

Your Family Your Hospital



โรงพยาบาลเว็ลด์เมดิคอล
World Medical Hospital



โรงพยาบาลเกษมราษฎร์
KASEMRAD INTERNATIONAL



โรงพยาบาลเกษมราษฎร์
KASEMRAD HOSPITAL



โรงพยาบาลการุญเวช
KARUNVEJ HOSPITAL



Vision

To be one of the leaders in healthcare service industry in Thailand and Southeast Asia.

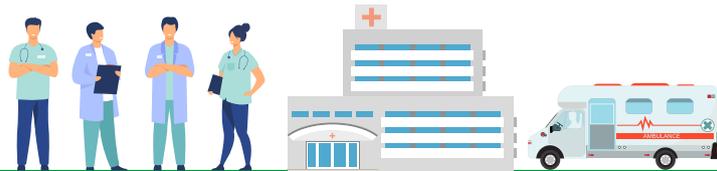


Mission

- We will offer a trusted medical service to make our hospitals a number one preferred hospital in patients' mind;
- We will focus on human resource development to ensure their responsibilities and patients' responsiveness;
- We will collaborate with alliances to improve business efficiency for mutual achievements; and
- We will professionally operate the business in line with ethical principles and promote social responsibility.



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Business Overview

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Message from the Chairman of the Board of Directors¹

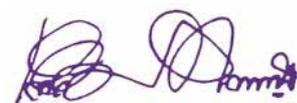


The COVID-19 pandemic situation has significantly eased and recovered especially in the second half of 2022 which the government of each country have canceled the COVID-19 restriction measures, encouraged normal daily life as well as reopened for travelling aboard and cross-border business. The company and affiliated hospitals have changed strategic plan to facilitate patients in accordance with COVID-19 situation and severity which continually decreased over the period. The company has renovated and increased service areas, built specialized medical center, and installed medical equipment to serve patient needs especially preventive healthcare treatment which has been rising and support number of patients which increased from pent-up demand since the COVID-19 pandemic.

For the company's operating results of 2022, the company had total revenue of 18,910.30 million baht, a decrease of (12.17) percent comparing to last year and net profit attributable to owners of the company amounted to 3,038.91 million baht which declined by (55.61) percent comparing to last year. The main reasons were the decrease in medical reimbursement from the government related to COVID-19. However, the revenue of general patients, excluding the revenue related to COVID-19 from the government, still increased 25.36 percent from pent-up demand of both Thai and international patients. Furthermore, the company continually managed and controlled costs and expenses at appropriate level and also increased operating efficiency to maintain growing company performance continually.

Apart from business operations, the company also emphasizes on social and environment cares under good corporate governance as well as enhancement of corporate credit rating. In 2022, the company was accredited "Very Good" in corporate governance by Thai Institute of Directors (IOD) and was reaffirmed company's credit rating "A" with a "Stable" outlook from TRIS rating. In terms of social responsibility, the company was selected as 1 of 100 listed companies in the Stock Exchange of Thailand with outstanding performance in Environmental, Social, and Governance (ESG) from Thaipat Institute. Recently, the company has joined "Care the Bear" project initiated by the Stock Exchange of Thailand which collaborated with other organizations approximately 182 organizations to reduce global warming by lowering greenhouse gas emissions through event organizations which promote understanding on ESG and increase employee's engagement and also raise awareness in environmental sustainability in the company.

On behalf of Bangkok Chain Hospital Public Company Limited, I would like to convey my gratitude to all shareholders, customers, Financial Institutes, private and public organizations, and business partners for your unwavering trust and supports. Likewise, I would like to express my sincere appreciation to doctors, nurses, and employees for their exertions and dedications to the company. The company will strictly adhere to the intention to operate the business in line with enhancing and maintaining corporate value with fair and good corporate governance in long term.



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

¹ GRI 2-14, GRI 2-22



Awards and Certification in 2022



Corporate Governance Report of Thai Listed Companies (CGR) Year 2022 The company was rated at a **"Very Good" level, or a 4-stars**



A Strategic Partner of S&P Global

The company was **reaffirmed "A" with a "Stable" outlook** from TRIS rating.



SET Awards 2022

- Outstanding Company Performance Award
 - Outstanding CEO Award to Prof. Dr. Chalerm Harnphanich, Chief Executive Officer
- from The Stock Exchange of Thailand and Money & Banking Magazine



Thailand's Top Corporate Brands 2022 in healthcare business sector from Chulalongkorn Business School



Ranked in ESG100

1 of 100 listed companies with outstanding business practices in environmental, social and governance from Thaipat Institute



Kasemrad Hospital Prachachuen received the Global Health Award 2022 in Heart and Vascular Service Provider of the Year in Asia Pacific from the Global Health Asia Pacific.



Kasemrad Vitamins and Mineral Water received 5 packaging design awards from around the world.



Policy and Business Overview²

Bangkok Chain Hospital Public Company Limited (the “company”) was established on 24th November 1993 the aim to creating a new business structure for a private hospital group through the restructuring of its founding company, which had operated Kasemrad Hospital since 1984. Since then, the company has continuously expanded and emerged as one of the leading healthcare service providers in Thailand. It is also recognized as one of the major service providers under the Social Security Scheme. With its initial registered capital of 950 million baht, the company succeeded in being listed on the Stock Exchange of Thailand on 10 November 2004. It has since continued to enlarge its business, resulting in the subsequent increase of its registered capital to its current paid-up registered capital of 2,493.75 million baht.

² GRI 2-23



Vision

To be
one of the leaders in healthcare service industry
in Thailand and ASEAN

Mission



We will offer a trusted medical service to make our hospitals a number one preferred hospital in patients' mind



We will focus on human resource development to ensure their responsibilities and patients' responsiveness



We will collaborate with alliances to improve business efficiency for mutual achievements



We will professionally operate the business in line with ethical principles and promote social responsibility

Value



BCH's Business Operations³

Presently, the company, together with its subsidiaries, operate a total of 15 hospitals and 1 polyclinic in Thailand and Lao PDR, dividing its brands into 4 hospital groups - (1) World Medical Hospital Group, (2) Kasemrad International Hospital Group, (3) Kasemrad Hospital Group, and (4) Karunvej Hospital Group. Details 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



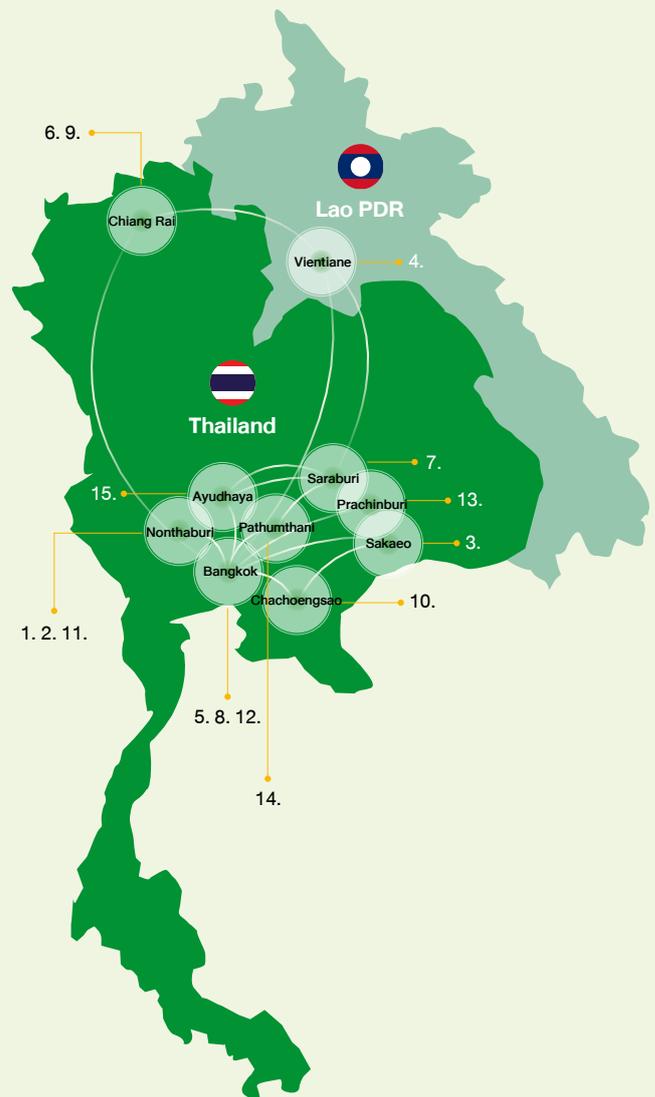
Kasemrad Hospital Group

5. Kasemrad Hospital Bangkai
6. Kasemrad Hospital Sriburi
7. Kasemrad Hospital Saraburi
8. Kasemrad Hospital Prachachuen
9. Kasemrad Hospital Mae Sai
- Kasemrad Sriburin Clinic Chiang Saen branch
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



³ GRI 2-1



Bangkok Chain Hospital Public Company Limited (BCH) is a listed company registered in the Stock Exchange of Thailand (SET). BCH provides health services as private hospitals. The head office is located at 44 Moo 4 Chaengwattana Road, Pakkret, Nonthaburi, 11120 Thailand.

As of 31 December 2022, the affiliated hospitals have a total of 2,254 licensed beds and 582 examination rooms, which can accommodate 23,280 out-patients per day, with medical specialists available 24 hours a day. The company has continually improved the service efficiency of its affiliated hospitals to achieve excellence in medical services with highly skilled and experienced medical personnel, modern medical equipment, and specialized centers to provide integrated medical services along with hospital accreditation: HA and international standard accreditation from the Joint Commission International: JCI. The company has also established various specialized centers to provide complete services cycle.

The company has strengths in business operations as follows:

(1) The company operates business in the form of a hospital group with 15 hospital branches, providing medical services covering all groups of customers ranging from lower mid-tier to high-end patients, both Thai and international, and insurers under the Social Security Scheme. In addition, affiliated hospitals can accept referral patients from partner hospitals for diagnosis, complete cardiac treatment including cardiac catheterization and/or cardiac surgery, diagnostic X-ray examination by MRI or CT Scan, and laser vision correction (LASIK), screening, diagnosis and chemotherapy for cancer treatment, detection and treatment services for infertility causes, and providing accurately and continuously diabetic wound treatment together with the use of modern treatment technologies;



(2) The company receives regular income from patients under the Social Security Scheme. The insurers under the Social Security Schemes registered with affiliated hospitals has risen over 1,000,000 persons, emphasized company position as a leader in healthcare business operator under the Social Security Schemes;

(3) Price advantage of purchasing drugs, pharmaceuticals, equipment and medical equipment for the affiliated hospitals through mass purchases by the company's Central Purchasing Department;

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

(5) The company has specialist doctors in every field;

(6) The company regularly organizes training for doctors and nurses both inside and outside the hospital;

(7) the company offers high-tech medical equipment such as medical equipment for the heart center and aesthetic center, laser vision correction machine (LASIK), gastrointestinal endoscopy, and magnetic resonance imaging (MRI), robotic rehabilitation, the chemotherapy treatment of cancer patients, the standard assisted reproductive technology for infertility treatment, and assessment machine for the coagulation of blood vessels and water surgery machine for diabetic wound treatment.

(8) Most of the hospitals in the group have been accredited by the Institute of Health Accreditation of Thailand. In addition, World Medical Hospital and Kasemrad International Hospital Rattanaibeth have also received international accreditation standard Joint Commission International (JCI).



Company Highlights



15 Hospitals

covering 9 provinces
in Thailand and
1 city in Lao PDR



Medical specialists
available

24 hours a day



Experienced
in hospital
management

39 years

since 1984



Total licensed
beds

2,254 beds



Total examination
rooms

582 rooms



Accommodate
out-patients

**23,280 persons
per day**



The quota of insured
person under
the Social Security
Scheme of 2022
amounted to

1,514,550 persons



**Advantage
from Economies
of scale of
purchasing**



Medical supplies
and equipment

with **Modern and
High technology**



Joint Commission International : JCI

2 hospitals



Hospital Accreditation : HA

10 hospitals

General Information of the Company and its Subsidiaries⁴

Company	Date of Company Registration	Authorized Share Capital	Business Type	Opening Date/ Date of Acquisition
Bangkok Chain Hospital PCL	24 November 1993	2,494 million baht	KH Bangkae KIH Aranyaprathet World medical KH Rattanatibeth KH Ramkhamhaeng KIH 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	300 million baht	KIH Rattanatibeth	15 February 1993
Sriburin Medical Co., Ltd.	29 March 1991	170 million baht	KH Sriburin KH Mae Sai KCC Sriburin Chaing san branch	10 January 1993 1 August 2004 8 August 2014
Saraburi Wetchakit Co., Ltd.	16 April 1993	321 million baht	KH Saraburi	1 January 1996
Navanakorn Medicare Co., Ltd.	7 February 1989	375 million baht	KV Pathumthani KV Ayudhaya	18 December 1993 18 December 1993
Sothon Vejchakit Co., Ltd.	23 April 2015	700 million baht	KH Chachoengsao KH Prachinburi	1 May 2018 1 January 2021
Bangkok Chain Management Co., Ltd.	15 September 2016	5 million baht	Trading healthy drinks, providing laboratory services, and real estate management - Bangkok Chain Laboratory (BCL)	15 September 2016 4 April 2022
Bangkok Chain International (Lao) Co., Ltd.	12 April 2017	133.2 billion kip	KIH Vientiane	19 August 2021

⁴ GRI 2-2

General Information of the Affiliated Hospitals⁵

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 Bangkae	586,588 Petchakasem Road, Bangkae-Nua, Bangkae, 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 Hospital Prachachuen	950 Prachachuen Road, Wongsawang, 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 Chiang Saen branch	339 Moo 6, Vieng, Chiang Saen, 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 Sriayudhaya 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

⁵ GRI 2-2

CALL CENTER Call 1218

 24 hours a day

Your Family Your Hospital



MEDICINE
DEPARTMENT



02

Sustainability Development

- 4. About this Report
- 5. Sustainability at Bangkok Chain Hospital





About this Report⁶

The Bangkok Chain Hospital Public Company Limited (BCH) has prepared the first annual Sustainability Report for 2022. The scope of this report covers the sustainability performances of BCH and all our business entities in Thailand during 2022 covering 1st January – 31st December. The main objective of this disclosure is to communicate BCH’s sustainability practices and performances which are in accordance with the ESG framework to reflect our approach that integrating sustainable development into the core business and stakeholder engagement. This disclosure reports with reference to the Global Reporting Initiative Standards (GRI Standards). It also presented the relationship of our business activities to the global commitment, the United Nations’ Sustainable Development Goals. Thirteen material topics are disclosed in this report.

For more information⁷



Any suggestion or inquiries may be directed to

Investor Relations Department

- Bangkok Chain Hospital Public Company Limited (BCH)
- E-mail: ir@bangkokchainhospital.com Phone number: 02-836-9906

Hospitals covered in this Report⁸

Hospital group	Performance coverage				
	Economic	Environment	Human Capital	OHS	CSR
World Medical Hospital	✓	✓	✓	✓	✓
Kasemrad International Hospital	✓		✓		✓
Kasemrad Hospital	✓		✓		✓
Karunvej Hospital	✓		✓		✓

⁶ GRI 2-2, GRI 2-3, GRI 3-1

⁷ GRI 2-3

⁸ GRI 2-2, GRI 3-1, GRI 3-3

Sustainability at Bangkok Chain Hospital PCL.

BCH operates our business with ethics, transparency, reliability, and fair treatment of all stakeholders and adheres in good audit system by considering the surrounding society to create a concrete standard in business operation. The Company is implementing the integration of the Environment, Social, and Governance (ESG) practices into our business to be sustainable for the Company and for all relevant stakeholders. Risks and challenges are also assessed to be ready for a rapid change, which can occur at any time, to prevent and mitigate the impacts caused by BCH, communities, society, and the environment. This sustainability integration also builds confidence among all groups of stakeholders for their certainty in our operation. Therefore, BCH has introduced our business strategy and action plans for being one of the leading healthcare service provider. The strategy also serves as a method to build alliances which potentially contribute to efficient services provided to our patients and customers, create business brand to cover all groups of customers, and develop our specialist doctors and staff to be in line with quality standards through our strategy.

