเกษมราษฎร์ ศรีบุรินทร์ ให้บริการผ่าตัดผ่านกล้องแบบแผลเล็ก ดังนี้

1 การผ่าตัดกระดูกสันหลังแบบแผลเล็ก (Minimally Invasive Spine Surgery)

สามารถทำได้ในหลายโรคเกี่ยวกับกระดูกสันหลังที่มีข้อบ่งชี้ว่าต้องผ่าตัด เช่น **อาการปวดหลังเรื้อรัง** ซึ่งเป็นหนึ่งในสาเหตุอันดับต้นๆที่ทำให้ผู้ป่วยมารับการรักษาที่โรงพยาบาล บางรายมีอาการแสดงของการทับเส้นประสาท เช่น **ปวดร้าวลงขา ชา หรืออ่อนแรง**



หากได้รับการรักษาแบบประคับประคองโดย การรับประทานยาหรือทำกายภาพบำบัดแล้ว อาการดังกล่าวก็ยังไม่ดีขึ้น ศัลยแพทย์อาจ พิจารณาเลือกการผ่าตัดกระดูกสันหลังแบบ แผลเล็ก คือ การผ่าตัดหมอนรองกระดูกทับ เส้นประสาทผ่านกล้อง (Microendoscopic Discectomy) โดยไม่จำเป็นต้องตัดกล้ามเนื้อ ออกจากกระดูกสันหลัง

2 การผ่าตัดผ่านกล้องแผลเล็กทางสืบพันธุ์ (Laparoscopic Gynecologic Surgery)

เป็นหนึ่งในวิธีการรักษาโรคงอของสตรีโดยใช้วิธีการ ผ่าตัดแล้วสอดกล้องผ่านเข้าไปในช่องท้อง เพื่อตรวจวินิจฉัย และรักษาโรคนี้อีกในบริเวณอุ้งเชิงกราน ซึ่งหมายรวมถึง รังไข่ มดลูก ท่อนำไข่ และบริเวณใกล้เคียง



- วินิจฉัย ประเมินเรื่องการปวดท้องน้อยทั้ง เรื่องรังไข่และอวัยวะอื่น
- การทำหมัน (Tubal Sterilization) โดยวิธีการ ตัดรังไข่หรือท่อนำไข่จากชีวิตสืบพันธุ์จะขึ้นอยู่กับ อายุของผู้ป่วย โดยเฉลี่ยประมาณ 1-3% ใน ระยะเวลา 10 ปี
- การสลายพังพืดในอุ้งเชิงกราน (Lysis of Adhesion) อันเป็นสาเหตุของภาวะมีบุตรยาก หรืออาการปวดท้องน้อยเรื้อรัง
- การรักษาภาวะเยื่อโพรมดลูกเจริญผิดที่ (Treatment of Endometriosis)
- การรักษาภาวะตั้งครรภ์นอกมดลูก (Treatment of Ectopic Pregnancy) โดยการตัดท่อนำไข่ หรือการ ผ่าเปิดช่องท้อง
- การรักษาเนื้องอกรังไข่ (Ovarian Cystectomy and Oophorectomy)
- การรักษาเนื้องอกที่มดลูก (Myomectomy and Hysterectomy)
- วินิจฉัยพยาธิสภาพอื่นๆ ในอุ้งเชิงกราน

3 การผ่าตัดผ่านกล้องแผลเล็กโรคศัลยกรรมทั่วไป (Minimally Invasive General Surgery)

- ลดขนาดกระเพาะอาหารเพื่อลดน้ำหนัก Laparoscopic Bariatric Surgery
- โรคไทรอยด์ (คอพอก) Endoscopic Thyroidectomy
- โรคกระเพาะลำไส้ใหญ่และทวารหนัก Laparoscopic Colorectal Surgery
- โรคไส้ติ่งอักเสบ Laparoscopic Appendectomy
- โรคนิ่วในถุงน้ำดี Laparoscopic Cholecystectomy
- โรคไส้เลื่อน Laparoscopic Herniorrhaphy
- ลดหัวใจที่รักแร้และหน้าอก Thoracoscopic Sympathectomy

4 การผ่าตัดผ่านกล้องแผลเล็กโรคทางเดินปัสสาวะ (Minimally Invasive Urological Surgery)

รักษาโรคที่เกิดในระบบทางเดินปัสสาวะเกือบทุกอวัยวะ สามารถมองเห็น อวัยวะที่จะผ่าตัดที่อยู่ในที่แคบได้ดี

ข้อบ่งชี้ในการผ่าตัดผ่านกล้องโรคทางเดินปัสสาวะ:

1. ต่อมลูกหมากโต ปัสสาวะไม่ออก
2. ก้อนน้ำในเนื้อไตขนาดใหญ่ ชนิดธรรมดา
3. เนื้องอกในกระเพาะปัสสาวะระยะเริ่มต้น ปัสสาวะเป็นสีปนเลือด



4. นิ่วในระบบทางเดินปัสสาวะ: การรักษาขึ้นอยู่กับขนาดและตำแหน่งของนิ่ว ที่ไม่สามารถ หลุดออกได้เองมีแนวทางการรักษาด้วยการผ่าตัดผ่านกล้องหลายวิธี ได้แก่



Prostate water vapor therapy : Rezum

Water vapor therapy is a simple and safe alternative enlarged prostate treatment for those who do not want surgery or medication because of side effects.

- ✓ No wound
- ✓ Low risk
- ✓ Does not affect potency

ทางเลือกใหม่ “รักษาต่อมลูกหมากโต” ด้วยไอน้ำ

Prostate Water Vapor Therapy (REZUM)

169,000 บาท

✓ ไร้แผล ✓ เสี่ยงน้อย ✓ ไม่กระทบสมรรถภาพ

เหมาะกับผู้ป่วยต่อมลูกหมากโตที่มีภาวะ-ดังต่อไปนี้

- ผู้มีอายุ 50 ปีขึ้นไป มีขนาดต่อมลูกหมาก 30-80 กรัม
- ผู้ที่มีปัญหาสุขภาพ ไม่ยากับการผ่าตัด
- ผู้ที่ไม่ต้องการยาฮอร์โมน
- ผู้ที่ไม่ต้องการยาต้านการอักเสบ
- ผู้ที่ต้องการรักษารักษาทางยา
- ผู้ที่ต้องการรักษารักษาทางยา
- ผู้ที่ต้องการรักษารักษาทางยา

UW.พงษ์ศักดิ์ กาแดง

Sleep test

SLEEP TEST คืออะไร?

คือการตรวจเพื่อสังเกต และวัดการทำงานของระบบต่างๆในร่างกาย ขณะนอนหลับ เช่น ระบบการหายใจ การทำงานของคลื่นไฟฟ้าสมอง กล้ามเนื้อหัวใจ ระดับออกซิเจนในเลือด และกล้ามเนื้อ ฯลฯ เมื่อตรวจ 50 นาทีหาความผิดปกติของระบบเหล่านี้

ใครควรได้รับการตรวจ

- ผู้ที่นอนกรนเสียงดังผิดปกติ
- ผู้ที่สะดุ้งตื่นตอนกลางคืนมาหลายครั้ง
- ผู้ที่ตื่นมาเชื่องๆทุกเช้าไม่สดชื่น แม้จะนอนอย่างเพียงพอ
- ผู้ที่มีอาการง่วงนอนผิดปกติ เช่น นอนหลับง่าย ฯลฯ
- ผู้ที่มีอาการเป็นโรคต่างๆ เช่น หัวใจวาย ความดันโลหิตสูง ฯลฯ
- ผู้ที่แพทย์สงสัยว่า อาจเป็นโรคนอนหลับ (Narcolepsy)

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Sleep test observes and measures the functioning of various systems in the body while sleeping, such as breathing system, electrical brain wave, ECG, blood oxygen level, and muscles in order to diagnose sleep disorders.



Environmental Dimension



Environmental Sustainability

Climate change and environmental degradation are current environmental issues that Thailand is facing. This has led to an increase in the global average temperature, natural disasters, water scarcity, and the inability to meet the needs of various sectors. Furthermore, it has also affected the quality of life and caused economic damage. Therefore, our Company recognizes the importance and need to play a role in caring for natural resources and the environment. To achieve this, the Company has assessed key sustainability issues related to the environment to plan and manage organizational risks and impacts that may arise from our operations. These key sustainability issues include climate change, water and wastewater management, energy, and waste management.



Environmental Management Guidelines

BCH operate business with a sense of responsibility towards the environment, striving to alleviate or minimize the adverse impacts, both direct and indirect. To achieve this objective, the Company has formulated an Environmental Management Policy to serve as a framework for effective and efficient management of the environment and communities, encompassing all its employees, partners, contractors, and stakeholders. Outlined below are the practical guidelines:

Environment of Care Committee: ECC

BCH establishes the Environment of Care Committee (ECC) to conduct environmental and safety operations efficiently. The committee has a duty to assess problems that have impact on the environment and safety of hospital staff, clients, and nearby communities, as well as planning environmental risk management program that may arise from the hospital's business operations.



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



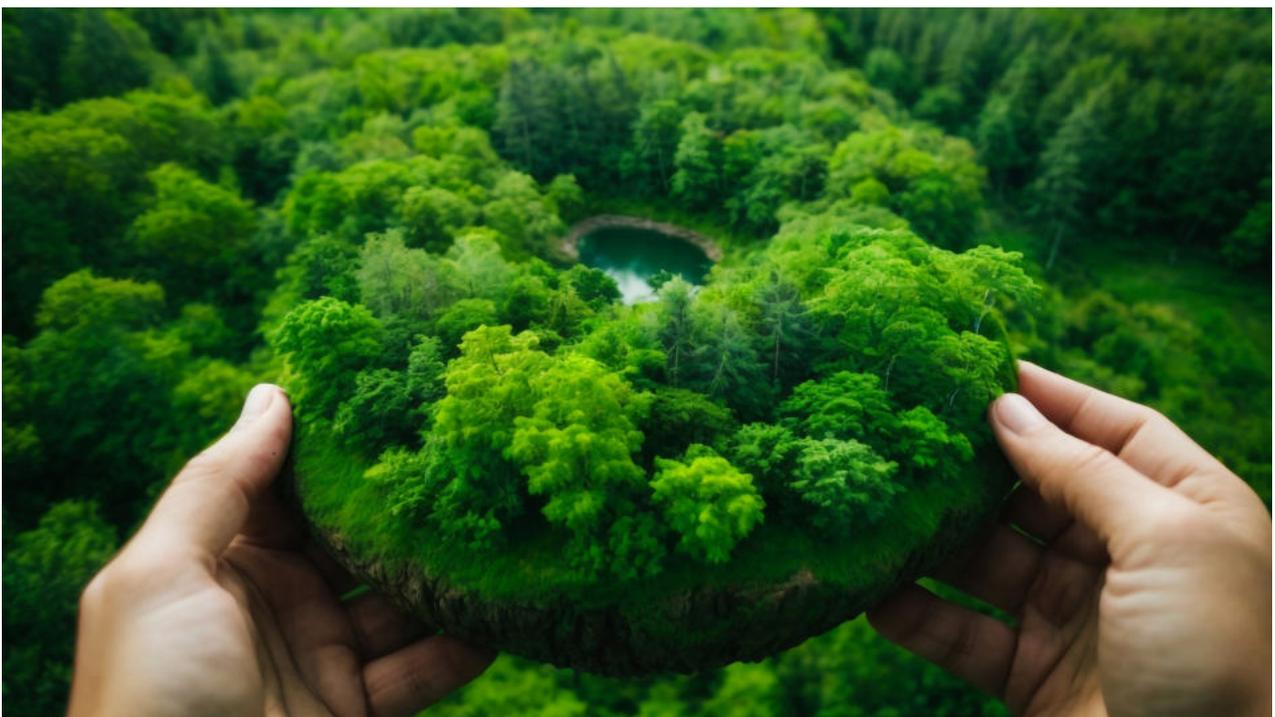
Conduct, cooperate on or control strict compliance with legislative intent and regulations issued by regulatory agencies



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



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



Energy management, and climate change

Energy Management

The core operations of our business heavily depend on electricity as the primary source of energy. Therefore, BCH recognize the importance of optimizing energy consumption and minimizing environmental impact. To this end, BCH has implemented the several programs and initiatives aimed at enhancing energy conservation, including a comprehensive energy conservation training program for our employees, the replacement of inefficient light bulbs with energy-efficient LED bulbs, installation of solar roof top panels, and the replacement of energy-inefficient fans.

Conservation Policy³⁶

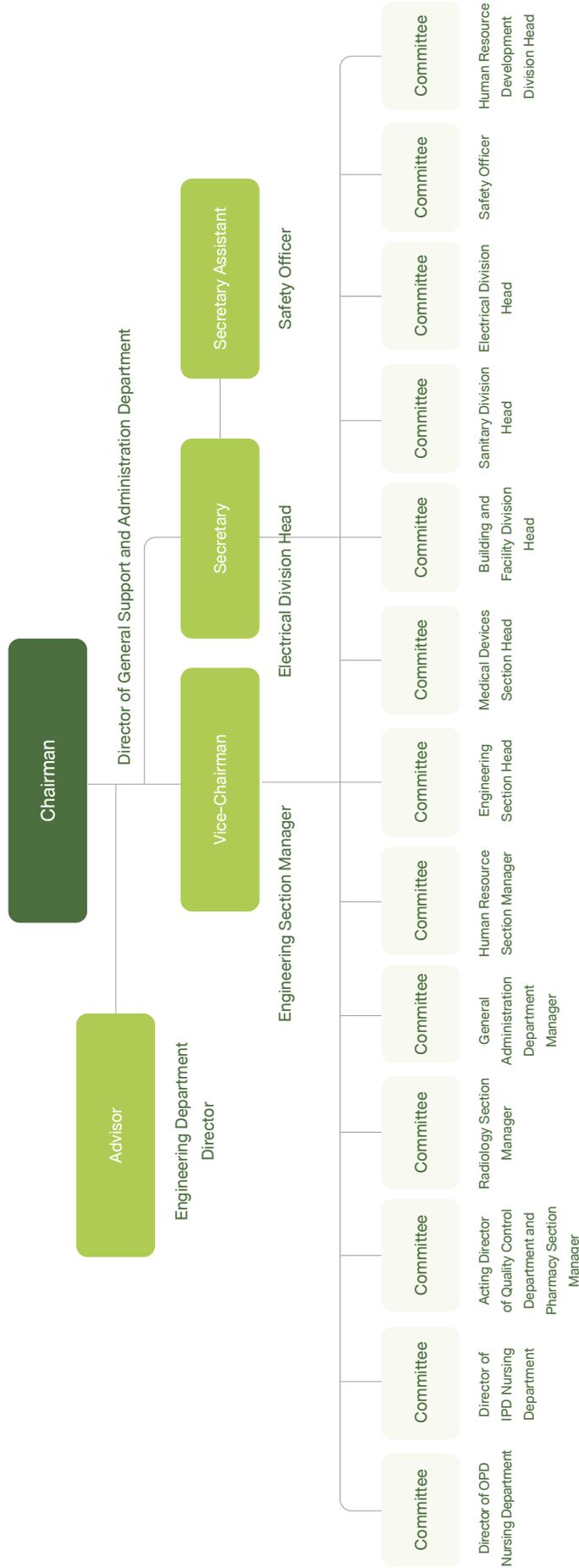
Affiliate hospital has assigned the Energy Conservation Committee to manage energy in accordance with the Energy Conservation Policy, covering various aspects of energy management such as methods of energy management, coordinating training programs to promote efficient energy use, and reporting on energy management outcomes to hospital management. However, BCH has a plan to establish the energy management plan in 2024.