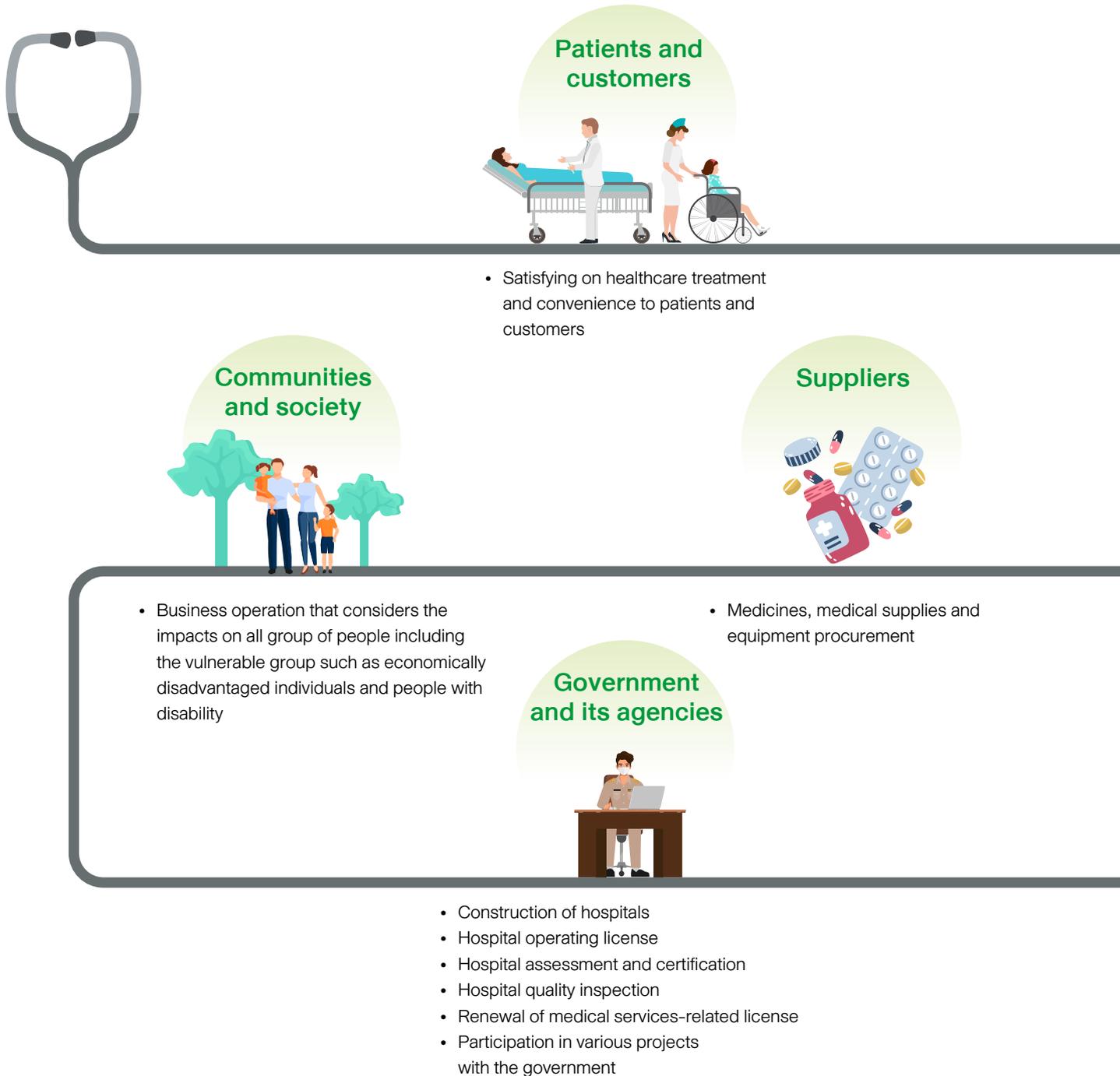
To serve BCH's commitment to sustainability, the Risk Management Committee has transformed to the Sustainability, Governance and Risk Management Committee ("Sustainability Committee"). The committee has a scope to impose sustainability policies as well as enforce and manage sustainability-related matters in the company. Another core responsibility is integrating sustainability into business strategy. The committee also has an agenda to support raising awareness about sustainability among our staff. Accordingly, their roles will lead to the sustainable growth of our business.



Management of Impacts on Stakeholders in Business Value Chain

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.



Employees



- Providing on healthcare services
- Performance of other tasks

Shareholders and investors



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

Creditors



- Capital funding

Competitors



- Options for the patients and customers

Press



- Public relations and external communication

Remark: Value Chain considered in accordance with GRI 2-6

As stated above about the stakeholders' engagement in BCH's activities, the material topics can be shown as follows:



**Delivery of Quality
Healthcare**



**Organization & Human
Resource Development**



**Occupational Health
and Safety**



Financial Performance



**Corporate Governance &
Transparency**



**Supply Chain
Management**



Data Privacy & Security



**Environment & Social
Responsibility**



Climate Change

Value Chain Stakeholder Analysis⁹

BCH recognizes the impacts on the stakeholders that our operation may have on stakeholders. To manage these impacts, the Company has developed guidelines for managing relationships with stakeholders and addressing the effect that may arise. In this regard, the Company has created a communication strategy to engage with our stakeholders and foster constructive relationship based on mutual understanding of our operations. At BCH, we believe that stakeholders are crucial to the continuity and sustainability. The below table shows value chain stakeholders' expectation and needs as well as responding strategies.

Stakeholders	Expectation and needs	Communication/Channels	Responding strategies
1. Patients and customers 	Delivery of Quality Healthcare <ul style="list-style-type: none"> Healthcare services in accordance with standards and ethics Services satisfaction Obtaining accurate, clear, fast, and convenient health information Appropriate medical service fees Data Privacy & Security <ul style="list-style-type: none"> Data Privacy and security of personal and treatment information 	<ul style="list-style-type: none"> Offline and online channels for communication and consultation such as Website, Facebook, Line, Twitter, and call center 1218 Customer satisfaction survey Public relations activities and health knowledge sharing 	<ul style="list-style-type: none"> Providing healthcare services with the Hospital Accreditation (HA) and the Joint Commission International (JCI) standards Receiving opinions, suggestions, and complaints to improve our services Healthcare education and knowledge sharing Assigning the customer relations department to estimate the fee and inform patients in advance Setting a system that protects patients' data and treatment information
2. Employees 	Organization & Human Resource Development <ul style="list-style-type: none"> Learning, talent development, and skills enhancement in line with business changes Fair Labor Practice Appropriate remuneration and welfare and career growth opportunities Company's activities engagement Occupational Health and Safety <ul style="list-style-type: none"> Occupational Health and Safety according to standards 	<ul style="list-style-type: none"> CEO roadshow New joiners' orientations Seminars and trainings Suggestion and opinion hearings Internal communication Employee engagement survey 	<ul style="list-style-type: none"> Seminars and training availability for their skills improvement Listening to their opinions, suggestions, and needs Communicating news and policies which related to employees such as human rights policy Giving employees the opportunity to participate in various activities Setting appropriate remuneration and welfare Improving the working environment to be in line with occupational health and safety practices

⁹ GRI 2-29

Stakeholders	Expectation and needs	Communication/Channels	Responding strategies
3. Shareholders and investors 	Financial Performance <ul style="list-style-type: none"> • Business growth and good performances • Good corporate governance and business transparency • Appropriate dividends and returns on investment • Transparency and continuity of business information Environment & Social Responsibility <ul style="list-style-type: none"> • Business operation considering its continuity and sustainability with social and environmental responsibility 	<ul style="list-style-type: none"> • Annual General Meeting of shareholders • Quarterly meeting between BCH and shareholders and investors i.e., Analyst Meeting, Opportunity Day, Company Visit, Conference Call, Roadshow • Information disclosure through the Stock Exchange of Thailand • Communication through website, telephone, email, and annual report 	<ul style="list-style-type: none"> • Good performance and appropriate dividends in accordance with company's policy • Operating business under strict and prudent risk management with the transparent, fair, and traceable governance • Disclosing necessary and significant information relating to the business operation • Improving investor relations website to be full of updated data • Listening to their voices and suggestion
4. Creditors 	Financial Performance <ul style="list-style-type: none"> • Return of principals and interests as stated in contracts • Business growth and good performances Corporate Governance & Transparency <ul style="list-style-type: none"> • Good corporate governance and business transparency 	<ul style="list-style-type: none"> • Information disclosure through the Stock Exchange of Thailand • Quarterly business turnover meeting • Communication through website, telephone, email, and annual report 	<ul style="list-style-type: none"> • Creating good performance, returning principals and interests as agreed • Operating business under strict and prudent risk management with the transparent, fair, and traceable governance • Disclosing necessary and significant information relating to the business operation
5. Suppliers 	Supply Chain Management <ul style="list-style-type: none"> • Fair and transparent negotiation or agreement • Opportunities to continue being business partners Data Privacy & Security <ul style="list-style-type: none"> • Data privacy and security of trade agreement or contract 	<ul style="list-style-type: none"> • Company Visit • Meetings such as new product presentation, product use instruction 	<ul style="list-style-type: none"> • Remaining good relationship • Disclosing bidding information with transparency and fairness • Regularly receiving suggestions • Promoting sustainable business for business partners • Protect the data privacy of suppliers

Stakeholders	Expectation and needs	Communication/Channels	Responding strategies
6. Communities and society 	Environment & Social Responsibility <ul style="list-style-type: none"> • Accessible healthcare improvement for promoting quality of life • Activities to promote and support communities and the society, awareness raising concerning health issues • Business operation that least affecting communities and society in a negative way Climate Change <ul style="list-style-type: none"> • Proper climate management 	<ul style="list-style-type: none"> • Suggestions and opinions hearing • Community engagement such as knowledge sharing, health promoting, and volunteering activities 	<ul style="list-style-type: none"> • Affiliated hospitals providing services to Social Security insured persons • Hospital expansion to rural areas where healthcare accessibility is limited • Giving opportunities to communities and society to engage in BCH activities • Continually providing financial support for CSR activities • Providing channels for suggestions, opinions, and complaints
7. Government and its agencies 	Corporate Governance & Transparency <ul style="list-style-type: none"> • Laws and regulations compliance 	<ul style="list-style-type: none"> • Listening their needs and giving opinions and suggestions for the governmental laws and regulations 	<ul style="list-style-type: none"> • Strictly operating business in accordance with related laws and regulations
8. Competitors 	Corporate Governance & Transparency <ul style="list-style-type: none"> • Business operation under fair competition 	<ul style="list-style-type: none"> • Following on industrial trends 	<ul style="list-style-type: none"> • Promoting the free market • Operating business under the fair competition
9. Press 	Corporate Governance & Transparency <ul style="list-style-type: none"> • Having precise, fast, and timely delivery of news • Press has an opportunity to meet with executives. 	<ul style="list-style-type: none"> • Executives' interviews through various channels • Disclosure of information • Information disclosure through the Stock Exchange of Thailand, website, telephone, and annual report 	<ul style="list-style-type: none"> • Disclosing necessary and significant information relating to the business • Listening to their voices and suggestion

The Approach to Determine Material Topics¹⁰

In 2022, BCH reviewed all sustainability-related topics, covering all risks found in the Company that related to business operations. The principles of the Global Reporting Initiative Standards and the Sustainable Development Goals (SDGs) were utilized as guidance to determine material topics. The core process is including:



1. Identification

BCH utilized internal information to identify material topics which potentially affect sustainable business operations, covering the environment, social and governance issues. The company assessed internal and external risks and opportunities throughout the entire value chain were also assessed using the framework below.

Internal information	External information
Target and Business direction	Sustainable trends and global risks review
Risks and opportunities in the financial, investment and operation matters	Sustainable Development Goals (SDGs)
Company's sustainability framework	Domestic and international peers reviews in the healthcare industry
Data compiling from subsidiaries	Stakeholders' needs and expectations
Business operation challenges	

2. Prioritization

After material issues that are significant to the Company and stakeholders were identified, the issues have been grouped and prioritized. This process was in accordance with the Global Reporting Standards. There were 13 material topics prioritized and reported this year.

¹⁰ GRI 2-29, GRI 3-1

3. Validation

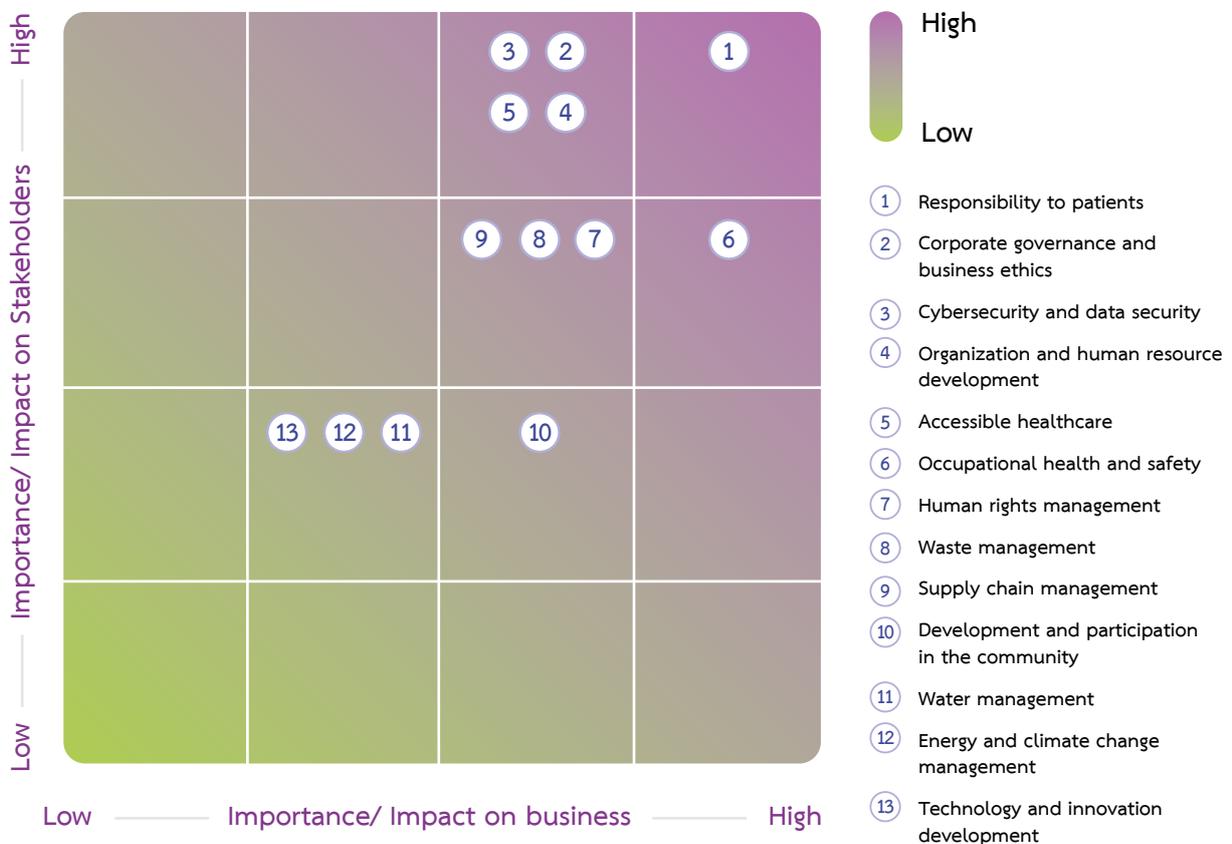
BCH validated the material topics prioritization. It was then proposed to the Risk management committee and the Board of Directors to consider and certify the results of the assessment of material topics.

Materiality Matrix¹¹

Prioritization Criteria

BCH's stakeholders	BCH
1. Impacts level to stakeholders	1. Opportunities to create impacts
2. Significant to stakeholders in the future	2. Severity impact level
3. Impacts to diverse stakeholders	3. Business risk level
4. Expectation's level on issues management from the Company	4. Long-term impacts level
	5. Significant or opportunities for future issues
	6. Relevant to BCH's policies or targets

Materiality Matrix



¹¹ GRI 3-2

2022 Materiality Issues



Sustainability Policies and Goals

The Company is committed to integrating Environment, Social, and Governance (ESG) practices into our business operations. To ensure sustainability, we are taking proactive measures to prevent and mitigate any potential negative impacts on communities, society, and the environment. Our commitment to sustainability not only ensures the continuity of our business but also builds confidence among our stakeholders.