³⁶ GRI 3-3

Energy Conservative Committee: ENC

Affiliate hospital is dedicated to enhancing the 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 arranges training program to raise employees' awareness. The ENC members are composed of Chairman, Vice-Chairman, Committee Advisor, Secretary, Secretary Assistant and Committees as follows.



Energy Management Audit Committee: EAC

Affiliate hospital has established the Energy Management Audit Committee (EAC) to monitor 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.

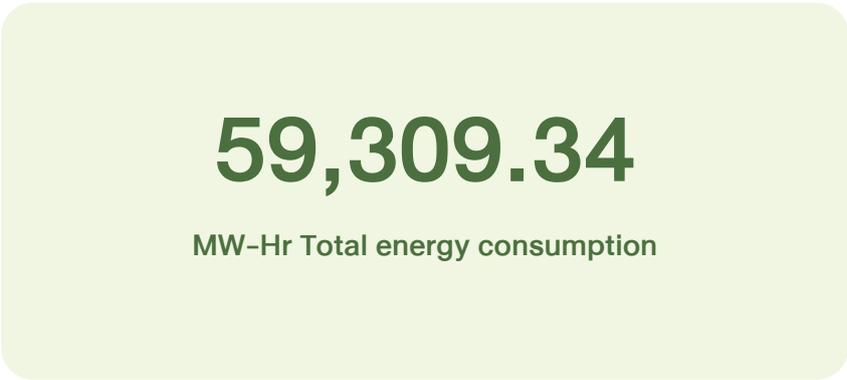
Energy Conservation Goals ³⁷

The Company has an energy conservation goal to reduce energy consumption of the whole hospital network by 0.3 percent within 2024 (baseline year 2022) by cooperating with affiliated hospitals to operate energy-saving projects such as

- Installing more solar rooftops
- Replacing inefficient equipment with energy-efficient equipment
- Installing building film to reduce external heat
- Changing to high performance chiller
- Organizing training programs and public relations for personnel to have energy-saving consciousness.

Energy Management and Performance ³⁸

Energy consumption in affiliated hospitals can be divided into 2 categories namely electricity and diesel generators. In 2023, affiliated hospitals required 59,309.34 Megawatt-hours (MWh) of electricity supplied by the Metropolitan Electricity Authority and diesel consumption was 59,309.34 Megawatt-hours (MWh).



Nevertheless, the Company remains committed to continuous energy conservation projects to ensure efficient energy use and reduce environmental impact and community impact.

³⁷ GRI 3-3

³⁸ GRI 302-1, GRI 302-3

Energy Management Initiatives for affiliated hospital³⁹

1. Changing to high performance chiller

The Company has replaced old chiller with high performance chiller, which reduces electricity consumption and increases ventilation.

2. Window Film for Building Installation Project to reduce solar heat

Company has installed window film for building, which is designed to reduce solar heat volume through window. This makes the temperature in the building lower, which helps reduce electricity consumption and increase solar reflection.



Energy Management Initiatives for affiliated hospital

1. Energy Conservation and Big Cleaning Day Projects

The affiliated companies have installed an EV Charging Station at the hospital area to facilitate customers and encourage them to use the electric vehicles which are environmentally friendly. Electric vehicle reduces both air and noise pollution, thereby minimizing environmental impact. Additionally, it helps conserve energy by reducing the need for fuel.



³⁹ GRI 3-3

Furthermore, the affiliated companies organized a big cleaning day project aimed at tidying up equipment and buildings, both indoors and outdoors. The project encompassed cleaning air conditioners, parking lots, and garden areas. As a result, the hospital environment was improved, and the workload on air conditioners was reduced, thereby enhancing equipment efficiency and contributing to reduce energy consumption.



2. Solar Rooftop Installation Project

The Company has begun installing solar cells on newly constructed hospital buildings and parking roofs since 2020, as part of indirectly reducing the emission of greenhouse gases. Currently, a total of 4 solar rooftops have been installed at Kasemrad Hospital Prachinburi, Kasemrad Hospital International Aranyaprathet, Kasemrad Hospital Saraburi, and Kasemrad Hospital Sriburin, and is under installation at another 5 locations: Kasemrad Hospital Bang Khae, Kasemrad Hospital Prachachuen, Kasemrad Hospital Chachoengsao, Kasemrad International Hospital Ratthanatibeth and Karunvej Pathum Thani Hospital.



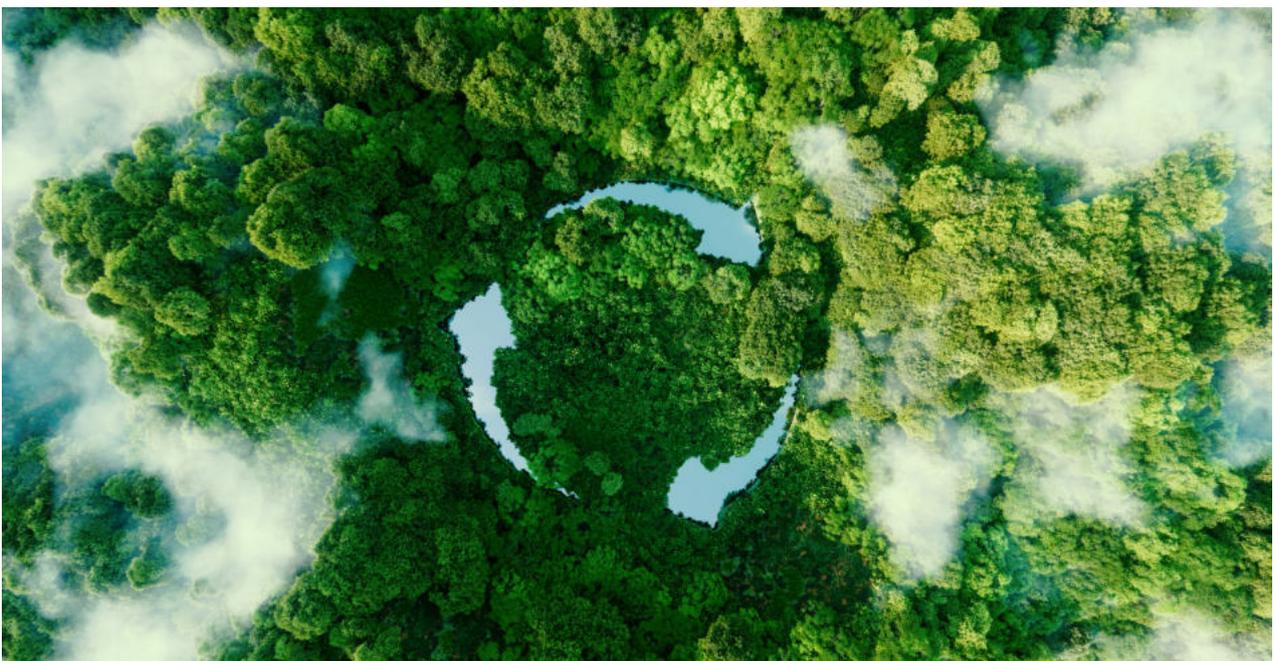
Pictures of solar cell on the parking roof of Kasemrad Hospital Prachinburi



Pictures of solar cell on the parking roof of Kasemrad International Hospital Aranyaprathet

Climate Change Management

Climate change and global warming have caused widespread impact to the economy, society, and the environment. Natural disasters and average global temperature from climate change are becoming more frequent and severe. Therefore, BCH places strict importance on climate change management. It is noteworthy that the scope of our climate change management program encompasses data from the World Medical Hospital.



Greenhouse Gas Emissions and Performance of Affiliated Hospital in 2023⁴⁰

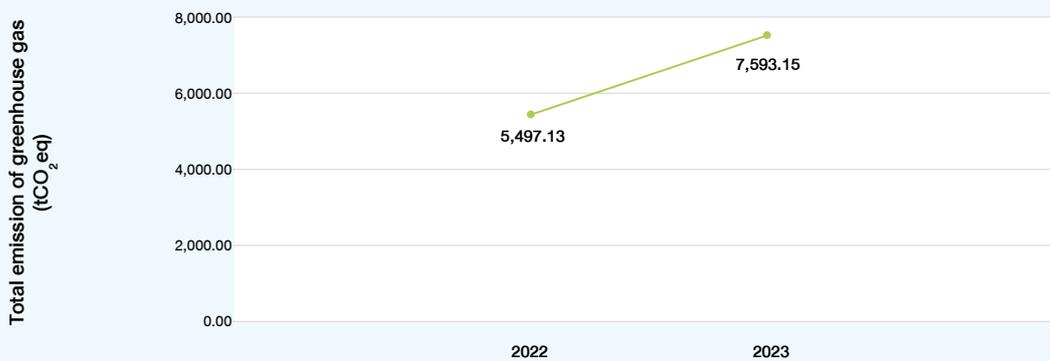
Affiliated hospital has undertaken an estimation of its greenhouse gas emissions in accordance with IPCC 2006. The affiliated hospital has reported a total greenhouse gas emission of 29,672.46 tCO₂eq, which is composed of two distinct categories of emissions, namely direct emissions (scope 1) and indirect emissions (scope 2). A detailed analysis of the hospital's greenhouse gas emissions performance is presented below.



29,672.46

tons of carbon dioxide equivalent Indirect greenhouse gas emission (Scope 2)

Total emission of greenhouse gas between 2022 and 2023



⁴⁰ 305-1, GRI 305-2

Climate Change Management Initiatives for BCH ⁴¹



1. “Care the Bear” Project

The Company participated in the Stock Exchange of Thailand's "Care the Bear" project, underscoring its dedication to managing climate impacts and fostering sustainable business operations. This involved contributing to the reduction of greenhouse gas emissions from the Company's operations and activities.

2. CEO Roadshow

The Company has changed CEO Roadshow to online to help reduce the energy consumption, resources usage from transportation and meeting room preparation and greenhouse gas emissions.



⁴¹ GRI 3-3

Water and Wastewater Management

Currently, climate change impact has exacerbated the drought situation, flood situation, and water access issue. BCH recognizes the significance of water management to reduce impacts on community and environment surrounding the hospital and prevent water stress. Therefore, BCH has assessed water stress areas using the Aqueduct Water Risk Atlas of World Resources Institute in 15 affiliated hospitals area and 1 clinic. It was found that Kasemrad Hospital Chachoengsao, Kasemrad Hospital Prachinburi, and Kasemrad Hospital Ramkhamhaeng, have extremely high-water stress.⁴²

However, the Company has a project to reduce the amount of water used, in order to decrease the impacts that may arise from water shortages, and preserve water resources sufficient for the consumption of all sectors, i.e. campaigning for employees and people who come to use hospital services to use water economically by closing the faucet tightly every time when not in use. In addition, the Company has a project to maintain water supply to be efficient and always in ready-to-use condition to reduce water loss from damaged equipment. The scope of the report on water management covers only the World Medical Hospital data.

Water Conservation Goal⁴³

The Company has a water conservation goal to reduce water consumption of the whole hospital network by 0.3 percent within 2024 (the baseline year 2022) by cooperating with affiliated hospitals to operate water conservation projects such as replacing water taps with automatic water taps in crowded areas such as customer toilets and encouraging employees about saving water.

Water Use and Water Quality of Affiliated Hospital

In 2023, affiliated hospitals sourced its water supply from the Metropolitan Waterworks Authority in the amount of 75,953 cubic meters for cleaning and ventilation. The hospital also test reserve water supply monthly such as pH, Total Dissolved Solids (TDS), Total Hardness, Total Coliform, and Total Fecal Coliform. Additionally, water samples are collected annually from various locations within the hospital to evaluate the overall water quality such as Total Coliform, E-Coli, STD Plate Count. The testing results comply with the Department of Health's water supply quality standard B.E. 2563 as follow.

Indicator	Frequency	Standard
Water reserve system		
pH	Monthly	7.0-8.5
TDS		Less than 500 ppm
Total Hardness		100 mg/l as CaCO ₃
Total Coliform		Not found
Total Fecal Coliform		Not found

⁴² GRI 303-1

⁴³ GRI 3-3

Indicator	Frequency	Standard
Water sampling		
Total Coliform	Annually	Not found
E-Coli		Not found
STD Plate Count		Less than 500 ppm

Remark: Standard in accordance with the Department of Health's water supply quality standard B.E. 2563

Wastewater Management in BCH Affiliate Hospitals⁴⁴

In 2023, affiliate hospitals generated 59,746 cubic meters of wastewater, which was directed to the wastewater treatment system with a daily capacity of approximately 875 cubic meters. External companies were contracted to oversee the optimization and management of the wastewater treatment systems and conduct regular analyses of the wastewater quality. The Company also collects wastewater samples to test the quality regularly. For the wastewater quality testing results for the year 2023, it was found that the results of every indicator were in accordance with the Ministry of Natural Resources and Environment Announcement Standard on wastewater drainage control standard from certain types and sizes of buildings, B.E. 2548 which stipulates that treated wastewater that has characteristics as specified by law will be further drained to the public sewer.

Performance of Affiliated Hospitals in 2023⁴⁵

Total Water Withdrawal **75,953** cubic meters
 Water withdrawal per revenue **0.045** cubic meters/million Bath revenue

Water discharge **59,746** cubic meters



⁴⁴ GRI 303-1, GRI 303-2

⁴⁵ GRI 303-3, GRI 303-4

Water Management Guidelines of World Medical Hospital⁴⁶

To mitigate the impact associated with water usage in our hospital. Our water management guidelines include:

1. Water Reduction

World Medical Hospital understands water resources are essential for hospital operations and patient care. Thus, there are guidelines for reducing water consumption, which involve the building and facility maintenance team inspecting the hospital's water system to prevent leaks and damage. The system is checked every month to ensure it is functioning properly. Additionally, there are campaigns to promote water conservation among staff, which include internal communication materials, and the replacement and installation of automated water faucets for external service users.



2. Water Reuse

World Medical Hospital launched the water saving project by reusing wastewater. The wastewater will be filtered by Reverse Osmosis to be clean before using in areas that do not affect clients such as cleaning toilet, floor and watering the garden.



⁴⁶ GRI 303-3

Waste Management

Waste management is a challenge for environmental management. The Company and its affiliated hospitals realize that the business of providing healthcare services requires a large amount of consumables, especially during the COVID-19 pandemic. The Company is therefore committed to separating waste and decreasing the amount of waste generated in hospitals. The Company adheres to waste management guidelines based on the 3Rs, namely reducing, reusing, and recycling to reduce environmental impacts from improper waste disposal.

The Environment of Care Committee (ECC) was established with responsibilities to set policies and plan, supervise general, recycled, infectious, and dangerous waste management to comply with legal obligations, and find measures to solve waste management problem to not affect the patients, employees, visitors, and surrounding communities. In addition, the ECC also works with the Prevention and Control Infection Committee to supervise waste separation and storage and provide knowledge to officers and contractors who come to work in the hospital area. This is to ensure that the Company controls and manages waste from hospital service and creates confidence that all types of waste are managed correctly and appropriately according to related requirements. In 2023, the Company has conducted waste management project and various ongoing projects, i.e. campaign project for service users to use cloth bags to receive medicine instead of plastic bags, trash-for-eggs project, training program to prevent and stop the spread of infections caused by infectious waste.

Waste Reduction Goal⁴⁷

The Company has a waste reduction goal to reduce waste per patient by 5 percent within 2024 (baseline year 2022) by cooperating with affiliated hospitals to improve waste management such as encouraging employees to reduce the usage of a single-use package and reduce waste from food.

Waste Management in Hospital

Hospitals are one of the sites that generate a large amount of waste including general waste, recycled waste, hazardous waste, and infectious waste. BCH has established safe waste management such as an infectious waste disposal in red bags and segregation in designated areas to prevent the spread of infectious disease.



⁴⁷ GRI 303-3



General Waste

- Dry Waste
- Wet Waste



Recycle Waste

- Wastepaper and Cardboard and Plastic Recycling
- Bottle recycling



Infectious Waste

- Infectious Waste 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

Operational Goals



Goal for **2023**

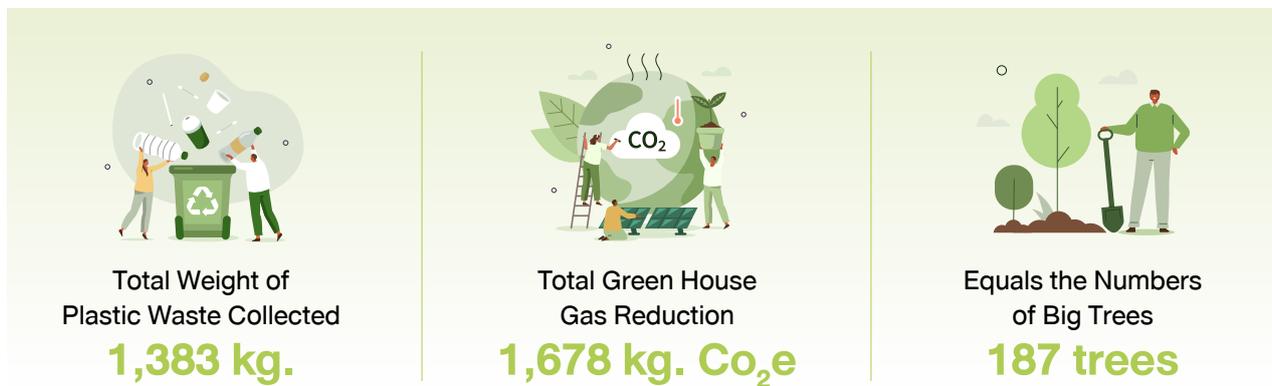
No residual or smelly garbage

⁴⁹ GRI 303-3

Waste Management Initiatives in BCH Affiliate Hospitals ⁵⁰

The Company and Hospital promote strict waste separation, with separation of a large amount of waste generated from hospital operations including general waste, recycled waste, hazardous waste, and infectious waste. BCH has established safe waste management such as an infectious waste disposal in red bags and collect in a container with a tight lid to prevent the spread of infection before transporting infected waste to the dedicated room and sent to be disposed of in the correct way.

As for plastic waste in 2023, the Company joined the "YOU Turn" project, which was established by PTT Global Chemical Public Company Limited under the concept of comprehensive waste management with the principles of a sustainable circular economy. The project will take plastic waste into the recycling process and the processing process to return it to a product that can be used again. In the first phase, the Company sold 1.38 tons of clear and blue plastic bottles of Kasemrad Vitamin Drinking Water, equivalent to reducing greenhouse gas emissions by 1.67 tons of carbon dioxide or planting 187 large trees



3. Training on Infectious Waste Management

BCH concerns the safety of staff, patients, customers, and nearby communities. Therefore, BCH has given training scholarships to our employees in training courses on preventing and suppressing the spread or harm caused by infectious waste to develop their knowledge and capabilities in the management of infectious waste. This initiative aims to prevent contamination of other waste types, which could potentially harm the surrounding community.



⁵⁰ GRI 306-2, GRI 3-3

Social Dimension



Social Sustainability

Employees, partners, customers, surrounding communities and stakeholders in every sector are important resources that contribute to the success and achievement of the Company's. The Company is aware to the importance of fair and equitable human resources management, caring and paying attention to partners and customers, building good relationships with nearby communities, and focus on creating a better life quality in the areas where the Company operates. In addition, the Company has assessed important social issues for the organization and stakeholders consisting of personnel development, human resource management, human rights, and access to medical services, community engagement, as well as occupational health and safety.

Human capital development

Human resource management – general information

Overview of Human Resources Management in 2023⁴⁵

Total Employees (Excluding Physicians)

6,706 Persons



Male
1,180
Persons



Female
5,526
Persons

Total Physicians

1,885 Persons



Male
1,041
Persons

● Total Full-Time Physicians
377 Persons



Female
844
Persons

● Total Part-Time Physicians
1,508 Persons

Total Employees separated by job type

Total Full-Time Employees

5,654 Persons



2,379
Persons



1,972
Persons



1,303
Persons

Total Part-Time Employees

1,052 Persons



631
Persons



334
Persons



87
Persons



Nurse and Nursing Assistants



Medical Operations and Support Personnel



Back Office Personnel

⁵¹ GRI 2-7, 2-8

Data	Male	Female	Total
Total Physicians	1,041	844	1,885
Total Full-Time Physicians	212	165	377
Total Part-Time Physicians	829	679	1,508

Employee category^{46 47}

Data	Unit	Male	Female	Total
Senior Management*	Persons	31	6	37
	% Per total employee in senior management level	83.78	16.22	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	4	2	6
	% Per total employee in senior management level	10.81	5.41	16.22
> 50 years old	Persons	27	4	31
	% Per total employee in senior management level	72.97	10.81	83.78
Middle management*	Persons	15	48	63
	% Per total employee in middle management level	23.81	76.19	100.00
<30 years old	Persons	0	2	2
	% Per total employee in middle management level	0.00	3.17	3.17
30 – 50 years old	Persons	10	30	40
	% Per total employee in middle management level	15.87	47.62	63.49
> 50 years old	Persons	5	16	21
	% Per total employee in middle management level	7.94	25.40	33.33

⁵² GRI 405-1b

⁵³ การแยกบุคลากรตามระดับ นับเฉพาะพนักงานประจำเท่านั้น

Data	Unit	Male	Female	Total
First-line Management*	Persons	186	691	877
	% Per total employee in first-line management level	21.21	78.79	100.00
<30 years old	Persons	14	57	71
	% Per total employee in first-line management level	1.60	6.50	8.10
30 – 50 years old	Persons	139	549	688
	% Per total employee in first-line management level	15.85	62.60	78.45
> 50 years old	Persons	33	83	116
	% Per total employee in first-line management level	3.76	9.46	13.23
Disabled and/or elderly employees/concessions	Persons	0	2	2
	% Per total employee in first-line management level	0	0.23	0.23
Employee level	Persons	942	4,779	5,721
	% Per total employee in first-line management level	16.47	83.53	100.00
<30 years old	Persons	419	2,476	2,895
	% Per total employee in first-line management level	7.32	43.28	50.60
30 – 50 years old	Persons	455	2,035	2,490
	% Per total employee in first-line management level	7.95	35.57	43.52
> 50 years old	Persons	53	247	300
	% Per total employee in first-line management level	0.93	4.32	5.24
Disabled/retired/concession employee	Persons	15	21	36
	% Per total employee in first-line management level	0.26	0.37	0.63

Remark: * 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.

Human Capital Development

BCH considers our human resources as a driving force to achieve our goal, vision, and mission, resulting in the Company’s sustainable success. In this regard, skilled employees with competence and their efficient work delivery are required. Therefore, BCH understands and values the human capital development needed to promote our workforce's knowledge and skills according to the trends and challenges of the current world and to serve the needs of them and stakeholders.

Human Capital Development Management Policy and Goal⁴⁸

BCH has a policy on human capital development to be a framework of employee’s knowledge and skills improvement. The Human Resources Department and medical secretary department are responsible for policy implementation. Their scope of work covers 4 types of full-time and part-time workforce including physicians, nurses and assistants, medical operation and support staffs, and back-office staff. The end goal is to enhance their knowledge and skills to be able to work efficiently, acquire essential skills and be a part of our business growth.

Goals

Average employees training hours at least 6 hours per person

Outstanding Trainings

The Company recognizes the importance of lifesaving and patient treatment as they are in accordance with our business values. Therefore, trainings related to patient treatment are promoted to encourage our people to be trained externally and also expanded of the organization’s capability to care for patients.

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

Kasemrad Hospital International Vientiane, together with the Thai Resuscitation Council (TRC), organizes practical training on advanced cardiovascular life support for doctors, nurses, and medical staff between November 30 to December 1, 2023



⁵⁴ GRI 3-3

Hyperbaric Oxygen Therapy for medical staff training

BCH granted a training scholarship to our physician to be trained in the Hyperbaric Oxygen Therapy program. The program instructed underwater medicine, hyperbaric chamber, Hyperbaric Oxygen Therapy, patient selection and treatment.

SMART LEADER

BCH provided training scholarships to 40 first-line managers for attending SMART LEADER program. The program offered a chance for those managers to develop their management, problem solving, and decision-making skills.

PALS Provider Course

25 of our nursing staff were granted funds to participate in the Pediatric Advanced Life Support (PALS) program. The training covered diagnosis, resuscitation and treatment, bone marrow biopsy, post-cardiac arrest care, etc. The trained staff could transfer their knowledge to nursing personnel within the hospital so they would have competence and be able to deal with the PALS with efficient results. BCH believes that their enhanced skills can potentially improve the Company’s service quality.

Development of New Nursing Staff

BCH organized a development program for the new nursing staff. The program is led by our proficient nursing staff to build the new joiners’ capacity in nursing care. There were 42 nurses who joined BCH in 2023 with 336 hours of training in total.

Employee’s Hours of Training ⁴⁹

Total Training Hours of Full-time Employees (excluding physicians)



Total hours of training
63,732 Hours

Average hours of training
9.50 Hours

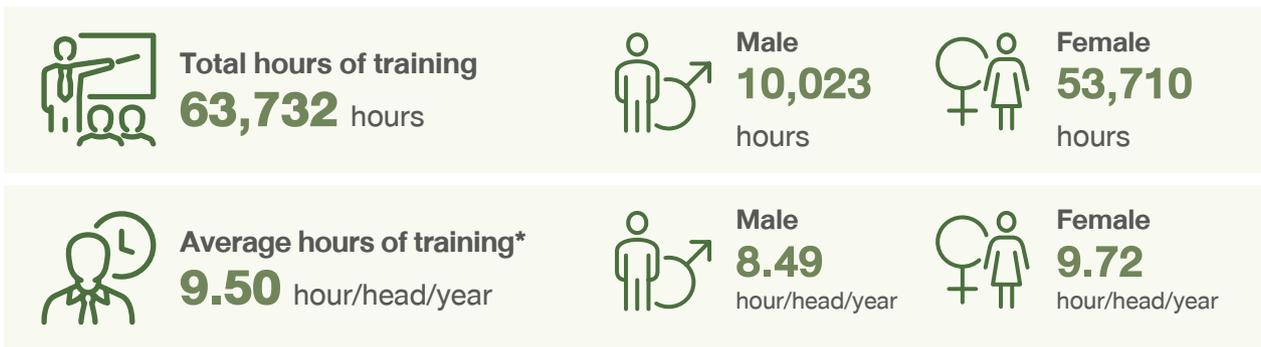
Physician’s Hours of Training



Total hours of training
1,747 Hours

Average hours of training
0.93 Hours

⁵⁵ GRI 404-1



*Training information for physicians at Kasemrad Rattanaithibeth and Kasemrad Ramkhamhaeng Hospital.

Information	Unit	Male	Female	Total
Sort by employee category				
Senior Management	hour	88	431	519
	hour/head/year	2.84	71.83	14.03
Middle Management	hour	333	2,788	3,121
	hour/head/year	22.20	58.08	49.54
First-line Management	hour	2,351	8,338	10,689
	hour/head/year	12.64	12.07	12.19
Non-management	hour	7,251	42,152	49,403
	hour/head/year	7.70	8.82	8.84
Sort by employment type				
Nurse and Nursing Assistants	hour	2,306	21,609	23,914
	hour/head/year	11.30	7.70	7.94
Medical Operations and Support Personnel	hour	1,848	8,973	10,821
	hour/head/year	2.82	5.43	4.69
Non-management	hour	5,843	23,073	28,916
	hour/head/year	18.20	21.58	20.80

Physician training hours and credits

Information	Unit	Male	Female	Total
Doctors	hour	666	1,081	1,746
	hour/head/year	0.64	1.28	0.93

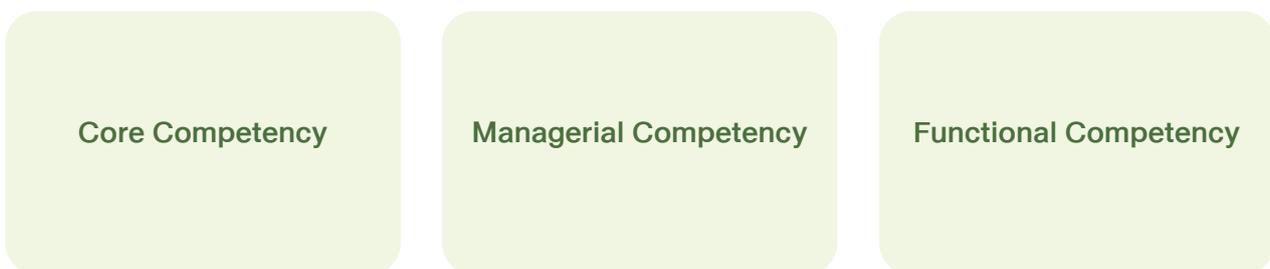
Talent attraction and Retention

BCH’s business operations are service-based, which necessarily depends on experienced and well-trained medical staff, including physicians, pharmacists, nurses, and other specialties. Therefore, they are vital parts of the Company. To retain our physicians and staff, the company provides a competitive remuneration package and an employee welfare program.

Talent attraction and retention are core concerns that the Company places high importance on since there is intense competition in the healthcare industry. BCH has set a welfare policy implemented by the central Human Resources Department to supervise the living conditions and welfare of employees, both full-time and part-time, in all affiliates.

Employee Performance Evaluation

BCH has an annual employee performance evaluation to follow the Hospital Accreditation (HA) standard. The evaluation is also set for salary and position adjustment. There are two categories of annual evaluation consisting of evaluations for medical and non-medical staff. Some type of staff is evaluated periodically. Nurses, for example, need to test their knowledge after working with BCH for six-month. Three competencies are the components of an annual evaluation, consisting of core competency, managerial competency, and functional competency, as shown in the following figure.



The criteria for the annual evaluation of the medical staff are 5 main competencies and having 3 of them as same as non-medical staff. Specific Competency and Key Performance Indicator are added competencies for them to compare the set performances and goals set by medical staff as agreed.