BCH established guidelines that aligned with the United Nations’ Sustainable Development Goals (SDGs) and includes 13 sustainable development goals (SDGs).

Sustainable development goals and guidelines are as follows:

Sustainability Framework	Key points	Management guidelines
Economic	<ul style="list-style-type: none"> Responsibility to patients   	<ul style="list-style-type: none"> Improving services quality and patient’s confidence Providing patient services in accordance with HA and JCI standards
	<ul style="list-style-type: none"> Corporate governance and business ethics 	<ul style="list-style-type: none"> Conducting business under strict and prudent risk management with transparent, fair, and verifiable corporate governance Strictly conduct business activities properly and appropriately in accordance with relevant laws and regulations
	<ul style="list-style-type: none"> Cybersecurity and data security 	<ul style="list-style-type: none"> Improving the capabilities in protecting stakeholder’s confidential information Preparing guidance in the personal data rights
	<ul style="list-style-type: none"> Supply chain management   	<ul style="list-style-type: none"> Conducting risk assessments on an annual basis Improving services quality and patients’ confidence
	<ul style="list-style-type: none"> Technology and innovation development  	<ul style="list-style-type: none"> Promoting the development of innovative medical services using technology to create business opportunities

Sustainability Framework	Key points	Management guidelines
Social	<ul style="list-style-type: none"> Organization and human resource development    	<ul style="list-style-type: none"> Conducting employee knowledge and skill training for efficient performance Appropriate remuneration and welfare and career growth opportunities Encouraging employee and relevant stakeholders' participation for social value creation and engagement
	<ul style="list-style-type: none"> Accessible healthcare   	<ul style="list-style-type: none"> Provide healthcare services to the Social Security insured persons Provide healthcare services in rural areas to increase the efficient healthcare accessibility
	<ul style="list-style-type: none"> Occupational health and safety  	<ul style="list-style-type: none"> Raising awareness and changing working behavior to the safety culture
	<ul style="list-style-type: none"> Human rights management     	<ul style="list-style-type: none"> Respect human rights, equality, non-discrimination, and diversity
	<ul style="list-style-type: none"> Development and participation with community   	<ul style="list-style-type: none"> Supporting the provision that benefits public interests Promoting health education and healthcare accessibility to communities and society
	Sustainability Framework	Key points
Environment	<ul style="list-style-type: none"> Waste management 	<ul style="list-style-type: none"> Promoting proper waste management Waste reduction at its original source such as plastic reduction behavior
	<ul style="list-style-type: none"> Water management  	<ul style="list-style-type: none"> Campaign for water saving
	<ul style="list-style-type: none"> Energy and climate change management  	<ul style="list-style-type: none"> Organizing activities to raise awareness of energy conservation for employees, business partners, patients, and customers Changing hospital and office supplies to energy saving type such as energy saving light lamps Installation of renewable energy to decrease energy usage and greenhouse gases

Materiality Issues Related to GRI Standards

In order to operate business align with GRI Standard, BCH published a sustainability report which reports company materiality issues related to SDGs and GRI Standard as follows;

Material topics	Stakeholders	Related GRI standards	Related SDGs	Topic in this report
Economic Dimension				
Patient responsibilities	<ul style="list-style-type: none"> Employees Government and its agencies Patients and customers Communities and society Suppliers Investors, shareholders, and creditors 	GRI 416-1, GRI 416-2, GRI 417-1, GRI 417-2, GRI 417-3, GRI 3-3		Product/service responsibilities
Corporate governance and business ethics	<ul style="list-style-type: none"> Employees Government and its agencies Patients and customers Communities and society Suppliers 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		Corporate Governance and Business Ethics
Cybersecurity and data security	<ul style="list-style-type: none"> Employees Government and its agencies Patients and customers Suppliers Investors, shareholders, and creditors 	GRI 2-13, GRI 3-3		Cybersecurity and data security
Supply chain management	<ul style="list-style-type: none"> Employees Government and its agencies Patients and customers Communities and society Suppliers 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
Technology and innovation development	<ul style="list-style-type: none"> Employees Government and its agencies Patients and customers Communities and society Suppliers Investors, shareholders, and creditors 	GRI 2-13, GRI 3-3		Technology and innovation development

Material topics	Stakeholders	Related GRI standards	Related SDGs	Topic in this report
Social Dimension				
Organization and human resource development	<ul style="list-style-type: none"> • Employees • Government and its agencies • Patients and customers • Communities and society • Suppliers • 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	   	Human Capital Development and Human Resources Management
Accessible Healthcare	<ul style="list-style-type: none"> • Employees • Government and its agencies • Patients and customers • Communities and society • Suppliers • Investors, shareholders, and creditors 		  	Accessible Healthcare
Occupational Health and Safety	<ul style="list-style-type: none"> • Employees • Government and its agencies • Patients and customers • Communities and society • Suppliers • 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 and its agencies • Patients and customers • Communities and society • Suppliers • Investors, shareholders, and creditors 	GRI 412-1, GRI 407-1, GRI 3-3	    	Human rights management
Community development and participation	<ul style="list-style-type: none"> • Employees • Government and its agencies • Patients and customers • Communities and society • Suppliers • Investors, shareholders, and creditors 	GRI 413-1, GRI 413-2, GRI 3-3	  	Community participation

Material topics	Stakeholders	Related GRI standards	Related SDGs	Topic in this report
Environmental Dimension				
Waste management	<ul style="list-style-type: none"> • Employees • Government and its agencies • Patients and customers • Communities and society • Suppliers • Investors, shareholders, and creditors 	GRI 306-1, GRI 306-2, GRI 306-3, GRI 306-4, GRI 306-5, GRI 3-3		Waste management
Water management	<ul style="list-style-type: none"> • Employees • Government and its agencies • Patients and customers • Communities and society • Suppliers • Investors, shareholders, and creditors 	GRI 303-1, GRI 303-2, GRI 303-3, GRI 303-4, GRI 303-5, GRI 3-3		Water management
Energy and Climate Change Management	<ul style="list-style-type: none"> • Employees • Government and its agencies • Patients and customers • Communities and society • Suppliers • 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 Management





BCH Sustainability Highlights

ECONOMIC DIMENSION

Total Revenue

18,910
THB million



Net Profit attributable to owners of the company



3,038.91
THB
million

Dividend payment per share

0.80
THB/share



Executives' acknowledgement on anti-corruption policy



100%

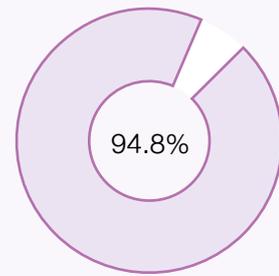


Executives' acknowledgement on business ethics

100%

Customer satisfaction rate by

HAPPY



Suppliers' assessment

100%



Return of service

97.3%

SOCIAL DIMENSION

No



Human rights breaches in the entire value chain



No

Community complaint

Employee training hour



7.6
hours/head/year



No

Fatality Work-Related Injury and Occupational Illness & Disease Rate



Healthcare services for Social Security insured persons

10 hospitals

Loss Time Injury Frequency Rate (LTIFR)

1.8

cases / 1,000,000 hours worked



ENVIRONMENTAL DIMENSION



Complaints on Environmental laws
and regulation violation

0 Cases



Energy Consumption

11,737.28

MWh



PLEASE
**BRING
YOUR OWN
BAGS**

Greenhouse Gases Emissions

7,593.15

Tons CO₂ eq



Total Waste
221.85
tons

Total Water Use

68,282
m³



Total Effluent

54,625
m³

The environmental data is from World Medical Hospital only.



03

Sustainability Performance

- 6. Economic Dimension
- 7. Social Dimension
- 8. Environmental Dimension





Economic Dimension





Economic Dimension

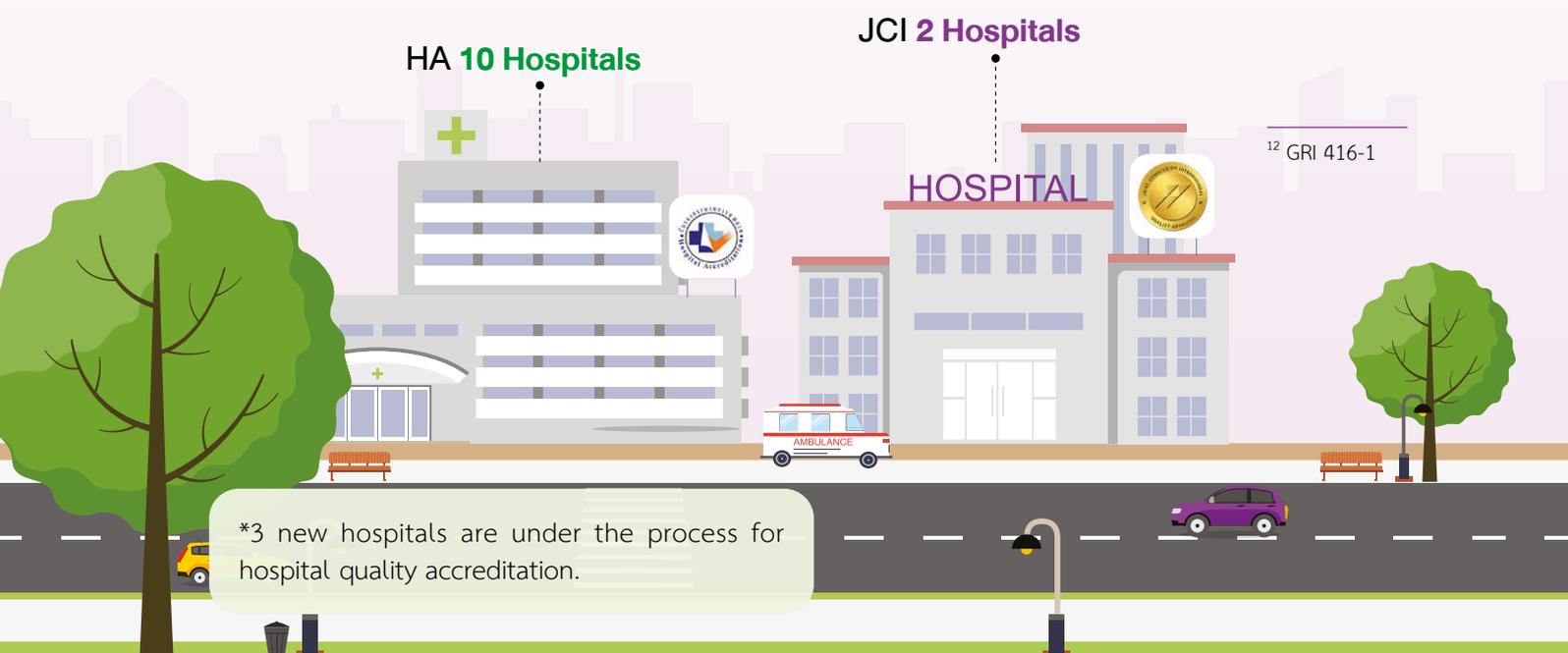
Economic and Governance

Economic and Governance is one of the important sustainability issues, development in economics and governance will enhance business operations to achieve targets with efficiently, accordingly the company recognized the importance of business operation along with good governance such as transparency, equitable, and ethics, considerate to the human right of all stakeholder. The company also enhances risk management by using technology to improve service quality, safety, and considered data privacy, which will enhance customer satisfaction and loyalty which help the company gain in the long-term Competitive

Service Quality and Customer Responsibilities¹²

BCH recognizes the importance of patient safety and has therefore established a quality control policy for healthcare services. The Company has developed internal guidelines that comply with national and international standards, aimed at reducing reputational risks that may arise from complaints regarding patient safety resulting from subpar services and operations. In addition, BCH adopts various quality systems for the continuous patient care process, such as the Hospital Accreditation (HA) standard from the Institute for Hospital Development and Accreditation International Hospital Quality Standards, as Joint Commission International (JCI).

Furthermore, BCH also continues to handle its customer relationship management (CRM) system, with a focus on enhancing the customer satisfaction. By providing high-quality, standardized, and safe services, BCH aims to build confidence and trust among customers, thereby maintaining a loyal customer base in the long term.



Service Quality

Hospital Accreditation: HA



Healthcare Accreditation (HA) by the Healthcare Accreditation Institute (Public Organization) assures the quality and safety of patients in health facilities according to international standards. The evaluation consists of three main parts based on quality process criteria covering an organization management overview, key hospital systems and patient care processes as follows:

1. **Quality Development** Healthcare facilities develop a system suitable for their conditions and in line with standards.
2. **Quality Evaluation** The medical institution appoints consultants and auditors to evaluate the quality of the hospital when applying for accreditation.
3. **Quality Accreditation** The institution approves quality accreditation of healthcare facilities. The first accreditation is valid for 2 years.

Joint Commission International: JCI



The Objective of Joint Commission International (JCI) is to improve the quality and safety of healthcare by evaluating and certifying quality standards, covering organizational management, direction and leadership, physical security systems, emergency response plans, infection prevention and control, communication and information technology, human resources management, quality systems and patient safety as well as healthcare development from admission to discharge. JCI is considered the highest arbiter of hospital quality and safety standards, applied equally to health facilities in Europe and the United States.

Patient-Centered Standards

- International Patient Safety Goals: IPSG
- 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

For more details, please visit website at: <https://www.jointcommissioninternational.org>, www.ha.or.th

BCH National and International Standards

	<p>ISO 15189 - Medical Laboratory Quality</p>
	<p>ISO 9002 - Quality Assurance for Production, Installation and Services</p>
	<p>ISO 15190 - Medical Laboratory Quality on Environment Management, Hazard Prevention, Biosecurity and Waste Management</p>
	<p>ISO 9001 - Quality Management System</p>
	<p>Hemodialysis Standards by The Royal College of Physicians Thailand (RCPT)</p>
	<p>Laboratory Accreditation : LA</p>
	<p>Laboratory Standards on SARS-CoV-2 Real-time RT-PCR</p>
	<p>Service Standards on Assisted Reproductive Technology follow by Protection of a Child Born by Medically Assisted Reproductive Technology Act. 2015</p>
	<p>Good Labour Practices : GLP from Department of Labour Protection and Welfare</p>

The Quality Fair – Promote HA Principles of Service Standard

In 2022, Kasemrad Hospital Prachachuen launched an annual quality fair 2022 based on HA principles to raise awareness of hospital requirements and motivate staff members to work efficiently.

In addition, the company places great importance on providing patients with accurate and comprehensive information about the services offered at each step for patients' journey to ensure their understanding. Patients are given an opportunity to participate in various considerations and decisions before receiving services thereby maximizing their satisfaction. Additionally, BCH has fair marketing practices, avoiding any form of propaganda, and setting reasonable prices. To enhance patient care, we also encouraged the use of information systems to deliver care more efficiently and communicate helpful information after service usage.



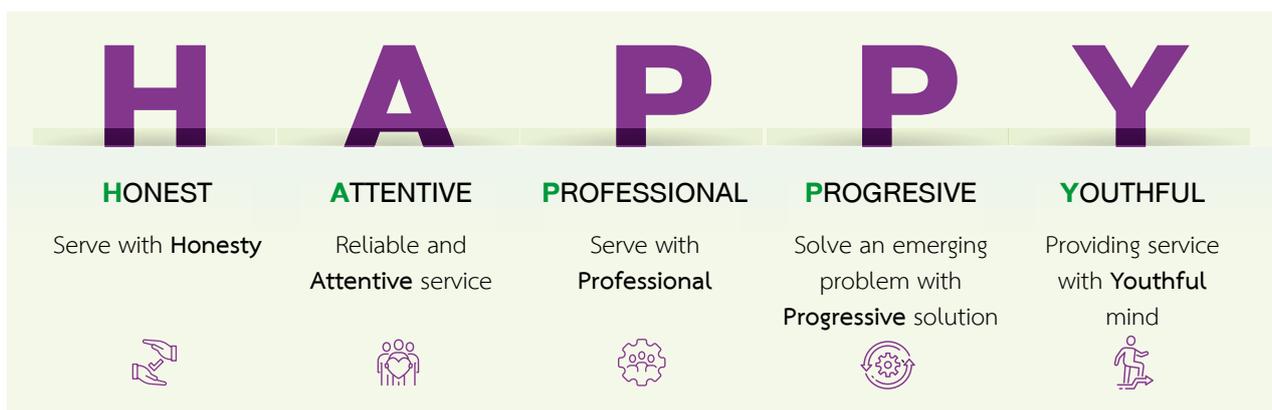
Customer Satisfaction Goal

Short-term goal:

BCH set customer satisfaction goal not less than 80% in every year.

Customer Satisfaction Survey in 2022

BHC realizes that opportunities and challenges can be identified by analyzing customer feedback and demand to ensure continuous improvement of customer satisfaction by implementing the HAPPY principle, covering 5 aspects as follows:



In 2022, there were 22 issues reported by customers through the recommendation and feedback system, comprising 11 issues (50%) of suggestion, and 11 issues (50%) of compliment.

Assess the Proportion of satisfied Customers



Customer Satisfaction

Customer Satisfaction	Unit	2022
Assess the proportion of satisfied customers.	%	94.8
Assess the return of service	%	97.3

The survey result in 2022 was an input for initiative in 2023. BCH will regularly monitor customer satisfaction and ensure continuous service quality development for ultimate customer satisfaction.



Corporate Governance

BCH recognizes the importance of honesty, transparency and social and stakeholder's responsibility. In this regard, BCH has developed and published corporate governance and business ethic policy in accordance with the corporate governance principles of the Securities and Exchange Commission (SEC) and the Stock Exchange of Thailand (SET). The policy comprises 5 elements: the rights of shareholders, the equitable treatment of shareholders, roles of stakeholders, disclosure and transparency, and board responsibility. These principles apply to all stakeholders across supply chain and are reviewed annually.

Moreover, BCH has prepared a business ethics and corporate governance handbook¹³ to guide employees in best practices.

Board of Directors Structure¹⁴

In 2022, BCH's Board of Directors is composed of 11 members, comprised of 1 chairman of the committee, 6 committee members and 4 independent committee members. The Board of Director includes an Executive Committee, Audit Committee and Risk Management Committee, each with its own charter defining its roles and responsibilities. In 2023, the Nomination and Remuneration Committee is set and the work scopes for the Risk Management Committee's scope of work will be expanded to include sustainability principles. As a result, the Risk Management Committee was renamed to the Sustainability, Governance and Risk management Committee according to the Board of Directors Meeting (2/2023) on February 28, 2023.

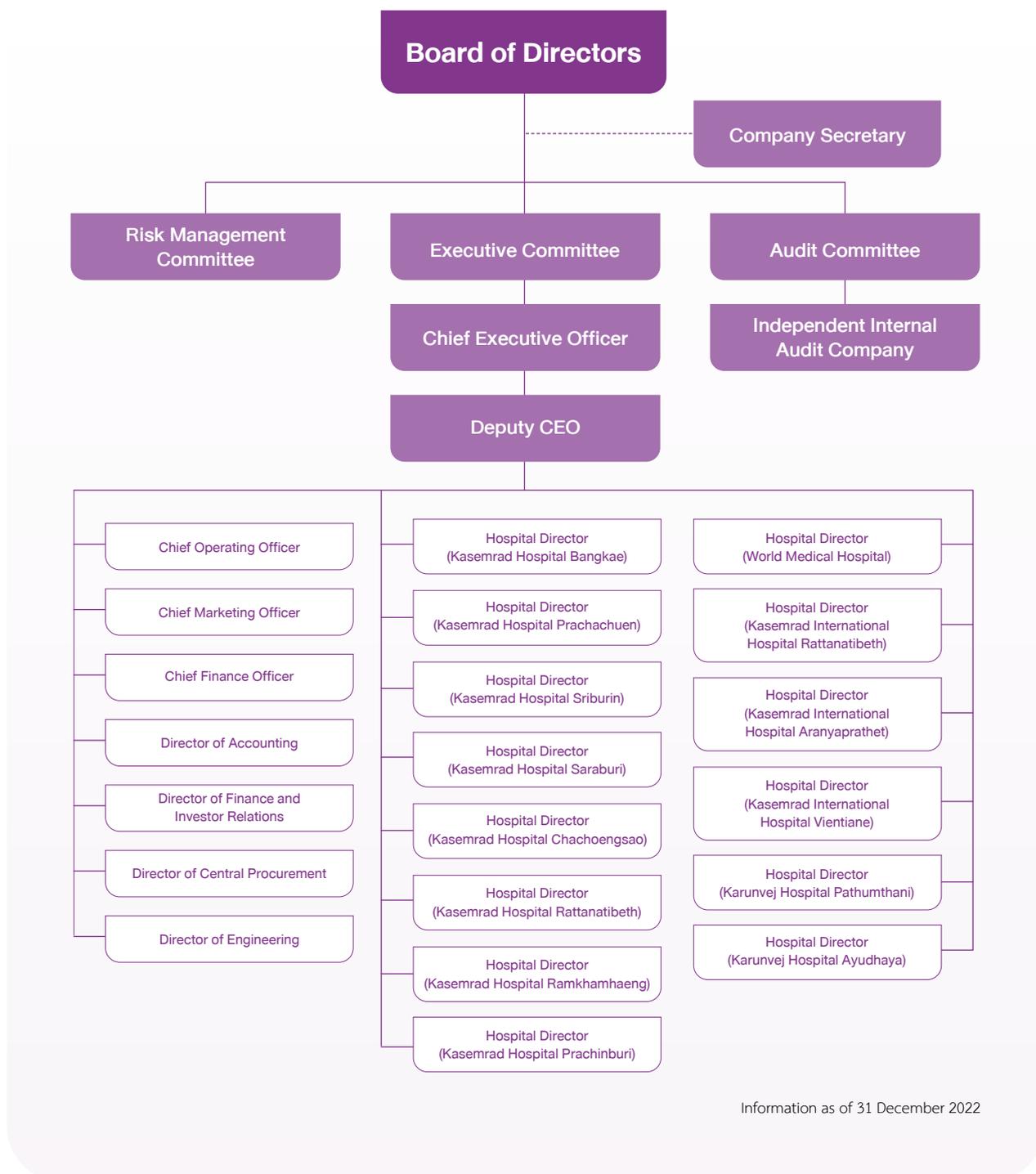


¹³ For business ethics and corporate governance handbook
<https://www.bangkokchainhospital.com/storage/document/cg/bch-business-ethics-and-corporate-governance-handbook-en.pdf>

¹⁴ GRI 2-9, GRI 2-11, GRI 2-12

Governance Structure

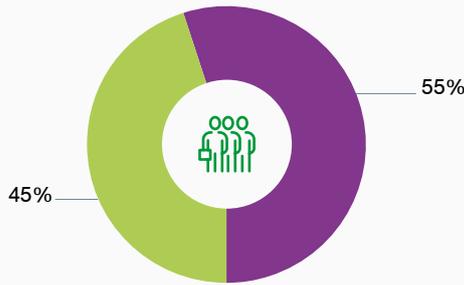
Organizational Structure of Bangkok Chain Hospital PCL.^{1/}



Remark : ^{1/}The Figure displays board of directors structure in 2022. From the Board of Directors Meeting (2/2023) on February 28, 2023, the work scopes for the Risk Management Committee are broadened to encapsulate sustainability principles and change the name of the Risk Management Committee to the Sustainability, Governance and Risk management Committee, And the Nomination and Remuneration Committee is set.

- As at 31 December 2022, BCH has 11 members of the Board of Director, including 6 Executive Directors and, 5 Non-Executive Director. 4 of Non-Executive Directors are Independent Directors. BCH prescribes that at least one third of the Board of Directors shall be independent directors and there shall be at least three independent directors, and appointed in compliance with legal requirements, Notifications of the Stock Exchange of Thailand (SET) and the Securities Exchange Commission (SEC).

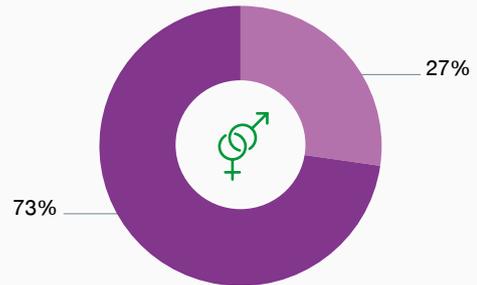
Structure of the Board of Director



- Executive Director **6** Persons
- Non-Executive Director **5** Persons

Remark : This figure displays the Structure of the Board of Director. It should be noted that Mr. Pumipat Chatnoraset has been excluded since September 21, 2022, due to his resignation.

Gender Diversity of the Board of Director



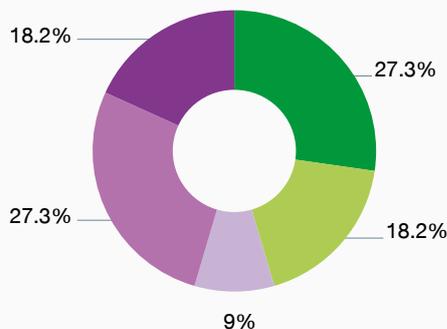
Male **8** Persons

Female **3** Persons

Remark : This figure displays gender diversity. It should be noted that Mr. Pumipat Chatnoraset has been excluded since September 21, 2022, due to his resignation.

- At the end of 2022, BCH's Board of Director consists of 3 female directors and 8 male directors, and the average tenure of the Board of Director is 13.6 years

Tenure of the Board of Directors



- 0-5 years **3** Persons
- 6-10 years **2** Persons
- 11-15 years **1** Persons
- 16-20 years **3** Persons
- More than 20 years **2** Persons

Average Tenure

13.6
years

Remark : This figure displays tenure of the Board of Directors. It should be noted that Mr. Pumipat Chatnoraset has been excluded since September 21, 2022, due to his resignation.

- BCH's Board of Director is committed to promote diversity without discrimination on the basis of gender and race, as well as encouraging diversity in educational background and work experiences among Board members. The qualification of the board members are aligned with the BCH's operation and a Board Skills Matrix has been prepared to ensure that the necessary skills and expertise are represented on the board.

Board Skills Matrix

No.	Name Lists	Skills								
		Core Skills							Special Skills	
		Accounting	Finance	Laws	Sales and Market Strategies	Business Administration and Ethics	Economy	Risk Management	Medicine and Hospital Business Management	Information Technology
1	Prof. Dr. Chalerm Harnphanich, M.D.	✓	✓		✓	✓	✓	✓	✓	
2	Asst. Prof. Dr. Somporn Harnphanich, M.D.				✓	✓	✓	✓	✓	
3	Ms. Pornluck Harnphanich, M.D.				✓	✓	✓	✓	✓	
4	Mr. Kantaporn Harnphanich				✓	✓	✓		✓	
5	Ms. Pornsuda Hamphanich	✓	✓		✓	✓	✓	✓	✓	✓
6	Mr. Phinij Harnphanich					✓	✓	✓		
7	Mr. Voravee Kiatiniyomsak	✓	✓			✓	✓	✓		
8	Assoc.Prof. Virach Aphimeteetamrong, Ph.D.	✓	✓			✓	✓	✓		
9	Mr. Siripong Sombutsiri	✓	✓			✓	✓	✓		
10	Prof. Piphob Veraphong	✓	✓	✓		✓	✓	✓		
11	Mr. Thawat Suntrajarn, M.D.					✓	✓		✓	
Summation		6	6	1	5	11	11	9	6	1

Remark : It should be noted that Mr. Pumipat Chatnoraset has been excluded since September 21, 2022, due to his resignation.

- In 2022, BCH held 6 Board Meetings to supervise the company's strict compliance with laws and regulations. 100 percent of 12 members of the BCH's directors attended

Board of Director Nominations¹⁵

Currently, the Executive Committee proposes a qualified person to be appointed as Deputy Chief Executive Officer, Chief Executive Officer, Executive Director, and Chairman of the Executive Board to the Board of Director for their consideration. The Board of Director is responsible for the responsibility of nominating suitable candidates with a diverse range of qualifications, such as professional skills, specialization, without discrimination based on age, gender, nationality, religion, and physical impairment. Additionally, the Board of Director nominations are based on the expertise of the directors, education, training records, work experiences and membership in BCH or other companies, which are formulated into a board skill matrix. The Matrix helps ensure that the Board of Director Nomination align with corporate operations and support sustainable business growth.

With regards to business continuity, BCH has established a succession plan¹⁶ with the latest revision made on 15 August 2022. The qualification of Chief Executive Officer is as follows.

1. Having knowledge, capabilities, and experience and specialization that will benefit to business practices.
2. Possessing leadership, vision, and ethical leadership in business operation.
3. Having transparent background and not possessing any prohibited characteristics as specified by the notification of Securities and Exchange Commission.
4. Demonstrating potential in strategic planning and business management, providing advices and solutions with consideration for the interests of the business.

Roles of Board of Director and Senior Executive

At present, the Board of Director's Charter, the Executive Committee's Charter, the Audit Committee's Charter and the Risk Management Committee's Charter have been prepared and most recently revised on 1 March 2022. The charters are reviewed once a year or as required.

Board and Sub-Committee's Meeting Participation¹⁷

Directors are required to attend Board Meeting for consideration and decision-making on business operation. The Board of Directors conducts at least 6 meetings per year, and a meeting schedule is set in advance annually. During Board and Sub-Committee's Meeting, the Chairman of the Board and Sub-Committee provides each director with the opportunity to express their opinions on each agenda items as follows.

¹⁵ GRI 2-10

¹⁶ For more information about succession plan, please visits <https://www.bangkokchainhospital.com/storage/document/cg/bch-succession-plan-th.pdf>

¹⁷ GRI 2-13

Development and Training for Directors¹⁸

To ensure continuous development of directors' ability to perform tasks effectively, BCH promotes development and training for directors. In 2022, the BCH's Board of directors attended various courses, including:

	<p>▶ Training course of Thai Chartered of Management Accountants (TCMA), cohort 1/65 with total course duration of 6.5 hours.</p>	
<p>▶ Training course of ethic for accounting auditors, cohort 6 with total course duration of 2 hours.</p>		<p>▶ Human Resources Management Course (Oxford Home Study College)</p>
	<p>▶ Supply Chain Management Course (Oxford Home StudyCollege)</p>	 <p>▶ E-learning CFO's Refresher course</p>
	<p>▶ AI for Healthcare : equipping the workforce for digital transformation</p>	
<p>▶ Training course of the Introduction of Medical Laws, Thai MOOC with total course duration of 10 hours.</p>		<p>▶ Training course of Health Security System, Chula MOOC.</p>
	<p>▶ Training course of Personal Data Protection compliance with Personal Data Protection Act by Digital Council of Thailand.</p>	 <p>▶ Short course training of dermatology, cohort 42 in 2022 by Dermatological Society of Thailand.</p>

¹⁸ GRI 2-17

Assessment of Directors' Performances¹⁹

To ensure the effectiveness of the Board, the directors complete business performance assessment forms at least once a year. The results of these assessment are used to evaluate and improve performance. There are 5 types of assessments namely Committee Self-Assessment (shortly), Individual Self-Assessment for committees, Sub-Committee Self-Assessment (shortly), Individual Self-Assessment for sub-committees and CEO Performance Assessment. The criteria for assessing the performance of the Board of Directors and the results of assessment in 2022 are summarized below.

Committee / Sub-Committee	Result of the Committee Self-Assessment (%)	Result of the Individual Self-Assessment (%)
Board of Directors	92.82	92.35
Executive Committee	91.98	91.48
Risk Management Committee	90.60	92.73
Audit Committee	97.70	100.00
Chief Executive Officer	95.49	94.50

Scores

- 100% = Excellence
- 75% = Very good
- 50% = Good
- 25% = Fair
- 0% = No performance

Remuneration for Board of Directors and Sub-Committee²⁰

BCH has clearly defined a policy for the remuneration of directors, which has been approved by the shareholders' meeting. The remuneration for directors is set at a level that is aligned with the industry standard, and is linked to both the profitability of BCH and the individual performance of each director.

¹⁹ GRI 2-18

²⁰ GRI 2-19, GRI 2-20

Anti-corruption²¹

Policy, Goals and Performance

BCH has established anti-corruption policy²² (latest revision on 13 May 2020), anti-corruption handbook (latest revision on 13 May 2020) and whistleblowing and complaint policy (latest revision on 16 January 2023) to the Board of Directors, Executive Directors and employees for their acknowledgement and strict adherence. The policy and handbook are reviewed once a year and detail of goals and anti-corruption performances are as follows.