Employees receiving annual performance evaluation ⁵⁰

Information	Unit	Male	Female	Total
Total full-time employees that were evaluated	Persons	827	3,988	4,815
	%	84.04	85.40	85.16
Sort by employee category				
Senior Management	Persons	13	3	16
	%	41.94	50.00	43.24
Middle Management	Persons	12	37	51
	%	80.00	81.25	80.95
First-line Management	Persons	163	622	785
	%	87.63	90.01	89.51
Non-management	Persons	639	3,324	3,963
	%	67.83	69.55	69.27

Employee Engagement Survey

BCH has regularly conducted an employment engagement survey. In 2023, The Affiliated Hospitals surveyed 346 of 358 (96.65 percent) employees about their engagement. The objective of the survey was to summarize and compare the data to formulate policies at the executive level. The survey had 7 sections, including (1) respect from supervisors and colleagues, (2) job characteristics, (3) salary, (4) working conditions, (5) job security, (6) career advancement, and (7) policy and administration. The results showed an employee engagement score of 70.00 percent.

Employee engagement goal	Employee engagement score	Coverage of data
70.00 percent	70.00 percent	96.65 percent

Remark: the data is from the World Medical Hospital

⁵⁶ GRI 404-3

Employee Care and Welfare

Employee well-being and a positive working environment are important to the Company because they are the foundation of the sustainability of healthcare services. To encourage employees to live in a happy working environment and have the expected health and well-being, BCH has set welfare benefits for employees in various forms as follows.



Medical expenses*



Maternity benefits



Annual medical health checkups



Funeral allowance



Internal relationship team building



CEO Roadshow



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 accordance with the nursing day on 21 October 2023, World Medical Hospital held “Nurse Kasemrad Award 2023” activities, by giving rewards to outstanding nurses who put effort into taking care of patients and supporting them to work honorably.



Internal Relationship Building Activities

The Company held Internal Relationship building activities regularly, to bonding relationships among employees, and between commanders and subordinates, such as Chinese New Year, Thai New Year and Birthday occasions for executives and employees.



Dormitory and Gym for Employees in Lao PDR

The Company has sent employees to and Kasemrad International Hospital Vientiane and developed the project for the well-being of employees at Kasemrad International Hospital Vientiane, with a dormitory, large living area, gym, and employee canteen.



Canteen and shuttle buses to transport employees across the border from Nong Khai checkpoint to the hospital.

The Company has notion to help employee reduce their living cost, through the restaurant and canteen for employee, moreover employee will get discount price when purchasing food and beverage in hospital areas, as well as arranging transportation for employees across the border from Nong Khai checkpoint to the hospital for traveling to and from Thailand.



Labor Welfare Awards

Thailand Excellence Award in Labor Relations and Labor Welfare

Kasemrad Hospital Sriburin received Excellence in Outstanding Workplace Award for Labor Relations & Welfares 2023, national level, for the 2nd year, from the Labor Protection and Welfare Office, Chiang Rai Province, to praise and honor modern business establishments that place importance on labor management with social responsibility, resulting in employees having social stability and good quality of life which builds confidence among investors, especially being a model for other business establishments to use as a model for developing their organizations even further.



Parental Leave ⁵⁷



Total number of employees that were entitled to parental leave **4,370** persons



Male **0** Persons



Female **4,370** Persons

Data	Unit	Male	Female	Total
Total number of employees that were entitled to parental leave	Persons	0	4,370	4,370
Employees that took parental leave	Persons	0	145	145
Employees that returned to work after parental leave ended	Persons	0	106	106
Employees that returned to work after parental leave ended and still employed 12 months after	Persons	0	71	71
Return to work rate	%	0	73	73
Retention rate	%	0	49	49

Remark: 1. only female employees with more than 1 year working with BCH are eligible for parental leave. Plus, 1 staff can use the benefit 2 times.
2. The data covers full-time employee (excluding physician)

New Full-time Employee Hires (excluding physicians) ⁵⁸



Full-time employee hires **2,189** Persons



Male **349** Persons



Female **1,840** Persons

Information	Unit	Male	Female	Total
Full-time employee hires	Persons	349	1,840	2,189
Rate of full-time employee hires	%	35.47	39.40	38.72
<30 years old	Persons	196	1,316	1,512
	%	56.16	71.52	69.07
30 – 50 years old	Persons	134	504	638
	%	38.40	27.39	29.15
> 50 years old	Persons	19	20	39
	%	5.44	1.09	1.78

⁵⁷ GRI 401-3

⁵⁸ GRI 401-1

Internal Recruitment (excluding physician) ⁵⁹

Information	Unit	Male	Female	Total
Total internal recruitment	Persons	20	136	156
Rate of total internal recruitment	%	2.03	2.91	2.76
<30 years old	Persons	7	51	58
	%	35.00	37.50	37.18
30 – 50 years old	Persons	12	84	96
	%	60	61.76	61.54
> 50 years old	Persons	1	1	2
	%	5	0.74	1.28

Turnover in 2023 ⁶⁰

Information	Unit	Male	Female	Total
Total turnover*	Persons	339	1,906	2,245
Total turnover rate	%	34.45	40.81	39.71
<30 years old	Persons	168	1,254	1,422
	%	49.56	65.79	63.34
30 – 50 years old	Persons	147	589	736
	%	43.36	30.90	32.78
> 50 years old	Persons	24	63	87
	%	7.08	3.31	3.88
Voluntary turnover	Persons	288	1,597	1,885
Voluntary turnover rate of total employee turnover	%	84.96	83.79	83.96
Voluntary turnover rate of total employees	%	29.27	34.20	33.34
<30 years old	Persons	145	1,053	1,198
	%	50.35	65.94	63.55
30 – 50 years old	Persons	123	492	615
	%	42.71	30.81	32.63
> 50 years old	Persons	20	52	72
	%	6.94	3.26	3.82

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

⁵⁹ GRI 402-2b

⁶⁰ GRI 401-1

Human Rights

BCH pays a significant importance on human rights promotion and protection of our employees, patients and customers. The Company adheres to treating all stakeholders with respect, equality and fairness. The Company also takes seriously on the equal treatment and non-discrimination of gender, religion, culture, ethnicity and economic status since the Company operates business relating to diverse stakeholders and workforce. Our actions would result in diminishing human rights violation risks that can affect BCH's business.

Human Rights Goals ⁶¹

- 100% of the employees acknowledge human right policy through website and activity in 2024
- 0 cases of violation of human rights of service users, employees, and stakeholders
- 0 cases of violation of human rights of service users, employees, and stakeholders complaints

Human Rights Management ⁶²

BCH's Sustainability, Governance and Risk Management Committee⁶³ and a working group in the Human Resources Department are responsible for overseeing human rights related issues concerning employment. The two bodies also take care of the human rights of patients, stakeholders, and business partners. Their responsibilities lie on the commitment to assess and prevent potential risks as well as manage complaints and remediate negative impacts.

Formulation of Human Rights Policy ⁶⁴

The Company is committed to improving our operations in respect of human rights by implementing the human rights policy established in accordance with international human rights standards namely the International Bill of human rights, the United Nations Guiding Principles on Business and Human Rights, and the ILO Declaration on Fundamental Principles and Rights at Work.

Our human rights policy contains three pillars to uphold the rights of human consisting of protect, respect, and remedy according to the United Nations Guiding Principles on Business and Human Rights. The coverage groups of people are both internal and external stakeholders. The core policy consists of:

⁶¹ GRI 3-3

⁶² GRI 3-3

⁶³ The committee was set on February,28 2023

⁶⁴ GRI 3-3

⁶⁵ Human Right Policy <https://www.bangkokchainhospital.com/storage/document/cg/bch-human-rights-policy-th.pdf>

Equal treatment for all	Human rights communication and promotion	No part in human rights violation
Human Rights is 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 operate human rights issues	Encourage employees to focus on and comply with human rights-related policies	Provide channels for human rights violation complaints and whistleblowing and remedial measures

Comprehensive Examination of Human Rights

BCH commits to have the application of Human Rights Due Diligence (HRDD) according to the United Nations Guiding Principles on Business and Human Rights by 2024 as the Company engages with multiple stakeholders throughout its supply chain and value chain. The reasons are to prevent and mitigate potential human rights violations.

Employees’ Human Rights

BCH respects employee’s rights and freedom and takes the principle of equity and equality into account. The Company complies all relevant labor laws and follows the guidance of the ILO Declaration on Fundamental Principles and Rights at Work. BCH’s rights at work are shown in the following topics.

Human Rights Policy on Child, Forced, and Compulsory Labor ⁶⁶

The Company has a human rights policy that prevents the employment of children, forced, and compulsory labor to protect the welfare of such labors in accordance with the ILO Declaration on Fundamental Principles and Rights at Work and domestic labor laws. In this reporting year, there were no incidents or risks that concerned the employment of such labors. Furthermore, BCH intends to extend our efforts in protecting those labors of our business partners and stakeholders in our value chain in the next year onward, as indicated in the human rights policy.

Diversity and Inclusion

Diversity and inclusion are values which BCH respects and believes that they are the driving forces of business development. The Company treats everyone equally to be a role model for employees. Therefore, they could implement it when they are providing services to patients, stakeholders, their colleagues, and all humans with non-discrimination. BCH is determined not to act against or discriminate against a specific group of people, regardless of their race, nationality, age, gender, skin color, language, or physical disabilities or limitations.

⁶⁶ GRI 409-1

Employment*	Amount	Male	Female
Employment of impaired people/people with disability	55	29	26
- Hearing Impairment	11	2	9
- Visual Impairment	2	1	1
- Physical Impairment	28	14	14
- Intellectual Impairment	4	0	4
Employment of people who are over 60 years old (voluntary)	10	8	2

*Data covers only full-time employment.

Employee Rights on Occupational Health and Safety

BCH has a duty to take care of the occupational health and safety at workplace. We have provided welfare regarding our employees' health and safety such as annual health check-ups, medical treatment, safe workplace, health and safety measures, and trainings.

Outstanding Employee Trainings on Human Rights

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

BCH held an information session of human rights training for internal personnel to recognize and understand their rights in cases of business temporary closure and hiring termination. The Information session for rights of labor under the business temporary closure and hiring termination circumstances 2022 was to make an understanding of labor rights in those circumstances, protecting them 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 the disabled in the workplace to be consistent with the guidelines for doing business and treating employees without discrimination in terms of physical limitations. The program was to encourage the Human Resources office to understand the related regulations and practices in hiring people with disabilities.

Human Right Trainings

Data	Unit	Amount
Number of employees trained in human rights programs	people	480
Ration of employees trained in human rights programs	Percentage of all employees	8.50

Human Rights Improvement Plan

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

Complaints of human rights violation, discrimination, and sexual assault and harassment ⁶⁷



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 interrogated	0	0
Number of complaints that were remediated	0	0
Number of complaints that are remediated and result reviewed through routine internal management review processes	0	0
Number of complaints no longer subject to action	0	0



⁶⁷ GRI 406-1

Accessible Healthcare

BCH realizes that the right to easily access quality healthcare systems is essential to all humans and to the BCH's business operation. BCH focuses on providing services to the people with diversity, i.e., their location, their income, to have opportunity to access healthcare services. Besides, BCH has been making efforts to construct quality healthcare services serving Thai and international residents to have a healthy life, to cure and to prevent their fatality.



Accessible Healthcare Management ⁶⁸

BCH has established accessible healthcare guidelines for our operations to facilitate patients and customers. The department of service department is in charge of the application of guideline and deployment. The department is also responsible for improving healthcare services.

BCH commits to providing quality healthcare services with specialist doctors in all fields and regularly trained nurses and staff in our hospitals. We also intend to provide the services 24 hours with quality and the readiness of medical tools. BCH also aims to provide medical knowledge sharing services which include disease preventive and recovery instructions.

The Operations of Accessible Healthcare ⁶⁹

Responsibilities to take care of the environment and society are crucial parts of business’s operations of BCH. With the continuation on services improvement and healthcare services extension in terms of number of hospitals and locations, we believe that these operations will make services under BCH accessible to society as well as providing healthiness of the people, especially those having a Social Security as BCH focuses. BCH operates private hospitals providing services for four diverse target groups of patients. There are hospitals in the network covering 3 regions and 8 provinces in Thailand and 1 hospital in Lao PDR to create accessible healthcare for people in various areas.

Target Patients	Hospital
High-end / local and international patients	World Medical Hospital
Middle to upper income patients	Kasemrad International Hospital Rattanatibeth Kasemrad International Hospital Aranyaprathet Kasemrad International Hospital Vientiane
Middle income patients and Social Security patients	Kasemrad Hospital Bangkai Kasemrad Hospital Prachachuen Kasemrad Hospital Ramkhamhaeng Kasemrad Hospital Rattanatibeth Kasemrad Hospital Sriburin Kasemrad Hospital Maesai <ul style="list-style-type: none"> • Kasemrad Sriburin Chiang Saen Clinic • Kasemrad Hospital Saraburi • Kasemrad Medical and Dental Clinic Saraburi Kasemrad Hospital Chachoengsao Kasemrad Hospital Prachinburi
Lower middle-income patient and Social Security patients	Karunvej Hospital Pathumthani Karunvej Hospital Ayudhaya

⁶⁸ GRI 3-3

⁶⁹ GRI 3-3

In 2023 , Kasemrad Saraburi Hospital expanded its operations by opening the Kasemrad Saraburi Medical and Dental Clinic to meet the needs of the people in Saraburi Province and nearby areas by emphasizing standards in providing the most efficient medical treatment in the medical field, improving the quality of life of the people. Kasemrad Saraburi Medical Clinic at Hin Kong Subdistrict, Nong Khae District, Saraburi Province is opened in order to expand the outpatient service network with all dimensions of services such as medical laboratories, x-ray services, and dentistry to increase convenience for the people of Nong Khae District and nearby areas. The insured groups of Kasemrad Hospital, Saraburi, can receive services without having to travel to the hospital. In cases of complex diseases treatment, the clinic will have a system for referring patients for treatment at Kasemrad Hospital Saraburi.



BCH also pays attention to healthcare services provision in the areas outside Bangkok metropolitan. This could potentially lead to a decrease in fatality among the rural people resulted by the obstacles to having healthcare service providers in their areas. BCH Hospitals that have opportunities to extremely diminish the limitation to access healthcare services for those in up-country area are especially including:

1. Kasemrad Hospital Mae Sai located in Mae Sai, Chiang Rai and Sriburin Polyclinic Chiang Saen Branch located in Chiang Saen, Chiang Rai are situated around border areas. The former is connected to Myanmar and the latter is to Lao PDR. Both areas lack medical staff and equipment. Therefore, BCH is keen to make the healthcare services accessible to those Thais and internationals, who live in those areas. Besides, the two hospitals can be hubs that can transfer patients who need intensive medical treatment to our comprehensive hospital nearby, Kasemrad Hospital Sriburin. Kasemrad Hospital Mae Sai and Kasemrad Hospital Sriburin had provided services to approximately 351,000 people in 2023.

In 2023, the Company planned to renovate Kasemrad Mae Sai Hospital by starting construction of a new 3-story building in front of the original building to increase space to serve outpatients, pediatric patients, and increase inpatient rooms to support the needs of users who use the service, which continues to increase. It is expected to be completed by 2025.



2. Kasemrad International Hospital Aranyaprathet is in Aranyaprathet, Srakaew. The hospital is situated near Cambodia. The hospital has several specialized medical centers available for healthcare services such as Heart, Cancer, GI, Liver Centers, and the newly opened Kasemrad Aesthetic Center, which allow Thai and foreign general patients to access the medical services thoroughly. The hospital had more than 30,700 patients in 2023.



3. Kasemrad International Hospital Vientiane at Lao PDR This hospital provides comprehensive tertiary services as the primary and secondary services are locally available. Its aims are decreasing mortality and to educate health promotion and disease prevention which can contribute to people’s quality of lives. This hospital provided health services to more than 33,900 patients in 2023.



More importantly, BCH stresses on the hospital expansion in Thailand under Kasemrad brand to enhance the health services accessibility to Thai people especially those who have Social Security. Consequently, BCH had 1,542,150 registered patients who are under the protective insurance of Social Security in 2023.

The Healthcare Services for registered person under the Social Security Scheme

The Company provides medical services to patients under the Social Security Scheme for an improved healthcare accessibility. This yields positive impact for the Company as its partial revenue comes from this group of patients. It also allows the Company to efficiently improve its medical personnel, medical equipment and patient beds.

Data	Unit	Amount
Hospitals providing medical services under the Social Security Scheme	Hospitals	10
Patients under the Social Security Scheme	Persons	2,837,264
	Percentage of total medical services	71.23

*Data from January 1, 2023 to December 31, 2023

The Company not only provides services to insured persons who are registered with its affiliated hospitals but also cooperates with the Social Security Office to expand the scope of the exercise of social security rights to cover all hospitals. Patients under the Social Security Scheme are not required to register with the affiliated hospitals. Examples of treatment covered under the Social Security to facilitate insured persons are as follow:

Our affiliated hospitals have jointly signed a memorandum of understanding to provide medical services for 5 disease groups for improved healthcare accessibility for insured persons under the Social Security Scheme. By 2023, 10 affiliated hospitals have joined the project as follows:

The infographic features logos for four hospital groups: World Medical Hospital (WMC), Kasemrad International Hospital, Kasemrad Hospital, and Karunvej Hospital. Below the logos is a stylized illustration of a hospital building with a red cross and a blue 'H' sign. To the right of the building is a list of 10 hospital names.

- World Medical Hospital
- Kasemrad International Hospital Rattanatibeth
- Kasemrad Hospital Prachachuen
- Kasemrad Hospital Bangkai
- Kasemrad Hospital Chachoengsao
- Kasemrad Hospital Ramkhamhaeng
- Kasemrad Hospital Sriburin
- Kasemrad Hospital Saraburi
- Kasemrad Hospital Rattanatibeth
- Karunvej 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

สิทธิประกันสังคม ทุกโรงพยาบาล
(มาตรา 33 และ 39)

7 รักษาโรคหัวใจและหลอดเลือด

3 มาตรการ

ที่โรงพยาบาลเวสต์เมดิคอล

- ✓ ไม่ต้องสำรองจ่าย
- ✓ ไม่ต้องจ่ายเพิ่ม

- ✓ การฉีดสียาหลอดเลือดหัวใจ (CAG)
- ✓ การฉีดสียาหลอดเลือดหัวใจและขยายหลอดเลือดหัวใจ (CAG + PCI)
- ✓ การศึกษาสรีรวิทยาไฟฟ้าหัวใจและการรีไฟฟ้าหัวใจ (EPS With RFCA)
- ✓ การรีไฟฟ้าหัวใจด้วยเครื่อง Carto (EPS With Carto)
- ✓ การใส่เครื่องกระตุ้นหัวใจชนิดถาวร (Permanent Pace Maker)
- ✓ การใช้เครื่องกระตุ้นหัวใจอัตโนมัติ (AICD)
- ✓ การใส่เครื่องช่วยการเต้นของหัวใจชนิดกระตุ้นหัวใจในภาวะหัวใจล้มเหลว (CRTP หรือ CRTD)

ระยะเวลา: วันนึ่ง - 30 มิถุนายน 2567

“เราดูแลหัวใจ ด้วยหัวใจ”

ศูนย์สวนหัวใจ WMC ชั้น 5 โทร 061-405-2740

World Medical Hospital 1218 ทศ 1

44 หมู่ 4 ถนนพหลโยธิน แขวงสามยุคใหม่ เขตปทุมธานี 11120

รู้ยัง!

สิทธิประกันสังคม ทุกโรงพยาบาล
(มาตรา 33 และ 39)

รักษาโรค

3 มาตรการ

- ✓ ไม่ต้องสำรองจ่าย
- ✓ ไม่ต้องจ่ายเพิ่ม

(ตามข้อกำหนดของประกันสังคม)

- ✓ มาตรการรักษาโรคหัวใจ
- ✓ มาตรการผ่าตัด มะเร็งเต้านม
- ✓ มาตรการผ่าตัด ก้อนเนื้อมดลูก

รายละเอียดเพิ่มเติม

ที่โรงพยาบาลเกษมราษฎร์ ประชาชื่น

ระยะเวลา : วันนึ่ง - 30 มิถุนายน 2566

โรงพยาบาลเกษมราษฎร์ ประชาชื่น

สอบถามโทร : 1218 ทศ 4 หรือ 02-910 1600 ต่อ 1576

ศูนย์วินิจฉัย, ศูนย์กายวิภาคศาสตร์

Dentistry

Our affiliated hospitals provide dental treatments to insured persons under the Social Security Scheme who have a benefit of 900 baht per year. These customers do not have to pay the incurred expense within the scope of the said benefit. The covered services include scaling, tooth extraction, and tooth filling according to the policy of the Social Security Office.

สิทธิประกันสังคม
ทุกโรงพยาบาล

ทำฟันที่ WMC DENTAL CENTER

ไม่ต้องสำรองจ่าย

หมายเหตุ

- เบื้องต้นเป็นไปตามที่สำนักงานประกันสังคมกำหนด
- ใช้จ่ายวงเงินไม่เกิน 900 บาท/คน/ปี
- โรงพยาบาลต้องลงทะเบียนรับสิทธิกับสำนักงานประกันสังคม

ไม่ต้องสำรองจ่าย

ขูดหินปูน
ไม่เกิน 1,300 บาท

อุดฟัน
ไม่เกิน 1,500 บาท

ถอนฟัน/ผ่าฟันคุด
ไม่เกิน 900 บาท/ปี

บริการทันตกรรม WMC ชั้น 4
โรงพยาบาลเมดิคอลเซ็นเตอร์
เปิดให้บริการทุกวัน
เวลา 08.00-18.00 น.
☎ 02-339-8800
02-339-8802

1218 กด 1

ถอนฟัน/อุดฟัน / ขูดหินปูน/ผ่าฟันคุด
ไม่เกิน 900 บาท/ปี

ใสฟันเทียมชนิดถอดได้ "บางส่วน"
1-5 ซี่
ไม่เกิน 1,300 บาท
มากกว่า 5 ซี่
ไม่เกิน 1,500 บาท

ใสฟันเทียมชนิดถอดได้ "ทั้งปาก"
เป็นแบบถอดง่าย (อย่าสั่งอย่างงอนนี่)
ไม่เกิน 2,400 บาท
เป็นแบบถอดง่าย (ที่จริง)
ไม่เกิน 4,400 บาท

เบิกได้ทุก 5 ปี

สอบถามรายละเอียดเพิ่มเติมได้ที่ : แผนกทันตกรรม โทร. 02-339-0000 ต่อ 2007,2008 | เวลา : 09.00 - 18.00 น.

1218 HOTLINE of 8 02 339 0000 www.kasemrad.co.th

หน่วยบริการ
ตรวจสอบสุขภาพเคลื่อนที่

Mobile Check up
#KHRAM

ให้บริการด้านสุขภาพ นอกสถานที่
หรือในสถานประกอบการ โรงงาน ไร่สวน
สำนักงาน โรงเรียน ศูนย์ หรือสถานที่ที่กำหนด
โดยทีมแพทย์ พยาบาล สหวิชาชีพ และทีมอาสาสมัคร ที่ภาคีประกอบการ

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

สอบถามข้อมูลเพิ่มเติม : แผนกการตลาด
☎ 02-339-0000 ต่อ 4013,4023
✉ thakrit.kaw@kasemrad.co.th

1218 กด 8 02-339-0000 www.kasemrad.co.th

Free Health Check-up

The Company and its affiliated hospitals provide insured persons with free health check-ups as well as arranging a mobile medical examination vehicle to facilitate them. 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 allows people to have access to physical examination services and prepare themselves to prevent or handle risk factors related to health. The provided services include general physical examination, laboratory examination, blood chemistry test, and others such as hepatitis testing, cervical cancer, and chest x-ray.

Smile Corner

Kasemrad Hospital, Prachinburi has created a lounge for insured persons according to the cooperation with the Social Security Office under the name "Social Security Smile Corner". This rest area provides drinking water and facilitates insured persons for their greater satisfaction.



Healthcare Accessibility Enhancement

Pediatric Cardiac Surgery in Collaboration with the Pediatric Cardiac Surgery Foundation

The Company has cooperated with the Pediatric Cardiac Surgery Foundation (PCSF) to support the surgery since 2004. The foundation has referred pediatric patients to Kasemrad Hospital Prachachuen for cardiac surgeries. Additionally, the hospital has also provided mobile medical units to other provinces for cardiac check-ups to doorstep and to help referring patients to undergo surgery at BCH hospitals. This pediatric cardiac surgery is a non-profit operation. In 2023, the Company was involved in treating 148 pediatric patients. Totally, 2,823 patients received treatment since the start of the project.

Furthermore, in 2023, Kasemrad Hospital Prachachuen joined the “Save the Hearts of (Little) Children Across the Mekong”. With this project, children with heart disease from Lao PDR were brought to Thailand for treatment. The project was a cooperation between the Royal Thai Embassy in Vientiane, the Thai Red Cross Society, Chulalongkorn Hospital, the Thai Red Cross Society, Faculty of Medicine, Chulalongkorn University, the Pediatric Cardiac Surgery Foundation, the Child's Dream Foundation, the Lao Ministry of Public Health, and Mahosot Hospital. Treatments were provided at no cost. Another goal was to develop the capabilities of medical personnel in terms of pediatric cardiac surgery and patient care for children in critical condition in Laos.



Hospital Expansion and Healthcare Accessibility Improvement Plan

Kasemrad Ari Radiation Oncology

The Company plans to build a radiation therapy clinic to provide an alternative treatment option for cancer patients and be a referral center for patients under the Social Security Scheme among BCH hospitals and other hospitals. The clinic is a collaboration between BCH and Bangkok Center Detection and Treatment Center Co., Ltd., an expert in cancer treatment with radiotherapy for over 37 years. The clinic is located near the World Medical Hospital at Chaengwattana Road, Pakkred Subdistrict, Nonthaburi.



Kasemrad Hospital Suvarnabhumi

Kasemrad Hospital Suvarnabhumi is located on a 25-rai area at Bang Sao Thong Subdistrict, Samut Prakan. In 2023, the Company had leveled the ground in preparation for construction, as well as submitting the Environmental Impact Assessment (EIA) to the Office of Natural Resources and Environmental Policy and Planning. It is expected to begin construction by 2025 and to be ready to provide service by 2027. Samut Prakan is located in a strategic area that has the potential to support growth of Bangkok and conveniently accessible. It is also the location of Suvarnabhumi International Airport and an industrial settlement with a large number of industrial factories. In 2022-2023, Samut Prakan had more than 881,000 insured persons under the Social Security Scheme, over 67% of which being of working age between 15-59 years of age.⁷⁰

This expansion is part of the Company's expansion plan over the next 5 years. The objective is to expand the general patient base of Thais, foreigners, and patients under the Social Security Scheme. There will be comprehensive specialized medical centers along with medical personnel with expertise in various fields. The efficiency in providing patient referral services between affiliated hospitals will be increased. This will help improve the Company's competitiveness in the future.



⁷⁰ Source: Ministry of Public Health, Samut Prakan, 5 Years

Community participation

The Company realizes that building a strong and sustainable society requires efforts more than just from the Company itself. Apart from projects initiated by the Company, BCH also seeks cooperation from other entities that support the society in order to achieve the goals and create widespread benefits. Along with that, BCH has an ambition to foster its employees to be responsible for the society they are living in. Therefore, BCH has given opportunity for them to participate in social activities as they are vital parts driving BCH’s CSR activities.



Mr.Kantaporn Harnphanich Participate in a discussion on the topic “The Better Forum: Media and driving society”

Mr.Kantaporn Harnphanich, CMO of Bangkok Chain Hospital PCL attended the event of Sustainable Symposium: The Societal Impacts under the theme “Let’s Change Our Society for A Better Future” at Prince Mahidol Hall, Mahidol University. Mr.Kantaporn participated in a discussion on the topic “The Better Forum: Media and driving society” reflecting another aspect of "Peach Kantaporn" through the lens of a media executive who aims to drive and transform society for a better future and raise awareness of sustainability issues.



Corporate Social Responsibility (CSR) ⁷¹

The Company’s Environmental Care Committee is responsible for assessing problems affecting the environment and safety of nearby communities which may arise from the Company’s activities, as well as carrying out activities to develop communities or society. The committee also in charge of communicating with internal employees about their participation in community and social development activities.

⁷¹ GRI 3-3

⁷² GRI 3-3

Social Projects

Memorandum of Understanding in producing graduates and improving the quality of nursing practice

Kasemrad Hospital Sriburin takes into account the shortage of nursing personnel in Thailand. Therefore, a memorandum of understanding (MOU) was signed with the Faculty of Nursing, Chiang Rai College on February 11, 2022 and with the Faculty of Nursing, Chiang Rai Rajabhat University on September 22, 2023 to promote academics, research, observational study, as well as developing courses to be consistent with the current situation. The aim is to produce graduates into nursing profession, which will benefit local communities and hospitals in Chiang Rai and nearby areas.

The Company is committed to support nursing students of Chiang Rai College and Chiang Rai Rajabhat University by engaging them in nursing practice in the hospital ward as specified by the curriculum in strict accordance with public health measures. Fresh graduates from the program are welcome to work with the affiliated hospitals according to the Company's personnel selection conditions.



Blood Donation

Our affiliated hospitals have cooperated with the Thai Red Cross Society and government agencies in organizing blood donation activities to help fellow human beings and to provide an opportunity to do good deeds. Some examples include the Plus One Blood Donation, More Blood More Live, the blood donation project to save fellow human beings on the occasion of “Visakha Bucha Day”, the "Give Blood Give Life", the "Save a Life Give Blood", the "Give Blood Save Lives", etc.



Kasemrad Hospital Prachachuen:
The Plus One Blood Donation,
More Blood More Live



Kasemrad International Hospital
Vientiane: Blood Donation Project with
the Lao Red Cross Society



Kasemrad Hospital Saraburi: The
blood donation project to save fellow
human beings on the occasion of
“Visakha Bucha Day”



Kasemrad Hospital Saraburi: The "Give Blood Give Life"



Kasemrad Hospital Rattanaibeth: The "Save a Life Give Blood"



Kasemrad Hospital Ramkhamhaeng: The "Give Blood Save Lives"

Charity Run

Our affiliated hospitals have supported charity running events for various agencies by providing emergency vehicle services, health check-up before running for runners, and a medical service station to provide first aid in case of injury. In addition, vitamin water and cool towels were provided to all runners. This support aims to promote and encourage youth and people in general to exercise by walking and running and become healthy



Kasemrad Hospital Prachinburi joined the HR Club 304 Half Marathon 2023.