Short-term Goals

Publish communicate and acknowledge Anti-corruption policy to 100% of Director, Employees and Suppliers in 2024

Anti-Corruption Performance

- Communication on Anti-Corruption Policy and Handbook



■ Communication on Anti-Corruption Policy and Handbook

However, BCH has a plan to communication and broadcasting the anti-corruption policy and handbook, in order to spread understanding and knowledge to employees and business partners in 2024.

- Anti-Corruption Performance



■ Anti-Corruption Performance

However, BCH has a plan to organize anti-corruption training for employees and business partners in 2024.

²¹ GRI 205-1, GRI 205-2, GRI 205-3

²² For more information about Anti-Corruption policy please visits <https://www.bangkokchainhospital.com/storage/document/cg/bch-anti-corruption-policy-en.pdf>

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 benefit from any organization that does not comply with the laws and business ethic code of conduct.

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 incorrected 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 benefit from public and private entity that does not comply with the laws and business ethic code of conduct.

7. Medical license requirement

BCH declines to receive benefit from public sector that does not comply with the laws and business ethic code of conduct.

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. As a testament to its commitment to conducting business with honesty, transparency, BCH has been recertified as a member of Thai Private Sector Collective Action Against Corruption (CAC). 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.

Anti-Corruption Project

BCH arranges the communication and training session regarding anti-corruption for the Board of Directors and Executive Directors in 2022. Nevertheless, BCH intends to extend the communication and training to include employees and business partners in 2023.

Conflict of Interest²³

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.



If 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, to prevent bias or influence, any stakeholder involved in the transaction should not participate in the approval process.

²³ GRI 2-15

Business Ethic Code of Conduct²⁴

Policy, Goals, and Performance

BCH has developed and published corporate governance and business ethic policy²⁵, 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 promote ethical business practices and sustainability. 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.

Business Ethic Performance

Currently, 100 percent of the total of 8 subsidiaries communicate and participate in the business ethics training.

Business Ethic Projects and Corporate Compliance²⁶

1. BCH communicate business ethic to all new employee which includes director, manager, and employee.
2. The Board of the Director will regularly revise Business Ethic Code of Conduct by business operation and related laws and regulations.
3. Doctors and dentists regularly attend Medical Staff Organization meetings, where they discuss medical standards and medical ethics. These meeting are held once a month.

Whistleblower Channel and Complaint Investigation²⁷

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, or deficiencies in the internal control system of the BCH. 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 comprises representatives from various departments, including

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

These representatives participate in the investigation process to ensure that complaints are addressed appropriately.

²⁴ GRI 2-23

²⁵ For more information about corporate governance and business ethic policy and business ethics and corporate governance handbook, please visits <https://www.bangkokchainhospital.com/storage/document/cg/bch-business-ethics-and-corporate-governance-handbook-en.pdf>

²⁶ GRI 2-23, GRI 2-26

²⁷ GRI 2-16, GRI 2-25

Whistleblower Procedures



Whistleblower Channel



- **Phone** 02-836-9937
- **Fax** 02-106-4858
- **E-mail** report@bangkokchainhospital.com
- **Website** www.bangkokchainhospital.com
- **Postage** Submit whistleblowers and complaints To "Recipient of Complaint" Bangkok Chain Hospital Public Company Limited World Medical Hospital Building, 22nd Floor 44 Moo 4 Chaengwatthana Road, Pak Kret Sub-district, Pak Kret District, Nonthaburi 11120

Remark : Recipient of Complaint” is the Company Secretary.



Risk Management and Emergency Responses

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 a BCH to undertake the risk management and monitoring to deal with emerging risks in order to mitigate the potential impacts and uncertain situations. This is to ensure that the continuity of business operation and to prevent any potential business interruption.

Risk Management Structure

The Board of Directors establishes the Risk Management Committee to develop and execute the risk management policy. 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.

Currently, the Committee consists of a Chairman of Risk Management Committee and 6 directors. The meetings for the Risk Management Committee are held 6 times a year in order to monitor and identify the BCH's risks. After that, the risks are reported to the Board of Directors once a year to review on economic, social and environmental issues.

Lists of Risk Management Committee

No.	Name Lists	Positions
(1)	Mrs. Saifon Chaimongkol	Chairman of Risk Management Committee
(2)	Ms. Pornluck Harnphanich, M.D.	Director
(3)	Ms. Pornsuda Harnphanich	Director
(4)	Mr. Voravee Kiatiniyomsak	Director
(5)	Mr. Surapant Taweewikayakarn, M.D.	Director
(6)	Ms. Supotjanee Hahtapornsawan, M.D.	Director
(7)	Ms. Anchalee Kengkijakarn	Director

Remark : ^{1/} Mr. Pumipat Chatnoraset has been excluded from the Risk Management Committee since September 21, 2022, due to his resignation. In Board of Directors Meeting, the work scopes for the Risk Management Committee are broadened to encapsulate sustainability principles and change the name of the Risk Management Committee to the Sustainability, Governance and Risk management Committee on February 28, 2023. In 2023, Sustainability, Governance and Risk management Committee composes of 1 Chairman and 7 Directors.

Goals and Risks Management²⁸

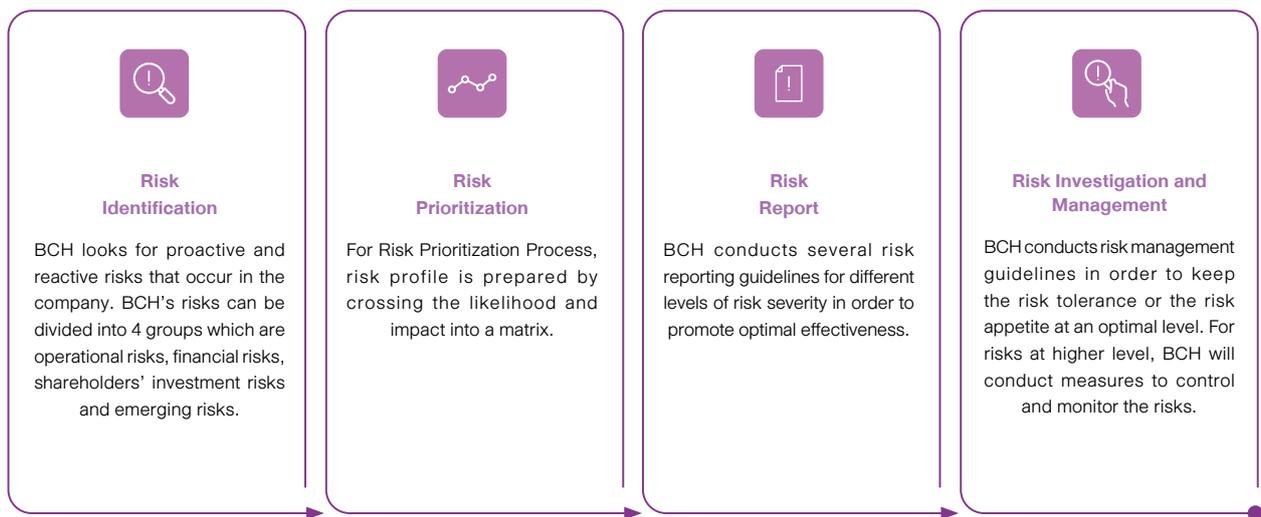
Short-term goals

BCH manages the risks, covering economic, social and environmental dimensions so that the risks would not affect the normal business operation.

Risk Management Processes²⁹

Risk Management Processes 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.



Risk Type and Risk Management Plan

BCH's risks can be divided into 4 groups which are operational risks, financial risks, shareholders' investment risks and emerging risks. BCH has considered the risk factors, analyzed the impact and opportunity, and found that the results of risk assessment in 2022 does not affect to the BCH's operations.

²⁸ GRI 3-3

²⁹ GRI 3-3

Risk Types	Risks	Business impacts	Risk Mitigation Measures / Risk Management Plan
Operational Risks	Risk from regulatory changes on managed care programs	Effect on income due to social security service	Executives closely monitors the change and actively participate in the policy setting discussion.
	Risk from competition in private hospital industry	Effect on income due to a loss of competitiveness	BCH has setup the new care centers and has central procurement department increases in competitiveness.
	Risk from shortage of medical staff	Effect on continuation of business operation	BCH provides competitive remuneration package, employee welfare program and training courses. In addition, BCH offers employees the opportunities to participate in the management discussions.
	Litigation risk	Effect on the image and reputation of the BCH and the cost of damage from litigation.	BCH monitors and controls the quality and standards of medical care, including Hospital Accreditation (HA) and Joint Commission International (JCI).
	Corruption risk	Effect the image and business operation	BCH establishes and communicates Anti-Corruption policy to the employee within the organization.
	Privacy Data Risk	Effect the image and business operation	BCH establishes privacy policy and ask permission to keep and use the data, appointed data protection officer
Financial Risks	Credit risk	Effect on operating cash flow	BCH reviews the ability of debt repayment for client and issuer.
	Liquidity risk	Effect on business operation	BCH conducts measures to maintain cash flow of the business operation appropriately.
	Foreign currency risk	Foreign currency impact	BCH conducts a management plan for income and natural hedge to prevent the foreign currency risks.
	Interest rate risk	Impact on financial cost of the company	BCH evaluates the future economic situation to make loan at the suitable interest rate.

Risk Types	Risks	Business impacts	Risk Mitigation Measures / Risk Management Plan
Shareholders' Investment Risks	Risks from the change of stock price	Effect from fluctuation of the stock price	BCH conducts risk management measures by adhering to good corporate governance and sustainable business principles.
Foreign Financial Asset Risk	Foreign investment risk from debenture	Effect on financial cost and 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 hospitels and provide telemedicine service.

Business Continuity Planning at the 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 Culture³⁰

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.

Risk Management Training

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

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 five 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

On January 16, 2022, 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 2022, it was found that the subsidiaries provided adequate and similar internal control in all five areas to the BCH.

Hospital Emergency Management

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. BCH also sees the importance of knowledge sharing among related people as a preparation in case of emergency and appointed Facility Management and Safety (FMS) team to response the emergency cases as follows.

³⁰ GRI 3-3

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 and transportation. • 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. • 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 related person. • Report to incident commander.

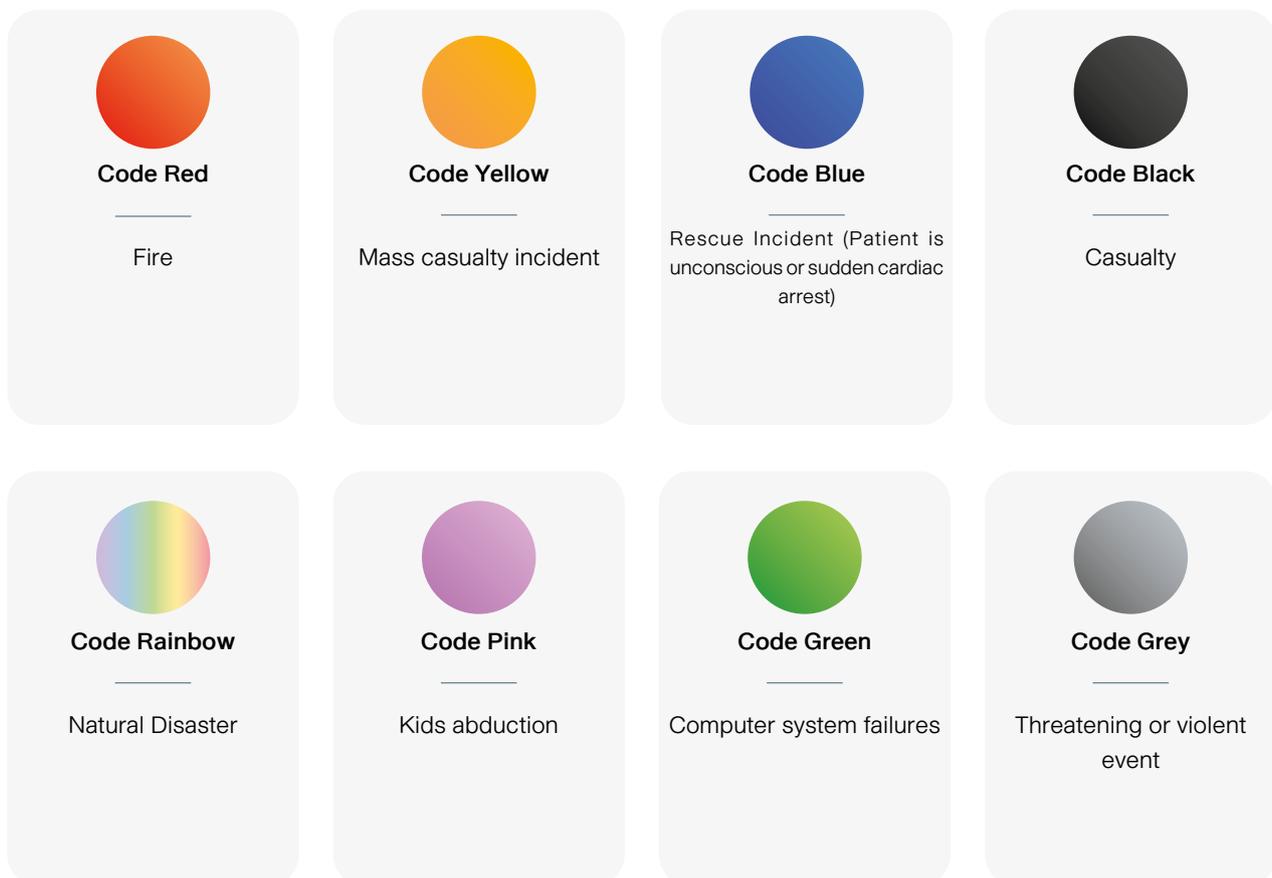
2) Emergency Management Plan

2.1 Preparedness

World Medical Hospital conducts emergency management plan and prepares asset lists and MOU with third-party on resources and collaboration. World Medical Hospital conducts the orientation and training program on emergency response to employee. Organization list and phone number are provided to various department 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 as follow.



2.3 Recovery

World Medical Hospital 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

World Medical Hospital evaluates and reviews the emergency management plan at least 1 time in a year.

Supply Chain Management

The year 2022 was challenging for BCH due to the lingering effects of the COVID-19 pandemic and the Russian invasion of Ukraine. These situations have inevitably impacted businesses, leading to shortages, rising prices, and transportation difficulties for products and services. The company had to respond to these circumstances both internally and externally, with one of the key areas being supply chain management. We are aware of the emerging changes and are working closely with all relevant stakeholders to overcome the challenges.

BCH has integrated sustainability practices into our business, covering the environment, social responsibility, and corporate governance (ESG). We consider all three aspects in every activity across our value chain, and we place a high value on the impact of our actions on stakeholders, contributing to risk mitigation and improving our competitive performance.

However, BCH has intended to continue to provide our products and services in quality to serve our patients and 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 many new suppliers as a backup plan.

Short-term goals

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

Procurement Policy and Supplier Code of Conduct³¹

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, and relationship management. All these steps will lead to a sustainable supply chain practice which could build a strong relationship with them in long-term performance.

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



1. Medical Equipment



2. Medicines and Medical Supplies



3. General Supplies

³¹ GRI 3-3

Sustainable Supply Chain Management

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 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.

Suppliers' Evaluation and Selection Procedures and Process of Medicines and Medical Supplies

Suppliers Selection³²

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 and regulations since BCH is aware of these. BCH also concerns the human rights upheld by our suppliers throughout their operation and value chain. Fair labor and occupational health and safety must be prioritized with our business partners as well. BCH aims to seriously follow up and evaluate their business conduct to be in accordance with our code of 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:

³² 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.

Suppliers Classification

BCH has assessed and classified the Critical Tier 1 suppliers and Critical Non-Tier 1 Suppliers by using the high-volume supplier as a tool. The number of classified suppliers is shown in the following table.

Tier of Suppliers	Amount	Share of volume
Critical Tier 1 Suppliers	38	57%
Critical Non-Tier 1 Suppliers	41	19%
Other Suppliers	539	24%
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. The quality of products and deliverables
2. Speed and on-time delivery
3. After-sales services

Assessed Suppliers that meet the criteria	Number of suppliers
Critical Tier 1 Suppliers	38
Critical Non-Tier 1 Suppliers	41

Supply Chain Management Performance in 2022

In 2022, BCH has 618 suppliers, in which they all are from Thailand, in 2022. Besides, BCH had no New Approved Vendor (NAV) in the past year.