Kasemrad International Hospital Vientiane was engaged in the 3rd Vientiane International Marathon.



Kasemrad Hospital Ramkhamhaeng participated in "TUN RUN 2023"



Kasemrad Hospital Saraburi participated in the walking-running event "Phraphutthabat Heroes Run 2023"

Mother Class

The Mothers Class activity has been organized on a monthly basis by the Company's affiliated hospitals to educate mothers-to-be on various topics by medical specialists free of charge. Participants can learn through lectures and workshop to take care of themselves during "magical 9 months" of pregnancy. This includes how to take care of babies, such as demonstrations of baby bathing, exercises to reduce pain for mothers-to-be, nutritious diet during pregnancy.



Kasemrad Hospital Chachoengsao



Kasemrad International Hospital Aranyaprathet



Kasemrad Hospital Bangkae



Kasemrad International Hospital Rattanaibeth



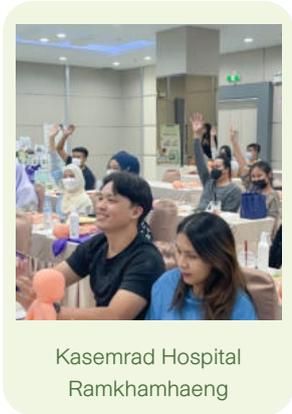
Karunvej Hospital Pathumthani



Kasemrad Hospital Saraburi



Kasemrad Hospital Prachachuen



Kasemrad Hospital Ramkhamhaeng



Kasemrad Hospital Saraburi



Kasemrad Hospital Rattanaibeth



Kasemrad International Hospital Vientiane



Health Check-up and Vaccination Service for Influenza

BCH has arranged a health check-up and vaccination service for influenza at schools, temples, and nearby communities and any persons who are interested in receiving the service. The aim is to provide a preliminary health screening and help enhance immunity and reduce severe illness and death from complications of influenza throughout the year.

- Summer
- Rainy Season
- Winter



Kasemrad Hospital Saraburi provided a vaccination service for protection against 4 types of influenza for students at Sawangrathpichay School.



Kasemrad Sriburin Hospital provided a vaccination service for protection against 4 types of influenza for monks and staff at the Rai Chern Tawan Meditation Center.



Kasemrad Hospital Prachachuen provided fingertip blood sugar testing to determine the risk of diabetes at the Thailand Healthcare 2023.



Kasemrad International Hospital Rattanatibeth provided a preliminary health screening service for children at the Rachawadee Home for Persons with Disabilities Protection and Development (for Boys).



Karunvej Hospital Pathumthani provided a screening service for non-communicable diseases in collaboration with the Pathumthani Provincial Social Security Office, Khlong Luang Branch.



Kasemrad International Hospital Rattanatibeth provided a health check-up service to the locals at Wat Pa Maneekarn.



Kasemrad Hospital Rattanatibeth provided a preliminary health screening for the elderly at Watsanawet Home for the Elderly.



Kasemrad Hospital Sriburin provided a preliminary health screening by doctors and nurses for villagers at the Technic Dusit Border Patrol Police School, Chiang Rai.



Kasemrad Hospital Prachinburi provided a vaccination service for protection against 4 types of influenza for monks and novices at Wat Sa-Nga Ngam, Bang Boribun Subdistrict, Mueang District, Prachinburi.

Kasemrad Hospital Prachinburi participated in the THAI SME- UP event by providing a vaccination service for protection against 4 types of influenza and health check-up free of charge. Kasemrad Sriburin Hospital provided a vaccination service for protection against

Kasemrad Sriburin Hospital provided a vaccination service for protection against 4 types of influenza for staff, teachers, and students at Fangchanupathum School and Chiangmai Tzuchi School.

Kasemrad Hospital Prachinburi provided health check-up services in collaboration with the Federation of Thai Industries and the Social Security Office.

Kasemrad Hospital Prachinburi provided health check-up services for monks at Wat Tham Pho Si (Hat Yang).

Number of people receiving services throughout 2023



> 1,000 persons received the mobile health check-up service at hospitals' nearby communities.

> 800 persons received vaccination against 4 types of influenza to reduce severe illness.

Donation of Items and Money to Support Agencies

BCH has a project to donate necessary items and equipment to schools, shelter and government agencies, including medical equipment such as beds, wheelchairs, medicines, medical supplies for the public interest. The Company also donates money to fund scholarships, government agencies' operations and the preservation of Buddhism throughout the year.



BCH donated 3 automated external defibrillators (AED) to the Central Investigation Bureau in case of emergencies.



Kasemrad Hospital Sriburin donated 150 rubber traffic cones and 100 reflective vests at the Chiang Rai Provincial Police.



Kasemrad Hospital Ramkhamhaeng donated gifts and items such as stationery sets, umbrellas, and vacuum flasks, and desk calendar to support the organization of National Children's Day 2023 at Bangchan Fire and Rescue Station.



Asst. Prof. Dr. Somporn Harnphanich, M.D., Chairman of the Board of Directors and Deputy Chief Executive Officer, Ms. Pornsuda Harnphanich, Chief Financial Officer, along with the management team, doctors, nurses, and staff of Kasemrad Hospital Rattanaibeth, donated money and medical equipment such as patient beds, wheelchairs, medical supplies, and items to the elderly at Watsanawet Home for the Elderly.



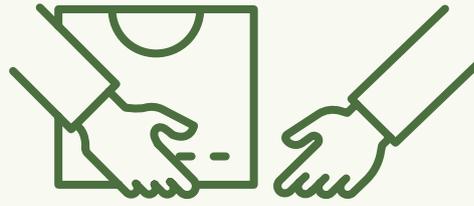
Asst. Prof. Dr. Somporn Harnphanich, M.D., Chairman of the Board of Directors and Deputy Chief Executive Officer, along with the management team of hospitals in the BCH Group, attended the robe offering ceremony and organized an almshouse to provide food and drinks, as well as donating 490,000 baht to restore the monastery and preserve the Buddhism at Wat Pa Manee Karn.



Asst. Prof. Dr. Somporn Harnphanich, M.D., Deputy Chief Executive Officer (Kasemrad Hospital Group), donated school supplies, scholarships, and lunch to the Technic Dusit Border Patrol Police School, Mae Morn Wittaya School, Ban Huai San Phlapphla School, Doi Chang, Chiang Rai.



Kasemrad Hospital Saraburi provided snacks, milk and drinks to support the safe driving campaign during New Year 2024.



Kasemrad Hospital Prachinburi donated money to support the operations of the Red Cross Society of Prachinburi.



Kasemrad Hospital Saraburi provided supplies and drinks for volunteers in Saraburi on the occasion of Songkran Festival 2023.



Kasemrad International Hospital Rattanaibeth and companies in BCH Group donated money and medical equipment such as hospital beds, wheelchairs, medicines, and medical supplies to the children at Rachawadee Home for Persons with Disabilities Protection and Development (for Boys).



Kasemrad Hospital Chachoengsao donated 17,000 baht to the Isuzu Thailand Automobile and Parts Workers Union to build toilets and educational equipment as well as sports equipment for Ban Prong Khe School.



Kasemrad Hospital Chachoengsao donated cosmetics for make-up of the deceased.

In 2023, our affiliated hospitals delivered

3 automated external defibrillators,

1,000+ items of medical equipment such as beds, wheelchairs, medicines, and medical supplies

> 150 rubber traffic cones to increase driving safety

> 100 reflective vests to increase police safety

> 1,000,000 baht for scholarship, support for government agencies' operations, and the preservation of Buddhism.

Health Education

BCH provided educational lectures for anyone interested by medical specialists and lecturers who have knowledge and expertise in the fields. The aim was to raise awareness of people to realize the importance of health so they regularly undergo a health check-up and have timely access to treatment, as well as giving advice on health promotion.



Kasemrad Hospital Bangkai organized the TALK TO DOCTOR on the topic of "Chronic Kidney Disease".



Kasemrad Hospital Chachoengsao gave a lecture on the topic of "Physical health, mental health, drugs and safe sex".



Kasemrad Hospital Bangkai organized online seminar on the topic "The Dangers of Cancer."



Kasemrad Hospital Prachachuen organized online seminar on the topic of "Hand, Foot, and Mouth Disease in Children During the Rainy Season"



World Medical Hospital held a seminar on the topic of "Egg Freezing, a alternative option for modern women to reduce the risk of infertility in the future".



Kasemrad Hospital Sriburi organized a health seminar on the topic of "The Dangers of Breast Cancer".



Kasemrad International Hospital Rattanaibeth provided workshop on how to use an automated external defibrillator (AED) and perform CPR.



Kasemrad Hospital Prachachuen organized an activity on World Diabetes Day 2023 on the topic of how to prevent, understand, and stay away from



Kasemrad International Hospital Rattanaibeth organized training on basic life support (BLS) and automated external defibrillator (AED) for monks and anyone interested.



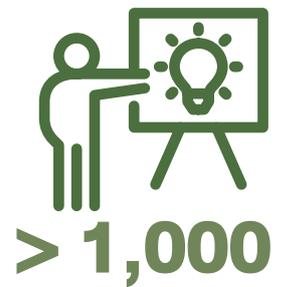
Kasemrad Hospital Ramkhamhaeng organized a Health Fair on the topic of "Coronary Artery Disease, A Close Danger".



โรงพยาบาลเกษมราษฎร์ อินเตอร์เนชั่นแนลรัตนไธเบศร์ จัดบรรยายออนไลน์หัวข้อ " ภูมิแพ้หรือเคป็นหวัด "



Kasemrad International Hospital Vientiane organized a seminar on AKI care for patients with Acute Kidney Injury.



> 1,000 persons participated in health education activities.

Occupational Health & Safety

Occupational health and safety is one of the most important aspects to the health of medical personnel, employees, and stakeholders as well as to the Company’s operations. Therefore, the Company realizes the importance of occupational health and safety to promote the safety culture and improve workplace environment, as well as building all stakeholders’ trust and confidence. BCH and its affiliated hospitals operate and comply with Hospital Accreditation (HA) and Joint Commission International (JCI), with the scope of reporting on occupational health and safety covers only World Medical Hospital.

Occupational Health and Safety Policy ⁷³

The Company has established an occupational health and safety policy for World Medical Hospital as a operations framework regarding safety, occupational health, and work environment, in which all employees are required to adhere.

Occupational Health and Safety Committee (OHSC) ⁷⁴

The Company has appointed the Occupational Health and Safety Committee (OHSC) which consists of representatives from the management team and employees to be responsible for supervising and monitoring safety operations to ensure 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 to share information and receive feedback from employee representatives. In addition, it monitors the progress of operations and continually reviews and improves safety performance by the management team. Furthermore, the Company also organizes activities to promote and communicate safety issues to employees as follows:

Orientation

New employees receive basic training course on safety and security within the hospital by the Facility Management and Safety Committee (FMS) before starting their work.

Basic Training Course on Safety and Security for Contractors

Employees of contractors who work within the hospital must undergo basic 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 ⁷⁵

Long-term Goals

- Fatal occupational injuries of employees and contractors not more than 0 cases/million working hours
- Severe occupational injuries of employees and contractors not more than 0 cases/million working hours
- Recordable occupational injuries of employees and contractors not more than 0 cases/million working hours
- Injury Severity Rate of Lost Time Injury Frequency Rate of employees and contractors not more than 0 days/million working hours

⁷³ GRI 3-3

⁷⁴ GRI 403-4

⁷⁵ GRI 3-3

According to 2022 performance, accidents with highest injuries to employees were chemical splash into the eyes or face while those to contractors were fall from height. After the investigation, it was found that accidents were caused by improper use of protective equipment. In this regard, the hospital has established measures and improved work processes to prevent recurrence, as well as arranging for follow-up and amend the issues to create a safety culture. Details of measures to minimize and prevent impacts are as follows: ⁷⁷

Accidents that cause the highest injuries		Measures to minimize and prevent impacts Employees
Employees	Contractors	
<ol style="list-style-type: none"> 1. Chemical splash into the eyes or face 2. Needlestick injury at work 3. Iron bed frame fell onto the feet 	<ol style="list-style-type: none"> 1. Fall from height 	<ol style="list-style-type: none"> 1. Chemical splash into the eyes or face 2. Needlestick injury at work 3. Iron bed frame fell onto the feet

In addition, the numbers of fatal occupational illness and disease and recordable occupational illness and disease were 0 cases and 0 cases/million working hours, respectively. ⁷⁸

Occupational Health and Safety Management ⁷⁹

The hospital has adopted laws as a management framework, such as the Labour Protection Act B.E. 2541 (1998), Occupational Safety, Health and Environment Act B.E. 2554 (2011) etc. in order to create a safety culture and ensure that safety operations are in line with the established goals.

In order to achieve the established goals, the hospital has therefore organized occupational health and safety training for employees, including basic fire fighting, fire drill training, and the Occupational Health and Safety Committee course. In addition, the Company has a work environment measurement in place and promotes employee participation in occupational health and safety by holding a meeting to exchange opinions between executives and employees. Furthermore, prevention activities and health-promoting self-care are organized to reduce the spread of Covid-19.

Hazard Identification and Work-Related Risk Assessment ⁸⁰

The hospital has an occupational health and safety risk assessment covering all organizational activities by identifying the work-related hazards and risk level to determine appropriate prevention and control measures. The hospital assigns supervisors to conduct risk assessments according to 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"> • Job Safety Analysis • Request for a Work At Height Permit 	<ul style="list-style-type: none"> • Promote knowledge and understanding of potential occupational dangers and accidents • Use protective equipment for falling from heights

⁷⁷ GRI 403-9
⁷⁸ GRI 403-10
⁷⁹ GRI 403-1
⁸⁰ GRI 403-2

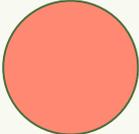
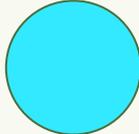
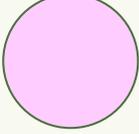
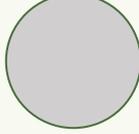
High-risk activities	Investigation process	Risk mitigation measures
Working in a confined space	<ul style="list-style-type: none"> • Job Safety Analysis • Request for a Confined Space Work Permit • Air and toxic gas measurement 	<ul style="list-style-type: none"> • Promote knowledge and understanding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

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

Incident Investigation and Emergency Response

Reporting and Incident Investigation

The hospital has divided reporting of events, incidents, and risks within the organization into 8 categories as follows:

 <p>Code Red Fire</p>	 <p>Code Yellow Mass casualty incident</p>	 <p>Code Blue Emergency Rescue in Case of Loss of Consciousness or Cardiac Arrest</p>
 <p>Code Black Casualty</p>	 <p>Code Rainbow Natural Disaster</p>	
 <p>Code Pink Child Abduction</p>	 <p>Code Green System failure</p>	 <p>Code Grey Harassment</p>

When such incidents occurs, witnesses are required to notify authorized persons immediately. A working group will then be appointed to investigate the incidents and identify the root causes, as well as determining preventive measures. There will also be follow-up on corrective actions for improvement to achieve maximum efficiency.

Emergency Response

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

- 1) Rescue means remove the injured persons from the scene to a safe place.
- 2) Alarm means ring the fire alarm and call 1234 to report the fire.
- 3) Contain means close the doors and windows of the room where the fire occurs and switch off oxygen valve, as well as preparing spare oxygen tanks for patients.
- 4) Extinguisher means use 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 case of unmanageable fire incident, the patients, their family, and employees in the hospital need to evacuate to a safe area. The Company has designated a assembly point in front of the Bright TV building. If the fire spreads to the Bright TV building, the assembly point is moved to the area in front of the convenience store in front of 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 ⁸¹

The hospital provides surveillance and measures the working environment regularly, namely light and temperature measurement within the work area to prevent potential health impacts on employees. The measurement results are compared with the standard values required by law. In the case that the measurement results exceed the standard, the hospital shall improve the work area to ensure appropriate conditions and have regular monitoring in place. Details of the average measurement results in 2023 can be summarized as follows:

Indicators	Average measurement results	Standards
Light intensity	410 lux	> 400 lux ^{1/}
Indoor temperature	25 degrees Celsius	24-26 degrees Celsius ^{1/}

Note: 1/ 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).

⁸¹ GRI 403-3, GRI 403-6

In addition, the hospital also provides an annual health check-up for employees which includes both general health check-up and check-up based on 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 even in cases not related to work.

Occupational Health and Safety Projects/Activities of World Medical Hospital ⁸²

1. Employee Training ⁸³

World Medical Hospital provides occupational health and safety training for employees, medical personnel, and contractors. The hospital conducts an evaluation and a documentation of training records to develop knowledge and understanding so that employees can work safely. Details of training and performance are as follows:

Occupational Health and Safety Training	Number of employees who have completed the training (persons)	Percentage of employees who have completed the training	Number of contractors who have completed the training (persons)	Percentage of contractors who have completed the training
New Employee Orientation	146	82	0	0

Occupational Health and Safety Projects/Activities of Affiliated Hospitals ⁸⁴

1. Quality Conference of Safety Week 2023

Kasemrad Hospital Prachachuen organized the quality conference of Safety Week 2023 to raise an awareness of medical personnel and hospital staff on providing medical services with an emphasis on patient safety as well as the Continuous Quality Improvement (CQI) contest, in which a large number of participants submitted their work, to enhance the understanding of safety for both service recipients and personnel.



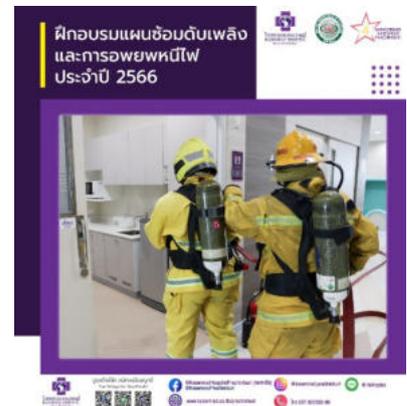
⁸² GRI 403-7
⁸³ GRI 403-5
⁸⁴ GRI 403-7, GRI 3-3

2. Firefighting and Fire Drill 2023

Our affiliated hospitals in collaboration with the Department of Disaster Prevention and Mitigation organized training to provide knowledge and demonstration of fire safety practices and proper fire evacuation. Senior disaster prevention and mitigation officers provided basic knowledge and firefighting and fire drill training was conducted. The management team, doctors, nurses, and staff participated in firefighting and fire drill training to prepare themselves in case of a fire incident. The fire drill training was organized outside business hours at 8:00 p.m. in order to be prepared for a fire incident during the night. This objective was to create an understanding of fire prevention, fire evacuation routes, and enable them to help themselves and patients who are hospitalized correctly and in a timely manner.



Kasemrad International Hospital Rattana Tibeth



Kasemrad Hospital Prachinburi



Kasemrad Hospital Saraburi

3. Suicide Prevention and Self-Harm Intervention in Hospital Project

Kasemrad Hospital Ramkhamhaeng organized the suicide prevention and self-harm intervention in hospital project. The project was honored to have Associate Professor Prakan Thomyangkoon M.D., the director of general patient department at Kasemrad Hospital Ramkhamhaeng and medical specialist in psychiatry, as the keynote speaker. The training provided knowledge and guidance to nurses and relevant staff on assessing and planning treatment for psychiatric patients, individuals at risk of self-harm, and suicide attempters.



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4. Quality Fair "Safety Everywhere", Beneficial for Patients and Personnel

Kasemrad Hospital Rattatibeth organized practical training sessions on basic nursing and basic life support for personnel within the hospital. The training aimed to review and enhance knowledge in assessing basic patient conditions and to provide practical skills to assist others in emergency situations before transferring them to hospitals.



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04

Annex



Annex

Sustainability Performance

Statistics Economic Dimension

Economic Performance

GRI	Performance Data	Unit	2021	2022	2023
201-1	Direct Economic Value Generated				
	Sale Revenue	Million Baht	21,529.40	18,910.30	11,829.90
	Net Profit	Million Baht	6,846.00	3,038.91	1,406.36
	EBITDA	Million Baht	10,372.59	5,142.43	2,903.43
	Economic Value Distributed				
	Employee wages and benefit	Million Baht	2,174.71	2,310.03	2,288.75
	Operating Cost	Million Baht	10,561.31	12,771.55	8,115.54
	Payments to government: Gross taxes	Million Baht	1,846.19	888.26	404.56
	Dividend payment	Million Baht	2,992.50	1,995.00	872.81
204-1	Proportion of spending on local suppliers				
	Proportion of spending on local suppliers	Percent	100	100	100
	Spending on suppliers from all suppliers	Million Baht	2,691.63	3,064.25	1,770.05
	Spending on suppliers from local suppliers	Million Baht	2,691.63	3,064.25	1,770.05

Note: ^{1/} NA = Not Available

Board of Director⁸⁷

BCH's Board of Directors are composed of 12 members, namely chairman, 7 committees and 4 independent committees as followed.

No	Name	Board Position	Shareholding in BCH and subsidiaries	Tenure of the board committee
1	Asst. Prof. Dr. Somporn Harnphanich, M.D.	Chairman of the Board of Director ^{2/}	6.80	-
2	Prof. Dr. Chalerm Harnphanich, M.D.	Director ^{2/}	32.63	-
3	Ms. Pornluck Harnphanich, M.D.	Director ^{2/}	3.52	-
4	Mr. Kantaporn Harnphanich	Director ^{2/}	3.52	-
5	Mr. Phinij Harnphanich	Director ^{2/}	-	1
6	Ms. Pornsuda Harnphanich	Director ^{2/}	3.52	-

⁸⁷ GRI 2-9, GRI 2-11, GRI 2-12

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

Note: ^{1/} Mr. Surapant Taweewikayakarn, M.D. was appointed as a director at the Board of Directors meeting No. 2/2023 on February 28, 2023.

^{2/} Executive Director

^{3/} Non-executive director

Board Meetings ⁸⁸

In 2023, 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	2023						Total number of meetings (Times/year)
	1	2	3	4	5	6	
	Meeting Date	16 Jan	28 Feb	21 Apr	10 May	15 Aug	
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
Mr. Phinij Harnphanich	✓	✓	✓	✓	✓	✓	6
Ms. Pornsuda Harnphanich	✓	✓	✓	✓	✓	✓	6
Mr. Voravee Kiatinijomsak	✓	✓	✓	✓	✓	✓	6
Mr. Surapant Taweewikayakarn, M.D. ^{1/}			✓	✓	✓	✓	4
Assoc. Prof. Virach Aphimeteetamrong, Ph.D.	✓	✓	✓	✓	✓	✓	6
Mr. Siripong Sombutsiri	✓	✓	✓	✓	✓	✓	6
Prof. Piphob Veraphong	✓	✓	✓	✓	✓	✓	6
Mr. Thawat Suntrajarn, M.D.	✓	✓	✓	✓	✓	✓	6

Note: ^{1/} Mr. Surapant Taweewikayakarn, M.D. was appointed as a director at the Board of Directors meeting No. 2/2023 on February 28, 2023.

⁸⁸ GRI 2-13

Board and Sub-Committee’s Meeting Participation ⁸⁹

Directors have to participate in Board Meeting for consideration and decision of business operation. The Board of Directors convened at least 6 meetings and has set a meeting schedule in advance every year. At the Board and Sub-Committee’s Meeting, the Chairman of the Board and Sub-Committee shall give an opportunity to each director to opine on each agenda as follows.

No.	Name	Number of Meeting Attendance / Total Number of Meetings				
		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. ^{1/}	6/6	4/4	-	5/6	-
2	Prof. Dr. Chalerm Harnphanich, M.D.	6/6	4/4	-	-	-
3	Ms. Pomluck Hamphanich, M.D.	6/6	4/4	-	6/6	-
4	Mr. Kantaporn Harnphanich	6/6	4/4	-	-	-
5	Mr. Phinij Harnphanich	6/6	-	-	-	-
6	Ms. Pornsuda Harnphanich	6/6	4/4	-	6/6	1/1
7	Mr. Voravee Kiatiniyomsak	6/6	4/4	-	6/6	-
8	Mr. Surapant Taweewikayakarn, M.D. ^{2/}	4/6	4/4			
9	Assoc. Prof. Virach Aphimeteetamrong, Ph.D.	6/6	-	5/5	-	-
10	Mr. Siripong Sombutsiri	6/6	-	5/5	-	1/1
11	Prof. Piphob Veraphong	6/6	-	5/5	-	-
12	Mr. Thawat Suntrajarn, M.D.	6/6	-	-	-	1/1
13	Ms. Supotjane Hahtapornsawan, M.D.	-	-	-	6/6	
14	Mr. Dhiti Pattanakamjorn, M.D.	-	4/4	-	-	-
15	Mrs. Saifon Chaimongkol	-	-	-	6/6	-
16	Ms. Anchalee Kengkijakarn	-	-	-	6/6	-
17	Ms. Vimonmarn Krishnakalin ^{1/}	-	-	-	5/6	-
Percentage of Meeting Participation		100 Percent	100 Percent	100 Percent	100 Percent	100 Percent

Note: ^{1/} Asst. Prof. Dr. Somporn Harnphanich, M.D. and Ms. Vimonmarn Krishnakalin were appointed as members of the Sustainability Committee at the Board of Directors meeting No. 2/2023 on February 28, 2023

^{2/} Mr. Surapant Taweewikayakarn, M.D. was appointed as a director at the Board of Directors meeting No. 2/2023 on February 28, 2023.

⁸⁹ GRI 2-13

Remuneration for Board of Directors and Sub-Committee ⁹⁰

Currently, the remuneration for Board of Directors and Sub-Committee is set at the same level as the industry standard and related to the performance of each individual, BCH's profitability and the achievement to develop business operation efficiency to meet the targets, in both environmental and social aspects. The detail of the remuneration for Board of Directors and Sub-Committee on 31 December 2023 is as follows.

Name	Board Position	Remuneration (Baht)		
		Compensation	Pension	Total
Asst. Prof. Dr. Somporn Harnphanich, M.D.	Chairman of the Board of Director	660,000	661,800	1,479,900
Prof. Dr. Chalerm Harnphanich, M.D.	Director	660,000	661,800	1,479,900
Ms. Pornluck Harnphanich, M.D.	Director	660,000	661,800	1,479,900
Mr. Kantaporn Harnphanich	Director	660,000	661,800	1,479,900
Mr. Phinij Harnphanich	Director	660,000	661,800	1,479,900
Ms. Pornsuda Harnphanich	Director	660,000	661,800	1,479,900
Mr. Voravee Kiatinityomsak	Director	660,000	661,800	1,479,900
Mr. Surapant Taweewikayakarn, M.D. ^{1/}	Director	550,000	-	1,233,200
Assoc. Prof. Virach Aphimeteetamrong, Ph.D.	Independent Director/ Chairman of Audit Committee	780,000	785,800	1,748,800
Mr. Siripong Sombutsiri	Independent Director/ Audit Committee	720,000	723,800	1,614,400
Prof. Piphob Veraphong	Independent Director/ Audit Committee	720,000	723,800	1,614,400
Mr. Thawat Suntrajarn, M.D.	Independent Director	660,000	661,800	1,479,900
Mr. Pumipat Chatnoraset ^{2/}	Director	-	472,200	472,200
Total		8,050,000	8,000,000	16,050,000

Note: ^{1/} Mr. Surapant Taweewikayakarn, M.D. was appointed as a director at the Board of Directors meeting No. 2/2023 on February 28, 2023.

^{2/} Mr. Pumipat Chatnoraset resigned as a director of the company since 21 September 2022.

⁹⁰ GRI 2-19, GRI 2-20

Anti-Corruption ⁹¹

Complaints	Number of Complaints (Case)		
	2021	2022	2023
Anti-Corruption Complaints			
Number of fraud of employees that have been verified as true	0	0	0
Number of cases that employee is fired for fraud	0	0	0
Number of cases involving the corruption of business partner that have been verified true	0	0	0
Anti-Competitive Complaints ⁹¹			
Number of cases that are ongoing	0	0	0
Number of cases that are completed	0	0	0
Conflict of Interest Complaints			
Number of cases related to conflict of interest	0	0	0
Number of cases that are completed	0	0	0
Complaints on Social and Community Aspect			
Number of cases that are ongoing	0	0	0
Number of cases that are completed	0	0	0
Complaints on Environmental Aspect			
Number of cases that are ongoing	0	0	0
Number of cases that are completed	0	0	0
Complaints on Occupational Health and Safety Aspect			
Number of cases that are ongoing	0	0	0
Number of cases that are completed	0	0	0
Complaints on Human Right Violation			
Number of cases that are ongoing	0	0	0
Number of cases that are completed	0	0	0
Complaints on Discrimination and Harassment			
Number of cases that are ongoing	0	0	0
Number of cases that are completed	0	0	0

⁹¹ GRI 205-1, GRI 205-2, GRI 205-3

⁹² GRI 206-1

Social Dimension

Human Capital Performance ⁹³

Data	Male	Female	Total
Total Employee (excluding physician)	1,180	5,526	6,706
Sort by employment type			
Full-Time employee	984	4,670	5,654
Nurses and nursing assistants	142	2,237	2,379
Medical Operation and Support Personnel	559	1,413	1,972
Back-office Personnel	283	1,020	1,303
Part-Time employee	196	856	1,052
Nurses and nursing assistants	62	569	1,127
Medical Operation and Support Personnel	96	238	495
Back-office Personnel	38	49	87

Data	Male	Female	Total
Total physician	1,041	844	1,885
Full-time	212	165	377
Part-time	829	679	1,508

Employee category ^{94 95}

Data	Unit	Male	Female	Total
Senior Management*	persons	31	6	37
	% Per total employee in senior management level	83.78	16.22	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	4	2	6
	% Per total employee in senior management level	10.81	5.41	16.22
> 50 years old	persons	27	4	31
	% Per total employee in senior management level	72.97	10.81	83.78