Suppliers' classification	Unit	2021	2022
Percentage of spending on Thai suppliers	%	100	100
Suppliers			
Critical Tier 1 Suppliers	amount	38	38
Percentage of spending on Critical Tier 1 Suppliers	%	57	57
Critical Non-Tier 1 Suppliers	amount	41	41
Percentage of spending on Critical Non-Tier 1 Suppliers	%	19	19
Other Suppliers	amount	539	539
Percentage of spending on Other Suppliers	%	24	24

Suppliers Code of Conduct³³

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 and 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.

Contacting Channels for Suppliers Code of Conduct Complaints

BCH has prepared channels for suppliers code of conduct complaints from our stakeholders. Our contact channel is shown as follows:



- **Telephone** 02-836-9937
- **Fax** 02-106-4858
- **E-mail** report@bangkokchainhospital.com
- **Website** www.bangkokchainhospital.com
- **Mail** Send complaints form
To "Receiver of complaint"
Bangkok Chain Hospital Public Company Limited
World Medical Hospital Floor 22
44 Moo 4, Chaengwattana Road, Pakkred,
Nonthaburi 11120

Note : "Receiver" is Company Secretary

³³ See further BCH's Supplier Code of Conduct at <https://www.bangkokchainhospital.com/storage/document/cg/bch-code-of-conduct-for-business-partners-th.pdf>

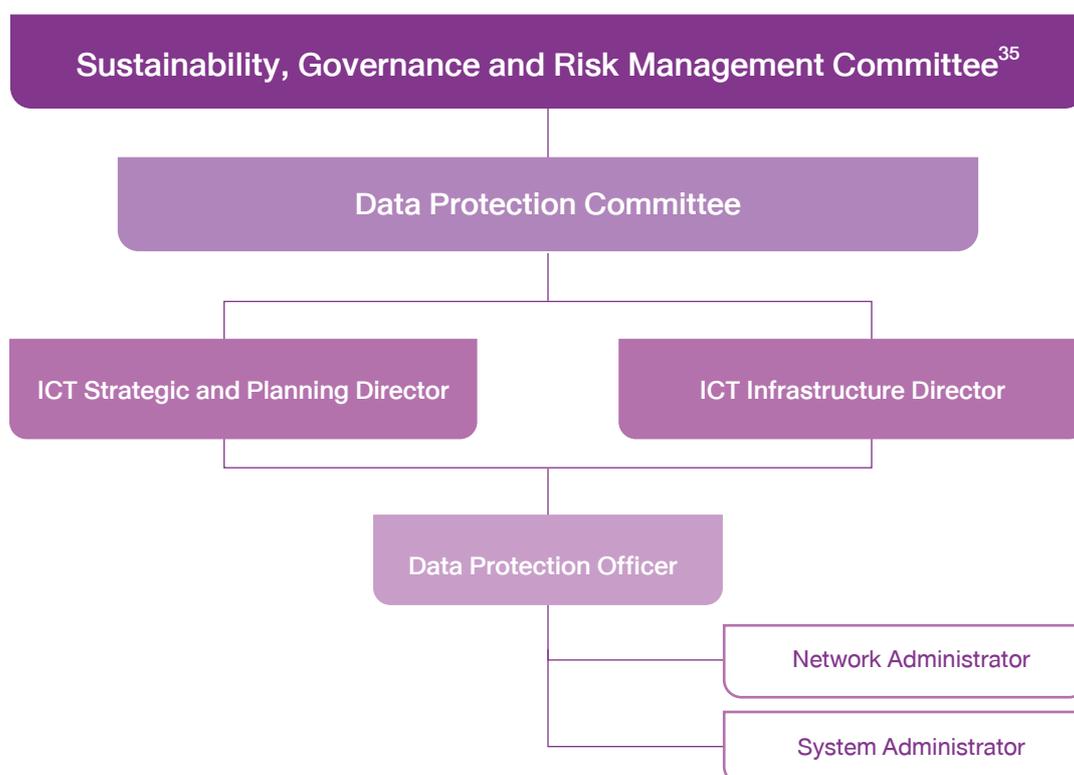
Cybersecurity and Data Security

BCH values the importance of information management as it is related to BCH's stakeholder sensitive data. The Company has to protect the patients' and stakeholders' given information from breaches and cyber-attacks. Furthermore, the operations to enhance cybersecurity and data security of BCH are complying with related laws and regulations. These actions help protect sensitive data of BCH's patients, clients, and stakeholders. They also enhance patients' trust in our services and decrease informational risks that can come after. Consequently, the actions could prevent potential negative impacts on our reputation and financial matters in the long run.

Cybersecurity and Data Privacy Management³⁴

BCH's Information Technology unit is a core unit responsible for cybersecurity and data security for all BCH and subsidiaries. This unit reports to the Sustainability, Governance and Risk Management Committee as a governance structure. The Information Technology 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, use of personal computers, etc.

Structure of Information Technology Management



³⁴ GRI 3-3

³⁵ The committee is a new name of the Risk Management committee changed on 28 February 2023

Cybersecurity Goals³⁶

Short-term goals

100% Communicate cybersecurity policy to employees at headquarter within 2024

Cybersecurity Enhancement Initiatives

Malware detection, Prevention, and Removal Program Installation

BCH has installed Virus prevention programs in 2022 to detect, prevent and remove malware. The programs which we use for the mentioned objectives include ESET NOD32, Kaspersky, Sangfor Endpoint Secure, etc. The programs improve our cybersecurity in all our hospitals and entities, which is in accordance with the policy.

Cloud Security Management

Since BCH 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 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 (B.E. 2562) and Cyber Security Act (B.E. 2562).

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 (1) inform the officers, (2) raise their awareness, and (3) improve their understanding of the prevention measures for the sensitive data. The training took five hours.

Data Privacy

Data Privacy Goals³⁷

Revision policy and consider complaints regularly

³⁶ GRI 3-3

³⁷ GRI 3-3

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 while they are engaging in our processes and activities. Therefore, BCH has developed a Privacy Notice³⁸ 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.

BCH may collect and use personal data collected as follows:

- Identifiable information such as name, surname, date of birth, ID card or passport number, 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)

Rights of Data Subject

The data subjects have rights under the Personal Data Protection Act (B.E. 2562) BCH has prepared a request for relevant stakeholders to exercise their rights as shown in the next section. The rights are as follows:

- Right to access and obtain copy of personal data
- Right to receive and transfer personal data
- Right to object the collection, use, or disclosure of the personal data
- Right to request for erasing or destroying the personal data
- Right to request for restricting the use of personal data
- Right to edit personal data
- Right to complain
- Right to withdraw consent

³⁸ For more information: <https://www.bangkokchainhospital.com/en/privacy-policy>

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. Our contact channel is shown as follows:



Data Protection Office

- Bangkok Chain Hospital Public Company Limited
- 44 Moo 4, Pak kret Sub-district, Pak kret District, Nonthaburi, Thailand 11120

Contact number: 02-836-9999 email: dpo@bangkokchainhospital.com

Complaints/Data Leak Management Process



Number of Personal Data Complaints

Complaints	No.of Case
Complaints from external parties	0
Complaints from regulatory	0
Confirmed case of personal data breaches	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 (B.E. 2562) 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

Technology and innovation are crucial to our healthcare services and the health of BCH's patients. They also increase BCH's competitive advantage. Therefore, the Company values the importance of technology and innovation, both in the medical and typical services, by committing to be a part of their development while utilizing them in our services.

Technology and Innovation Goal³⁹

Short-term Goal

Launch innovation contest within affiliate hospital and support innovation development annually

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).

BCH Outstanding Technology and Innovation

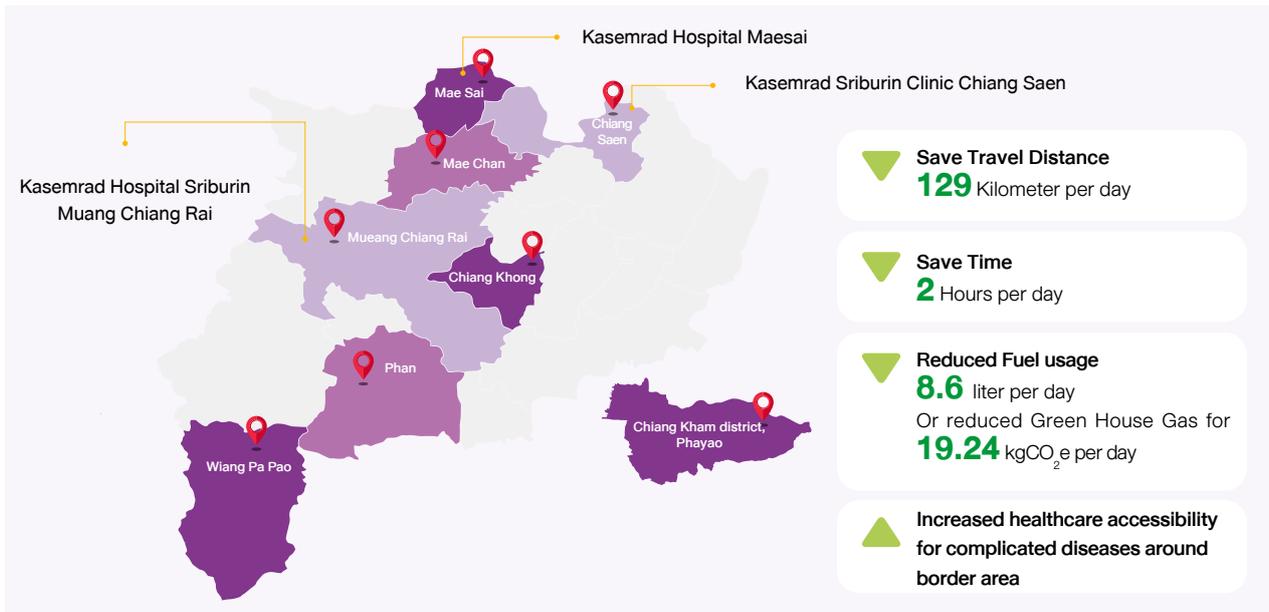
Telehospital

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.

By using Telehospital, Kasemrad Hospital Sriburin provides medical treatment for complicated diseases to the affiliated hospital that lacks of specialized doctors and medical staffs. This innovation can save time, reduce cost and create opportunities for people around the border area to access superior healthcare.



³⁹ GRI 3-3



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 Wound Treatment Technology

“World Diabetic Wound Center” at World Medical Hospital and Kasemrad Hospital Ramkhamhaeng provide Diabetic Wound Treatment by the experienced doctor along with medical staff to cure the diabetic wound, infected wound, chronic wounds, with high technology medical equipment such as Versajet debridement, Hyperbaric Oxygen Therapy, and Ultra Sonic, can cure diabetic foot without amputating. After surgery World Diabetic Foot Center provides high quality custom-made shoes for each patient, to 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 (HAL) 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 (MIS) service, to provide Laparoscopic surgeries such as Endoscopic spine surgery, and Endoscopic Surgery for Bladder, which help patient recovery faster.

Intracapsular Laser Vaporization Tonsillectomy

World Medical Hospital brings medical technology to remove tonsils by using laser plasma waves. This laser surgery take a short period of time also stops the bleeding at the same time, less blood loss, patients able to eat as usual immediately after surgery, and recovery in hospital only for one night.



Social Dimension



Social Dimension

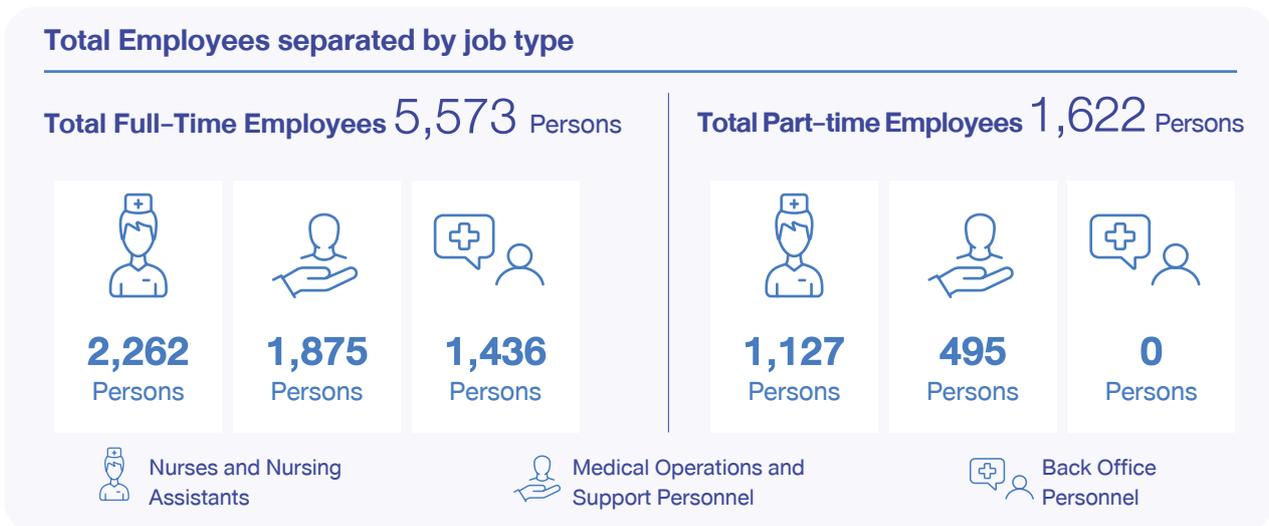
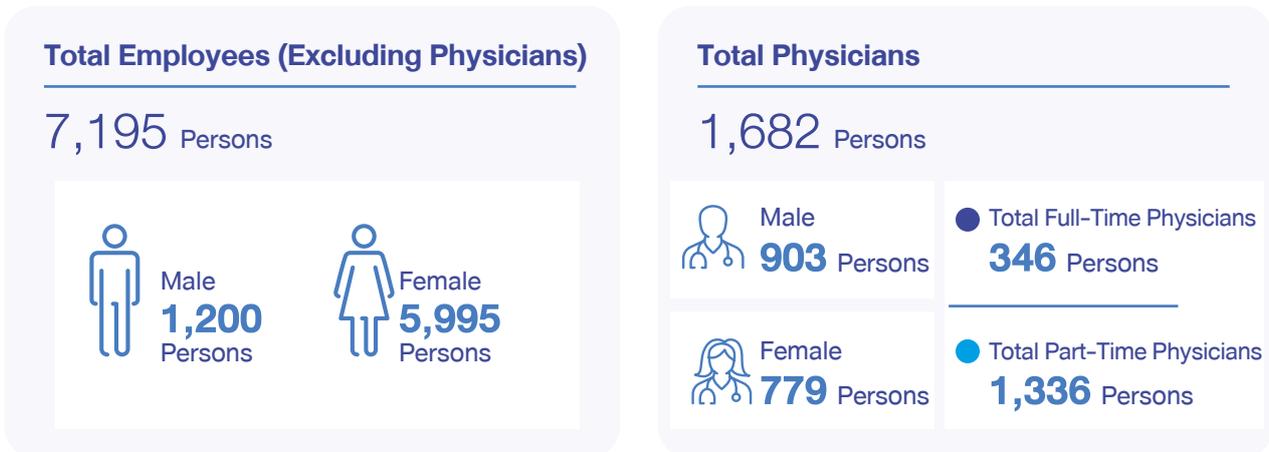
Social Sustainability

BCH recognizes the importance of all stakeholders, which include employees, business partners, patients, customers, surrounding communities, and others, as they are the key engines to the Company’s success. BCH adheres to the practices of just and fair treatment in human resource management while takes good care of our patients and business partners. Besides, BCH intends to build good relationships with nearby communities and focus on creating a good quality of life for the areas where the Company has operated businesses. BCH, therefore, reports on our social material topics-including Human Resources Management and Human Capital Development, Human Rights, Accessible Healthcare, Community Participation, and Occupational Health and Safety—as they concern our stakeholders in the entire business operations.

Human Resources Management

Human Resources Management – General information

Overview of Human Resources Management in 2022⁴⁰



⁴⁰ GRI 2-7, 2-8

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 Management⁴¹

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 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.

Development Management Goal⁴²

Short-term Goal

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.

Hyperbaric Oxygen Therapy for medical staff

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.

⁴¹ GRI 3-3

⁴² GRI 3-3

PALS Provider Course

30 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 14 nurses who joined BCH in 2022 with 112 hours of training in total.