⁹³ GRI 2-7, GRI 2-8

⁹⁴ GRI 405-1b

⁹⁵ The employee category data covers full-time employee

Data	Unit	Male	Female	Total
Middle Management*	persons	15	48	63
	% Per total employee in senior management level	23.81	76.19	100.00
<30 years old	persons	0	2	2
	% Per total employee in senior management level	0.00	3.17	3.17
30 – 50 years old	persons	10	30	40
	% Per total employee in senior management level	15.87	47.62	63.49
> 50 years old	persons	5	16	21
	% Per total employee in senior management level	7.94	25.40	33.33
First-line Management*	persons	186	691	877
	% Per total employee in senior management level	21.21	78.79	100.00
<30 years old	persons	14	57	71
	% Per total employee in senior management level	1.60	6.50	8.10
30 – 50 years old	persons	139	549	688
	% Per total employee in senior management level	15.85	62.60	78.45
> 50 years old	persons	33	83	116
	% Per total employee in senior management level	3.76	9.46	13.23
Disabled/retired/ concession employee	persons	0	2	2
	% Per total employee in senior management level	0	0.23	0.23
Non-management	persons	942	4,779	5,721
	% Per total employee in senior management level	16.47	83.53	100.00
<30 years old	persons	419	2,476	2,895
	% Per total employee in senior management level	7.32	43.28	50.60
30 – 50 years old	persons	455	2,035	2,490
	% Per total employee in senior management level	7.95	35.57	43.52
> 50 years old	persons	53	247	300
	% Per total employee in senior management level	0.93	4.32	5.24
Disabled/retired/ concession employee	persons	15	21	36
	% Per total employee in senior management level	0.26	0.37	0.63

Remark: * Senior Management includes hospital directors, deputy directors of hospitals, 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 ⁹⁶

Data	Unit	Male	Female	Total
Total hours of training	hour	10,023	53,709	63,732
Average hours of training*	hour/head/year	8.49	9.72	9.52
Sort by employee category				
Senior Management	hour	88	431	519
	hour/head/year	2.84	71.83	14.03
Middle Management	hour	333	2,788	3,121
	hour/head/year	22.20	58.08	49.54
First-line Management	hour	2,351	8,338	10,689
	hour/head/year	12.64	12.07	19.19
Non-management	hour	7,251	42,152	49,403
	hour/head/year	7.70	8.82	8.84
Sort by employment type				
Nurses and nursing assistants	hour	2,306	21,609	23,914
	hour/head/year	11.30	7.70	7.94
Medical Operation and Support Personnel	hour	1,848	8,973	10,821
	hour/head/year	2.82	5.43	4.69
Back-office Personnel	hour	5,843	23,073	28,916
	hour/head/year	18.20	21.58	20.80

Physician training hours and credits

Data	Unit	Male	Female	Total
Physician	hour	666	1,081	1,747
	hour/head/year	0.64	1.28	0.93
	credit	0	0	0
	credit/head/year	0	0	0

Remark: Physician training hours include only related to hospital standards, other trainings are excluded.

⁹⁶ GRI 404-1

Employees receiving annual performance evaluation ⁹⁷

Data	Unit	Male	Female	Total
Total full-time employees that were evaluated	person	827	3,988	4,815
	%	84.04	85.40	85.16
Sort by employee category				
Senior Management	person	13	3	16
	%	41.94	50.00	43.24
Middle Management	person	12	39	51
	%	80.00	81.25	80.95
First-line Management	person	163	622	785
	%	87.63	90.01	89.51
Non-management	person	639	3,324	3,963
	%	67.83	69.55	69.27

New employee hires (excluding physician) ⁹⁸

Data	Unit	Male	Female	Total
New employee hires	person	349	1,840	2,189
Rate of full-time employee hires	%	35.47	39.40	38.72
<30 years old	person	196	1,316	1,512
	%	56.16	71.52	69.07
30 – 50 years old	person	134	504	638
	%	38.40	27.39	29.15
> 50 years old	person	19	20	39
	%	5.44	1.09	1.78

⁹⁷ GRI 404-3

⁹⁸ GRI 401-1

Internal Recruitment (excluding physician) ⁹⁹

Data	Unit	Male	Female	Total
Total internal recruitment	person	20	136	156
Rate of total internal recruitment	%	2.03	2.91	2.76
<30 years old	person	7	51	58
	%	35.00	37.50	37.18
30 – 50 years old	person	12	84	96
	%	60	61.76	61.54
> 50 years old	person	1	1	2
	%	5	0.74	1.28

Turnover in 2023 ¹⁰⁰

Data	Unit	Male	Female	Total
Total turnover*	person	339	1,906	2,245
Total turnover rate	%	34.45	40.81	39.71
<30 years old	person	168	1,254	1,422
	%	49.56	65.79	63.34
30 – 50 years old	person	147	589	736
	%	43.36	30.90	32.78
> 50 years old	person	24	63	87
	%	7.08	3.31	3.88
Voluntary turnover	person	288	1,597	1,885
Voluntary turnover rate of total employee turnover	%	84.96	83.79	83.96
Voluntary turnover rate of total employee turnover	%	29.27	34.20	33.34
<30 years old	person	145	1,053	1,198
	%	50.35	65.94	63.55
30 – 50 years old	person	123	492	615
	%	42.71	30.81	32.63
> 50 years old	person	20	52	72
	%	6.94	3.26	3.82

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

⁹⁹ GRI 404-2b

¹⁰⁰ GRI 401-1

Complaints of human rights violation, discrimination, and sexual assault and harassment ¹⁰¹

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 interrogated	0	0
Number of complaints that were remediated	0	0
Number of complaints that are remediated and result reviewed through routine internal management review processes	0	0
Number of complaints no longer subject to action	0	0

Environmental Dimension

Environment Compliance

GRI	Performance Data	Unit	2021	2022	2023
2-27	Number of violations of legal obligations/ regulations	case	0	0	0
	Amount of fines/penalties related to the above	Million Baht	0	0	0
	Environmental liability accrued at year end	case	0	1 ^{1/}	0
	Total number of non-monetary sanctions	case	0	0	0
	Total number of case brought through dispute resolution mechanisms	case	0	0	0

Note: ^{1/} The nearby villages have voiced reservations. The environment is impacted by the ivy vines that are growing on the top of the house next to the hospital fence. BCH was successful in eliminating the ivy vines. The complaint was resolved on September 14, 2022, to the complainant's satisfaction.

Energy Management Statistics ¹⁰²

Performance Data	Unit	2021 ¹	2022 ¹	2023
Total Energy Consumption within Organization	kWh	9,904,317.76	11,737,275.76	59,309,000.00
	MWh	9,904.32	11,737.28	59,309.34
Total Costs of Energy Consumption	Million Baht	35.34	41.94	279.47

Remark: The scope of the report on Energy Consumption Statistics in 2022 covers the World Medical Hospital

¹⁰¹ GRI 406-1

¹⁰² GRI 403-9, GRI 403-10

Greenhouse Gas Emissions Statistics ¹⁰³

Performance Data	Unit	2021	2022	2023
Total Greenhouse Gas Emissions ^{1/}	kgCO ₂ eq	5,497,134.30	7,593,151.01	2,967,246,000,00
	tCO ₂ eq	5,497.13	7,593.15	29,672,46
Total Indirect GHGs Emissions from Energy Purchased & Consumed (Scope2) ^{2/}	kgCO ₂ eq	4,907,473.31	5,823,770.01	2,967,246,000,00
	tCO ₂ eq	4,907.47	5,823.77	29,672,46
	% per Total GHG Emission	89.27	76.70	100

Note: ^{1/} The report of GHG emissions scope 1 and scope 2 data are calculated by using the GHGs calculation tool in accordance with IPCC 2006

^{2/} The greenhouse gas Emission Factor is referring to the Thailand Greenhouse Gas Management Organization (Public Organization) (<http://www.tgo.or.th/>)

Water stress areas ¹⁰⁴

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 one polyclinic

Hospital	Water Stress				
	Low	Low-Medium	Medium - High	High	Extremely - High
World Medical Hospital			X		
Kasemrad International Hospital Rattanaibeth				X	
Kasemrad International Hospital Aranyaprathet		X			
Kasemrad International Hospital Vientiane	X				
Kasemrad Hospital Bangkok			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				

¹⁰³ GRI 302-1, GRI 302-2

¹⁰⁴ GRI 305-1

Hospital	Water Stress				
	Low	Low-Medium	Medium - High	High	Extremely - High
Kasemrad Hospital Chachoengsao					X
Kasemrad Hospital Prachinburi					X
Kasemrad Hospital Rattanaibeth			X		
Kasemrad Hospital Ramkhamhaeng					X
Karunvej Hospital Pathumthani				X	
Karunvej Hospital Ayudhaya				X	

Water Quality covers the World Medical Hospital

Indicator	* Result of measurement before treatment	* Result of measurement after treatment	Water quality standards
pH	7.3	7.5	5.0 – 9.0
BOD ₅	78	8	20
Suspended Solids (SS)	10	<2 ^{13/}	30
Sulfide	0.53	<0.05	1.0
Oil & Grease	<5 ^{12/}	<5 ^{14/}	20
Residual Chlorine	-	<0.05	N/A
Total Coliform Bacteria	23	130	N/A

*Results of Wastewater Quality Analysis for World Medical Hospital, Measured by Environmental and Resource Development Company Limited in December 2023

Water and Wastewater Management Statistics ¹⁰⁵

Performance Data	Unit	2021	2022		2023	
			All Areas	Water Stress Area	All Areas	Water Stress Area
Total Water Withdrawal						
Third-party Water Source (e.g. municipal water suppliers)						
• Fresh Water TDS ≤ 1,000 mg/L	m ³	64,749	68,282	0	75,953	0
• Fresh Water TDS >1,000 mg/L		0	0	0	0	0
Total Water Withdrawal	m ³	64,749	68,282	0	75,953	0
Total Water Consumption	m ³	64,749	68,282	0	75,953	0
	ML	64.75	68.28	0	78.95	0
Water Consumption Intensity	m ³	0	0	0	0	0
Total Water Discharge						
Third-party Water Source (e.g. municipal wastewater treatment plant)	m ³	0	0	0	0	0
Water Discharge ≤1,000 mg/L Total Dissolved Solids	m ³	0	0	0	0	0
Water Discharge > 1,000 mg/L Total Dissolved Solids	m ³	0	0	0	0	0
Total Water Discharge	m ³	51,799	54,625	0	59,746	0
Third-party Water Source (e.g. municipal wastewater treatment plant)	m ³	0	0	0	0	0

Note: The scope of the report on Water and Wastewater Management Statistics in 2022 covers the World Medical Hospital

¹⁰⁵ GRI 303-3,GRI 303-4,GRI 303-5

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 1st January 2023 to 31st 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/ or direct answers	Remark
General Disclosures			
GRI 2: General Disclosures 2021	2-1 Organizational details	SR 13	
	2-2 Entities included in the organization’s sustainability reporting	SR 20	
	2-3 Reporting period, frequency, and contact point	SR 17 SR 20	
	2-7 Employees	SR 103, 157	
	2-8 Workers who are not employees	SR 103, 157	
	2-9 Governance structure and composition	SR 46, 152	
	2-10 Nomination and selection of the highest governance body	SR 50	
	2-11 Chair of the highest governance body	SR 46, 152	
	2-12 Role of the highest governance body in overseeing the management of impacts	SR 46, 152	
	2-13 Delegation of responsibility for managing impacts	SR 51, 153, 154	
	2-15 Conflicts of interest	SR 57	
	2-16 Communication of critical concerns	SR 59	

GRI Standard	Disclosure	Page number(s), URLs/ or direct answers	Remark
	2-17 Collective knowledge of the highest governance body	SR 52	
	2-18 Evaluation of the performance of the highest governance body	SR 53	
	2-19 Remuneration policies	SR 53, 155	
	2-20 Process to determine remuneration	SR 53, 155	
	2-23 Policy commitments	SR 11 SR 59	
	2-24 Embedding policy commitments		
	2-25 Processes to remediate negative impacts	SR 59	
	2-26 Mechanisms for seeking advice and raising concerns	SR 59	
	2-27 Compliance with laws and regulations	SR 162	
	2-29 Approach to stakeholder engagement	SR 28	
Material Topics			
GRI 3: Material Topics 2021	3-1 Process to determine material topics	SR 17 SR 20 SR 28	
	3-2 List of material topics	SR 29	
	3-3 Management of material topics	SR 20, 62, 65, 68, 73, 74, 75, 78, 88, 90, 91, 95, 96, 101, 106, 117, 122, 130, 142, 146	
GRI 201: Economic Performance 2016			
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	SR 152	
GRI 204: Procurement Practices 2016			
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	SR 152	

GRI Standard	Disclosure	Page number(s), URLs/ or direct answers	Remark
GRI 205: Anti-corruption 2016			
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	SR 54, 156	
	205-2 Communication and training about anti-corruption policies and procedures	SR 54, 156	
	205-3 Confirmed incidents of corruption and actions taken	SR 54, 156	
GRI 206: Anti-competitive Behavior 2016			
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	SR 156	
GRI 302: Energy 2016			
GRI 302: Energy 2016	302-1 Energy consumption within the organization	SR 90, 163	
	302-2 Energy consumption outside of the organization	SR 163	
	301-3 Reclaimed products and their packaging materials	SR 90, 96	
GRI 303: Water and Effluents 2018			
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	SR 97	
	303-2 Management of water discharge-related impacts	SR 97	
	303-3 Water withdrawal	SR 97, 98, 99, 100, 165	
	303-4 Water discharge	SR 97, 165	
	303-5 Water consumption	SR 165	

GRI Standard	Disclosure	Page number(s), URLs/ or direct answers	Remark
GRI 305: Emissions 2016			
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	SR 94,163	
	305-2 Energy indirect (Scope 2) GHG emissions	SR 94	
GRI 306: Waste 2020			
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	SR 101	
GRI 308: Supplier Environmental Assessment 2016			
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using	SR 69	
GRI 401: Employment 2016			
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	SR 115, 116, 161	
	401-3 Parental leave	SR 115	
GRI 402: Labor/Management Relations 2016			
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational	SR 116	

GRI Standard	Disclosure	Page number(s), URLs/ or direct answers	Remark
GRI 403: Occupational Health and Safety 2018			
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	SR 142	
	403-2 Hazard identification, risk assessment, and incident investigation	SR 142	
	403-3 Occupational health services	SR 145	
	403-4 Worker participation, consultation, and communication on occupational health and safety	SR 142	
	403-5 Worker training on occupational health and safety	SR 104, 146	
	403-6 Promotion of worker health	SR 145	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	SR 146	
	403-9 Work-related injuries	SR 142, 162	
	403-10 Work-related ill health	SR 142, 162	

GRI Standard	Disclosure	Page number(s), URLs/ or direct answers	Remark
GRI 404: Training and Education 2016			
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	SR 107, 159, 160	
	404-2 Programs for upgrading employee skills and transition assistance programs	SR 161	
	404-3 Percentage of employees receiving regular performance and career development reviews	SR 110, 160	
GRI 405: Diversity and Equal Opportunity 2016			
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	SR 157	
GRI 406: Non-discrimination 2016			
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	SR 120, 162	
GRI 409: Forced or Compulsory Labor 2016			
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	SR 118	
GRI 414: Supplier Social Assessment 2016			
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	SR 69	
GRI 416: Customer Health and Safety 2016			
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	SR 41	





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