Employee's Hours of Training⁴³

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



Total hours of training
54,702 hours

Average hours of training
7.60 hours



⁴³ GRI 404-1

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 having 3 main competencies 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 evaluation⁴⁴



4,307 employees were evaluated
or **77.28%** of total employee

⁴⁴ GRI 404-3

Employee Engagement Survey

BCH has regularly conducted an employment engagement survey. In 2022, The World Medical Hospital surveyed 219 of 431 (50.81 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 68.31 percent.

Employee engagement goal	Employee engagement score	Coverage of data
70%	68.31%	50.81% of total employee

Remark: the data is from the World Medical Hospital

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.

 <p>Medical expenses*</p>	 <p>Maternity benefits</p>	 <p>Annual medical health checkups</p>
 <p>Funeral allowance</p>	 <p>Internal Relationship team building</p>	 <p>CEO Roadshow</p>
 <p>Rewards for outstanding personnel (i.e. excellence service mind, excellence management)</p>	 <p>Dormitory and gym for employees</p>	 <p>Canteen and discount coupon for shops inside the hospitals</p>

* The medical expenses cover the part-time employees



Rewards for Outstanding Personnel

In accordance with the nursing day on 21 October 2022, World Medical Hospital held “Top of mind nurse” 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 occasion.



Dormitory and Gym for Employees in Lao PDR

The company has 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 discount coupon for shops inside the hospitals

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.



Labor Welfare Awards

Thailand Excellence Award in Labor Relations and Labor Welfare

On 2 September 2022, Kasemrad Hospital Sriburin received Excellence in Outstanding Workplace Award for Labor Relations & Welfares 2022 from the Ministry of Labor, The award gives to the workplace with excellent labor management.



Parental Leave⁴⁵

Data	Unit	Male	Female	Total
Total number of employees that were entitled to parental leave	person	0	4,056	4,056
Employees that took parental leave	person	0	139	139
Employees that returned to work after parental leave ended	person	0	110	110
Employees that returned to work after parental leave ended and still employed 12 months after	person	0	72	72
Return to work rate	%	0	79	79
Retention rate	%	0	52	52

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)⁴⁶



Full-time employee hires: **2,187** persons
Rate of full-time employee hires **39.24 %**

Internal Recruitment (excluding physicians)⁴⁷



Total internal recruitment: **285** persons
Rate of internal recruitment **5.11 %**

⁴⁵ GRI 401-3

⁴⁶ GRI 401-1

⁴⁷ GRI 404-2

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 Management⁴⁸

BCH's Sustainability, Governance and Risk Management Committee⁴⁹ 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

Human Rights Goals⁵⁰

Short-term Goal

100% of the employees acknowledge human right policy through website and activity in 2024

BCH's Human Rights Policy⁵¹

The Company is committed to improving our operations in respect of human rights by implementing the human rights policy⁵² 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. 2023 will be the first year that the policy is enforced.

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:

⁴⁸ GRI 3-3

⁴⁹ The Board of Directors Meeting (2/2023) on February 28, 2023, the work scopes for the Risk Management Committee are broadened to encapsulate sustainability principles and change the name of the Risk Management Committee to the Sustainability, Governance and Risk management Committee.

⁵⁰ GRI 3-3

⁵¹ GRI 3-3

⁵² For more information about human rights policy, please visits <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

Human Rights Due Diligence (HRDD)

BCH commits to have the application of Human Rights Due Diligence 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.

Rights at Work

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 Labor⁵³

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.

⁵³ GRI 409-1

Employment*	Amount	Male	Female
Employment of impaired people/people with disability	36	17	19
Hearing Impairment	12	2	10
Visual Impairment	1	1	0
Physical Impairment	21	12	9
Intellectual Impairment	2	2	0
Employment of people who are over 60 years old (voluntary)	5	5	0

* 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 session 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 Rights Trainings

Data	Unit	Amount
Number of employees trained in human rights programs	people	612
Ration of employees trained in human rights programs	Percentage of all employees	9
Total human rights training hours	hours	244

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 harassment⁵⁴



0 Case of complaints related to employees

0 Case of complaints related to patients, customers, stakeholders, and business partners



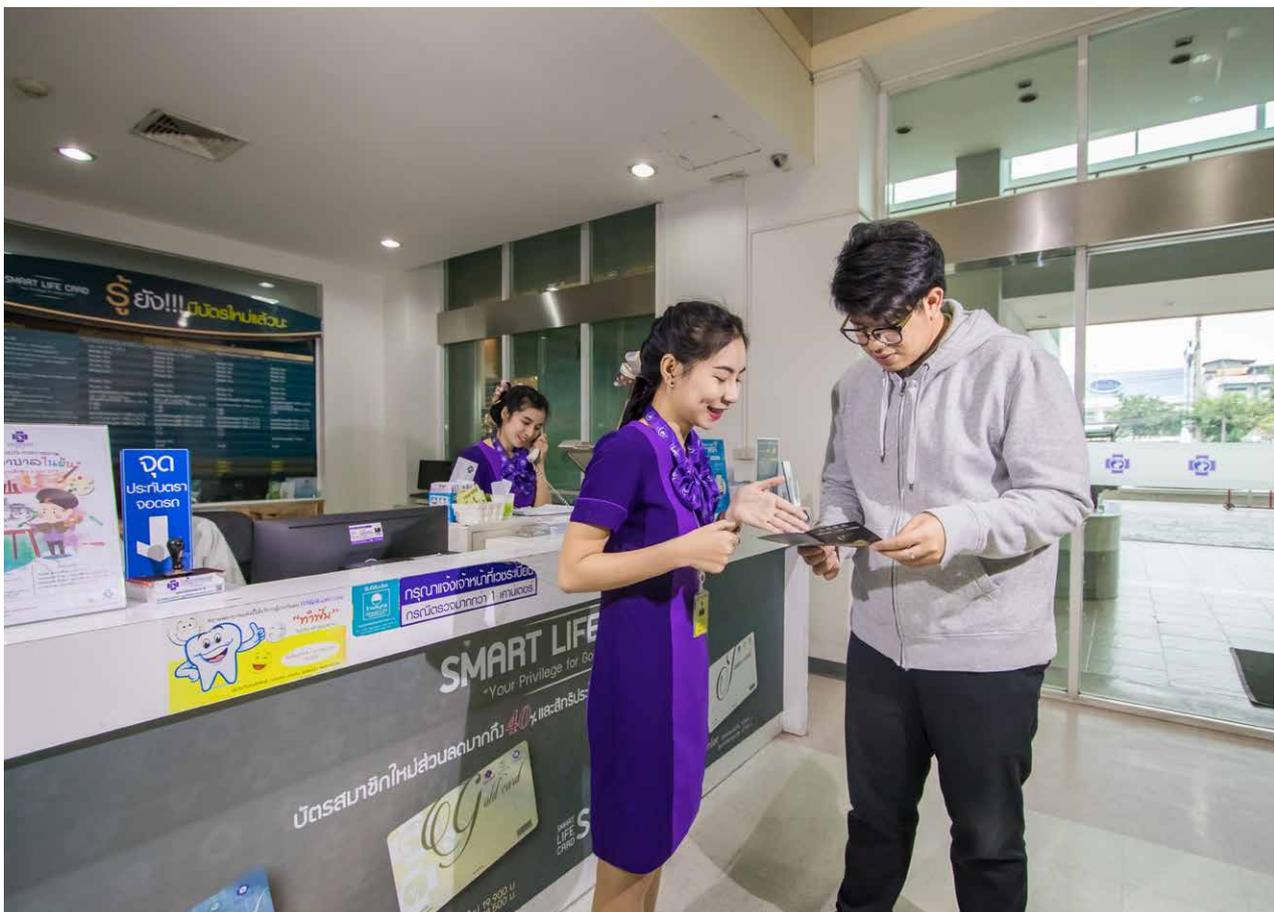
⁵⁴ GRI 406-1

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 Management⁵⁵

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.



⁵⁵ GRI 3-3



The Operations of Accessible Healthcare⁵⁶

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	Hospitals
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 Mae Sai - Sriburin Polyclinic Chiang Saen Branch Kasemrad Hospital Saraburi Kasemrad Hospital Chachoengsao Kasemrad Hospital Prachinburi
Lower middle-income patient and Social Security patients	Karunvej Hospital Pathumthani Karunvej Hospital Ayudhaya

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 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

⁵⁶ GRI 3-3

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 300,000 people.



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, and Liver Centers. The hospital had more than 22,000 patients in the past year.



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 33,600 patients in 2022.



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 1,514,550 registered patients who are under the protective insurance of Social Security in 2022.

The Healthcare Services for registered person under the Social Security Scheme

As mentioned earlier that BCH has provided to those who are under the Social Security insurance, BCH believe that the service provision for them is resulting in improved accessible healthcare of Thailand as a whole. This positive impact gives us opportunities to efficiently improve our medical staff, equipment, and patient beds.

Data	Unit	Amount
Hospitals providing medical services for the Social Security Scheme	Hospitals	10
Social security patients	Times	2,340,000
	Percentage of Social Security patient	70

*Data from 1 January – 31 December 2022

BCH not only takes care of patients under the Social Security scheme who select our hospitals but also extends our services to those who select elsewhere in some treatments as one of the cooperation between BCH and the Social Security Office (SSO). This makes healthcare services accessible to all registered under the scheme. The services that apply to all under the cooperation with SSO are including:

Cardiovascular Disease

BCH has signed an MOU with the Social Security Office to provide cardiovascular disease healthcare to enhance healthcare accessibility to all insured person under the Social Security scheme section 33 and 39. The BCH hospitals providing these services are World Medical Hospital and Kasemrad Hospital Bangkai It includes 7 medical operations which are Coronary Artery Angiography (CAG), Coronary Artery Angiography (CAG) + 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).

Outpatient Services for COVID-19

BCH and subsidiaries joined forces to provide services for non-serious coronavirus patients who insured under Social Security section 33 and 39. These services were not provided for all insured person regardless of their hospital selection. BCH hospitals had provided services and dispensed medicines according to their symptoms free of charge. BCH also followed up on the patient's symptoms after 48 hours of their visits.

Dental Treatment

BCH has offered our dental treatments to Social Security subscribers as same as many designated hospitals and dental clinics in Thailand. Each insured person receives dental treatment benefit 900 baht per year. The services included in the set treatments are scaling, filling, and extracting according to the Social Security Office's policy.

Free Medical Check-Up

BCH's affiliated hospitals have provided a free medical check-up for the Social Security insured person. Each person is eligible for a free check-up once a year. The check-up includes the organ function tests, laboratory tests, blood chemistry test, chest x-ray and others depending on age and tests. We believe that an early diagnosis from our services could potentially accelerate the success rate of medical treatment. It would also use lower cost treatment at a later stage.

Smile Corner

BCH's affiliated hospitals have made “Social Security Smile Corner” for Social Security insured persons as suggested by the Social Security Office. This corner serves as a resting and waiting place. This could make the insured persons comfortability which leads to their satisfactions on services.

BCH's Healthcare Accessibility Enhancement

Pediatric Cardiac Surgery

BCH and affiliated hospitals in cooperation with Pediatric Cardiac Surgery Foundation have operated the surgery since 2004. The foundation refers pediatric patients to the hospital for surgical operations. Additionally, the hospital also sends mobile medical units to take cardiac check-ups to doorstep and to help referring patients to undergo surgery with BCH hospitals. This pediatric cardiac surgery is a non-profit operation. 38 pediatric patients were performed the surgery in the past year. Totally, 2,675 patients were performed the surgery ever since the start of the cooperation.

Accessible Healthcare Readiness and Services for COVID-19

COVID-19 testing service

BCH provided COVID-19 testing services during the extreme spread of the pandemic. These services are measures to effectively contain and prevent the pandemic in an effective way. In addition, it helps prevent further person-to-person transmission of the virus.



Readiness and preparedness for COVID-19

BCH prepared our readiness in response to the COVID-19 pandemic. Our staff, both medical and non-medical, were trained to be able to cope with COVID-19 patient treatment and to protect themselves from infection. We have installed and been certified RT-PCR testing for SARS-CoV-2 from the Department of Medical Science, Ministry of Public Health. In terms of separation measures, BCH prepared negative pressure rooms for inpatients. Separated service areas were also designated for normal and suspected patients for the safety of patients and staff.



Home isolation and tele-treatment for COVID-19 infected patients

A home isolation program was also implemented by our hospitals to serve the insured person infected with the non-serious conditions. The patients were taken care of by our medical staff using telemedicine or a call. We also provided medicines, medical equipment, and food for those in the program since we believed that it would ease the medical service shortage at that time.



Alternative State Quarantine

BCH participated in the program of Alternative State Quarantine (ASQ) for international visitors to mitigate the domestic transmission. BCH had the highest service performance in the first quarter of 2022. Our ability to provide service at that time was 15 hotels with 1,850 beds. Plus, 4,000 SHA+ beds certified of the Tourism Authority of Thailand were covered in our services.



Work with local governments to cure the COVID-19 patients

Hospitals have been introduced in the COVID-19 era to accommodate non-seriously infected patients. BCH supported the government's policy to control and prevent the pandemic, by collaborating with more than 56 hotels to be a treating and isolating place for the patients. Moreover, BCH supported 4 field hospitals including 1. Tha Khlong 2. Klong Luang 3. Klong Toei 4. Klong Sarm with our efforts, we had 20,200 beds available for treating patients. We had provided our support and services to more than 100,000 infected patients in hospitals and field hospitals since 2021.

COVID-19 ambulance for infected patients

During the COVID-19 pandemic, BCH also contributed to the accessibility of healthcare services for critical patients by providing our ambulances to transfer them from their places to our hospitals. The staff also wore personal protective equipment (PPE) protecting them from the infectious virus. After transferring services, the ambulances were disinfected each time.

Alternative COVID-19 Vaccine

BCH had an alternative COVID-19 Vaccination program which the people could access to our online platform. This program ensured that the people had a right to access the necessary vaccines. It also alleviated the pandemic at that time. The vaccine brought into our alternative program was mRNA vaccine called Moderna. More than 2.26 million doses were imported from 9 November 2021 – 4 November 2022. More than 1 million people have been vaccinated from our entities in 2021-2022.



Hospital Expansion and Accessible Healthcare Improvement Plan

Kasemrad Aree Radiation Therapy Clinic

BCH plans to build a radiation therapy polyclinic to be an alternative treatment option for cancer patients and will be a referral center for Social Security patients. The polyclinic is a collaboration between BCH and the Bangkok Center Detection and Treatment Center Co., Ltd., an expertise in cancer treatment with radiotherapy for over 37 years. The polyclinic will be located near the World Medical Hospital at Chaengwattana road, Pak Kret sub-district, Nonthaburi.



Kasemrad Hospital Suvarnabhumi

BCH acquired land at Bang Sao Thong sub-district, Samut Prakan, with an area of 25 rai, totaling 350 million baht. The new land will be used for our new hospital, namely Kasemrad Hospital Suvarnabhumi, which is expected to begin construction by 2024 and to open our healthcare services by 2026.

Samutprakan, the location where our new hospital is located, is a strategic area that has the potential to support the growth of Bangkok. It is also a convenient spot for transportation. Besides, Suvarnabhumi International Airport is located nearby. The province also has many industrial factories in its area. Therefore, more than 881,000 Social Security insured persons are living in that area. Besides, 67 percent of its population is working aged between 15-59 years old.⁵⁷

This is BCH's 5-year plan for business expansion. This hospital will serve as an opportunity to increase our clients covering Thais, Social Security members and internationals. The hospital will have comprehensive medical specialty with the troops of specialized medical staff. The new hospital will contribute to our referral capabilities. It will, consequently, lead to an increase in BCH's competitive advantage in the future.



⁵⁷ Source : Samut Prakan Provincial public health office and development department 5 years plan

Community Participation

BCH realizes that building a strong and sustainable society requires efforts from the Company itself. Besides, BCH seeks cooperation from other entities that support communities. Along with that, BCH has an ambition to foster our employees to be responsible for the society they are living in. Therefore, BCH has given opportunity for them to participate in our social activities as they are vital parts driving BCH's CSR activities.

Corporate Social Responsibility (CSR)⁵⁸

BCH functions the Environment of Care Committee to be responsible for the assessment of environmental and health impacts on surrounding communities as they may occur as a result of the company's operations. Another role of the committee is to work with society and communities. It also needs to internally communicate with employees within the organization.

Community Participation Goals⁵⁹

Short-term goal

BCH aims to organize community service at least 100 times per year



⁵⁸ GRI 3-3

⁵⁹ GRI 3-3

Collaboration with the Government and its Agencies to tackle COVID-19⁶⁰

BCH collaborated with the government and its agencies to tackle COVID-19 pandemic to help them tackle with it and help the Thai people. Our collaborations are shown in the following table.

Collaboration 	The National Health Security Office (NHSO) Provided COVID-19 testing services to people who met risk criteria free of charge.
	With the Bangkok Metropolitan Administration Provided COVID-19 tests for people in markets around Bangkok.
	With the Ministry of Labor Provided COVID-19 tests for Social Security patients in industrial areas of the Factory Sandbox.
	Community COVID-19 Care Center at Khlong Toei Kasemrad Hospital Ramkhamhaeng involved in managing COVID-19 patient care center and supported the medical staff at Khlong Toei. The center had 300 beds.
Certified 	From the Lao PDR Kasemrad International Hospital Vientiane was certified as the first private hospital where the test and treatment for COVID-19 were available.



⁶⁰ GRI 413-1

BCH's projects for society

“Kasemrun” Run for Charity

BCH arranged a charity running event in Vientiane on 5 November 2022 to celebrate the 1-year anniversary of Kasemrad International Hospital Vientiane. There were more than two thousand participants. 2.2 million baht, after deducting expenses, was donated to the Ministry of Health, Lao PDR and Vientiane Prefecture, to allocate for helping the poor and those unable to access healthcare services.



Blood Donation

Kasemrad Hospital Prachachuen co-organized a blood donation campaign with the Thai Red Cross Society since 2015 for the public to donate their blood. The campaign aims to reserve blood which can help patients in need and minimize the blood shortage. The hospital has conducted public relations through online and internal media channels. In 2022, there were 2 times organized with a total of 102 units of donating blood with more than 40,800 cubic centimeters of blood.



Health Check-up Services for Surrounding Communities

BCH has provided health check-up services for surrounding communities free of charge. The provided services include basic physical examination, Fasting Blood Sugar, and Total cholesterol. The check-ups would reduce risks of disease by identifying factors. The check-ups also encourage people to take care of themselves. Furthermore, COVID-19 vaccination was provided to some communities for enhancing immunity and decrease the effects of the infectious disease, COVID-19. Kasemrad Hospital Sriburin was one of our entities providing vaccines to staff of Chiang Rai Rajabhat University.



MOU of Collaboration in Producing Graduates and Developing the Quality of Nursing Practice

Kasemrad Hospital Sriburin takes into account the shortage of nursing personnel in Thailand. For that reason, the hospital and the Faculty of Nursing of Chiang Rai College signed a memorandum of understanding (MOU) on 11 February 2022. The aim is to promote academics, research, study visits, and the development of teaching and learning in accordance with the current situation. Consequently, BCH believes that the nursing graduates will be of high quality and benefit the greater good of society, especially hospitals in Chiang Rai and nearby provinces.

We commit to supporting the students' nursing practicum in the hospital's ward to be in line with the college curriculum, as imposed by the Ministry of Public Health. Moreover, the graduates are also welcome to work with affiliated hospitals according to the company's personnel selection conditions.



Mothers with Quality

BCH's affiliated hospitals regularly organize the Mothers with Quality activity to educate on various topic by expertise doctors. Mothers and mothers-to-be can join the informational activity free of charge. Participants can learn through lectures and workshops to take care of themselves during pregnancy and of baby. Examples of the lectures and showing practices are baby bathing, pain reducing exercises, diet during pregnancy.



Vaccination Services for Influenza

Kasemrad Hospital Sriburin provided influenza vaccine for over 500 students of Sirimartthevi School. Vaccine cover 4 types of influenza following Type A/H1N1, Type A/H3N2, Type B Victoria, Type B Yamagato, to reduce risk of flu illness that spread year-round.



Lecture “Game Addiction Behavior”

Accordance to international day against drug abuse and illicit trafficking 2020, Kasemrad Hospital Sriburin held a lecture on “Game addiction behavior in children” topic for students of Aekthaweewit school Maesai, by the pediatrician who specializes in child development and behavior, the objective of the lecture is to help children using media properly.



Equipment Donation to Governmental Agencies

BCH has an initiative to donate necessary things and equipment to governmental agencies for the benefits of the public. Kasemrad Hospital Prachachuen, in 2022, gave air conditions to the Prachachuen Police Station and tents to the Bang Sue District Office.



Occupational Health and Safety

Occupational health and safety are one of the most important aspects for medical professions, employees, stakeholders, and business operation. Therefore, BCH realizes the importance of occupational health and safety to promote the safety culture and improve workplace environment as well as build stakeholder's trust and confidence. BCH and affiliated hospitals comply with Hospital Accreditation (HA) and Joint Commission International (JCI). The scope of this topic covers data from the World Medical Hospital (WMC).

Occupational Health and Safety Policy⁶¹

BCH determines World Medical Hospital to establish occupational health and safety policy using it as a framework for occupational health and safety operation. All employees are responsible for the safe operation.

Occupational Health and Safety Committee⁶²

World Medical Hospital has appointed the Occupational Health and Safety Committee. The committee members are representatives from both the management and employees. Their duties are to supervise and monitor safety performance in order to comply with related laws as well as to raise safety awareness in the organization. World Medical Hospital holds a committee meeting at least twelve times per year where employee representatives share information, updates on progress or operations, and review safety performance and report results to the management.

In addition, World Medical Hospital facilitates activities that promote and communicate safety issues to the employees as follows.

Orientation

The Facility Management and Safety (FMS) Committee provides a training course on safety and security in the hospital to new employees before starting their work.

Safety and Security Training for Contractors

Department supervisors, section managers or authorized persons provide safety and security training for contractors every 3 months. The safety and security training course must be reviewed at least once a year.

Safety Rehearsal Planning

The purposes of this activity are to understand and evaluate the performance as well as improve the safety plan.

⁶¹ GRI 3-3

⁶² GRI 403-4

Occupational Health and Safety Goal⁶³

Short-term Goal

Zero fatalities work-related injury rate of employees and contractors

Performance⁶⁴



For the occupational health and safety performance in 2022, it was found that chemicals splashing into the eyes or face was the accident that causes the highest injuries to employees while falling from a height was the accident that causes the highest injuries to contractors. From the root cause investigation of the incidents, it was found that the improper use of protective equipment is the major root cause of the incident. Thus, World Medical Hospital has established measures and improved the work operation to prevent a recurrence, as well as continuously monitor and promote safety culture. The monitoring and mitigation measures are detailed as follows.⁶⁵

⁶³ GRI 3-3

⁶⁴ GRI 403-9

⁶⁵ GRI 403-9

Accident that causes the highest injuries		Monitoring and Mitigation Measures
Employees	Contractors	
<ol style="list-style-type: none"> 1. Chemicals splashing into the eyes or face 2. Needle at work 3. Falling of bed frame into foots 	<ol style="list-style-type: none"> 1. Falling from a height 	World Medical Hospital raises the awareness of risk and operational hazard prevention. Moreover, communication and training courses are provided to promote safety in work operation.

In addition, the number of fatality occupational illness and disease and recordable occupational illness and disease rate were zero case and zero case per 1,000,000 hours worked, respectively.⁶⁶

Occupational Health and Safety Management⁶⁷

World Medical Hospital complies with the laws as an operational framework include Labor Protection Act B.E. 2541 and Occupational Safety, Health and Environment Act B.E. 2554 to conduct the safety culture and meet the company’s targets.

In order to achieve the company’s targets, World Medical Hospital has provided occupational health and safety training for employees such as basic firefighting, evacuation fire drill and Occupational Health and Safety Committee courses. Additionally, World Medical Hospital provides working environment measurement and promotes employee participation in occupational health and safety. World Medical Hospital also conducts the meeting to share information between executives and employees and promote prevention activity and self-care to reduce the spread of COVID-19.

Hazard identification and Work-related Risk Assessment⁶⁸

World Medical Hospital has procedures of risk assessment covering all activities in the organization. These procedures determine hazard identification and risk level to conduct the appropriate measures. Section manager goes through development programs on risk assessment procedures in line with ISO 45001. Risk assessment procedures can be categorized into activity classification, hazard identification, risk assessment, risk ratings and risk control plans. However, the risk assessment results show that work at a height is the highest-risk activity and World Medical Hospital performs the measures to minimize risks as follows.

High-risk activities	Investigation procedures of the incident	Measures
Working at a Height	<ul style="list-style-type: none"> • Job Safety Analysis • Working at heights permit 	<ul style="list-style-type: none"> • To knowledge and understand what could be dangerous and lead to an accident. • Protection equipment for working at height.
Working in Confined Spaces	<ul style="list-style-type: none"> • Job Safety Analysis • Confined space entry permit 	<ul style="list-style-type: none"> • To knowledge and understand what could be dangerous and lead to an accident.

⁶⁶ GRI 403-10

⁶⁷ GRI 403-1

⁶⁸ GRI 403-2

High-risk activities	Investigation procedures of the incident	Measures
	<ul style="list-style-type: none"> Air and toxic gas measurement 	<ul style="list-style-type: none"> Air and toxic gas measurement results. Protection equipment for working in confined spaces.
Working in Heat and Sparks Area	<ul style="list-style-type: none"> Job Safety Analysis Hot work permit Use a fire extinguisher 	<ul style="list-style-type: none"> To knowledge and understand what could be dangerous and lead to an accident. Flash Protection equipment and fire extinguisher preparation.
Machine at Work	<ul style="list-style-type: none"> Accident Report Accident investigation 	<ul style="list-style-type: none"> Conduct mitigation measures. Installation of safety control equipment. Provide training to raise awareness.

Moreover, World Medical Hospital provides precautionary measures to prevent potential incidents. Employees and contractors have the authority to stop work if he or she finds unsafe conditions or unsafe acts. Unsafe conditions and unsafe acts must be reported to the authorized persons in order to resolve the issues and ensure safe conditions before proceeding with the work. These procedures also encourage employees to be proactive on safety issues and ultimately promote a safety culture of the company.

Incident Investigation and Emergency Response

Reporting and Incident Investigation

World Medical Hospital conducts occurrence reporting system for any risk or incidence in the organization that can be divided into 8 categories as follows.

 Code Red <hr style="width: 20%; margin: 0 auto;"/> Fire	 Code Yellow <hr style="width: 20%; margin: 0 auto;"/> Mass casualty incident	 Code Blue <hr style="width: 20%; margin: 0 auto;"/> Rescue Incident (Patient is unconscious or sudden cardiac arrest)	 Code Black <hr style="width: 20%; margin: 0 auto;"/> Casualty
 Code Rainbow <hr style="width: 20%; margin: 0 auto;"/> Natural Disaster	 Code Pink <hr style="width: 20%; margin: 0 auto;"/> Kids abduction	 Code Green <hr style="width: 20%; margin: 0 auto;"/> Computer system failures	 Code Grey <hr style="width: 20%; margin: 0 auto;"/> Threatening or violent event

When an incident happens, the person involved, or a witness must immediately report to related parties. After that, the working team will be formed to investigate the incident to find root causes, determine corrective actions and monitor the action for improvement.

Emergency Response

In case of fire incident as an example, World Medical Hospital proceeds on emergency response plan and RACE procedures as follows.

- 1) Rescue: move the injured person to a safe area.
- 2) Alarm: ring the fire alarm and call 1234 to report a fire.
- 3) Contain: the doors, windows and oxygen valves shall be closed. A spare oxygen tank must be prepared for the patient.
- 4) Extinguisher: operating procedures for a fire extinguisher are as detailed.
 - Pull out the pin of the fire extinguisher
 - Release the hose
 - Squeeze the lever
 - Point the hose directly at the base of the fire

In case of unmanageable fire incident, the patient, the patient’s family and employees in the hospital need to evacuate to a safe area. World Medical Hospital sets assembly point in front of the Kasemrad Aree Radiation Therapy Polyclinic. If the fire spreads to the Kasemrad Aree Radiation Therapy Polyclinic building, the assembly point is moved to the front side of convenience store. Moreover, World Medical Hospital has a supporting party that is responsible for contacting the disaster prevention parties for the help.

Health Services⁶⁹

World Medical Hospital provides the regular surveillance of the work environment such as light measurement and temperature in the working area to prevent the health impacts to the employees. Assessment results are compared against the safety standards. If the assessment results exceed safety standards, World Medical Hospital will improve and continuously monitor working to ensure safe working conditions. The measurement results in 2022 of work environment can be summarized as follows.

Index	Measurement results	Standards
Light intensity	410 Lux	> 400 Lux ^{1/}
temperature in the building	25 Degree Celsius	24-26 Degree Celsius ^{1/}

Remark : ^{1/} Labor ministerial regulation on the prescribing of standard for administration and management of occupational safety, health and environment in relation to heat, light and noise B.E. 2016 and the notification of department of labor protection and welfare on light intensity standard B.E. 2518

World Medical Hospital provides employee health checks annually which includes general health checkups and checkups based on occupational risk factors. If employees are found to be ill, they are advised to visit a doctor and receive. Additionally, World Medical Hospital also supports employees and contractors for non-work-related health checks.

⁶⁹ GRI 403-3, GRI 403-6

Occupational Health and Safety Projects / Activities for World Medical Hospital⁷⁰

Employee Training⁷¹

World Medical Hospital provided occupational health and safety training to all employees, medical professions and contractors. World Medical Hospital conducted the evaluation of the results and documentation of training records to develop knowledge and ensure that employees and contractors work safely. An occupational health and safety training course is detailed as follows.

Training course on occupational health and safety	Number of employees that have completed the training sessions (persons)	percentage of employees that have completed the training sessions
Orientation for the new employees	78	82

Occupational Health and Safety Projects / Activities for BCH Subsidiary Hospitals⁷²

Mass Casualty Incident Training Project (Simulation situation)

Affiliated hospital conducted mass casualty incident training (Simulation situation) in order to train the employees to be able to effectively help the injured person. A bus crashed into a bridge at the Wong Sawang intersection was a simulation situation. Medical staff, nurses, and Advanced Life Support (ALS) participated in the training.



⁷⁰ GRI 403-7

⁷¹ GRI 403-5

⁷² GRI 403-7, GRI 3-3

Fire Drill and Evacuation Training

World Medical Hospital established fire drill and evacuation training in 2022 to all employees to provide knowledge on safety and the use of fire protection equipment as well as to help victims of the fire incident. The purposes of the training are to raise safety awareness and to acknowledge fire evacuation procedures in order to increase the trust of patients.



Basic Life Support (BLS) Training

Kasemrad Hospital Ramkhamhaeng provided Basic Life Support (BLS) training to medical staff, nurses and hospital staff to promote safe working operation. Mr. Panjasilpa Somboon, head nurse of Narenthorn Emergency Medical Service, was a speaker at the training.



Fair of Safety of Patients and Healthcare Staffs

Kasemrad Hospital Prachachuen arranged a fair of safety of patients and healthcare staff on 14-16 September 2022 at Harnpanich conference room, 11th floor to hospital staff. The purposes of the fair are to raise awareness of safe medical services according to 2P safety policy and enhance understanding of safety issues as well as to comply with Joint Commission International (JCI) standard.



Risk Management Training

Kasemrad Hospital Saraburi conducted a risk management training to executives, department supervisors, section managers and hospital staff to understand the organizational risks and eliminate the risks. Mr. Prapong Wongraweekul, M.D., social security director, was a speaker at the training at Ratchaphruek conference room, 12th floor.





Environmental Dimension





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, we have 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, climate change adaptation, and waste management.

Company's Environmental Management

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:



Conduct business with consideration for the impact on the quality of life of the people, society, and the environment.



Practice and cooperate or control to ensure strict compliance with the spirit of the laws and regulations issued by the regulatory agency.



Create environmental responsibility awareness among all employees at every level consistently.



Aim to develop creative activities that consistently contribute to conserving the environment and natural resources.

Environment of Care Committee (ECC)

In the year 2022, the company appointed an Environment of Care Committee (ECC) to ensure efficient environmental and safety operations. The committee has the responsibility to evaluate issues that may impact the environment and safety of the hospital staff, patients, and nearby communities. Additionally, the committee plans programs to manage the environmental risks that may arise from the hospital's business operations.

Energy and Climate Change Management

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. It is noteworthy that the scope of our energy management program encompasses data from the World Medical Hospital.

Energy Conservation Policy⁷³

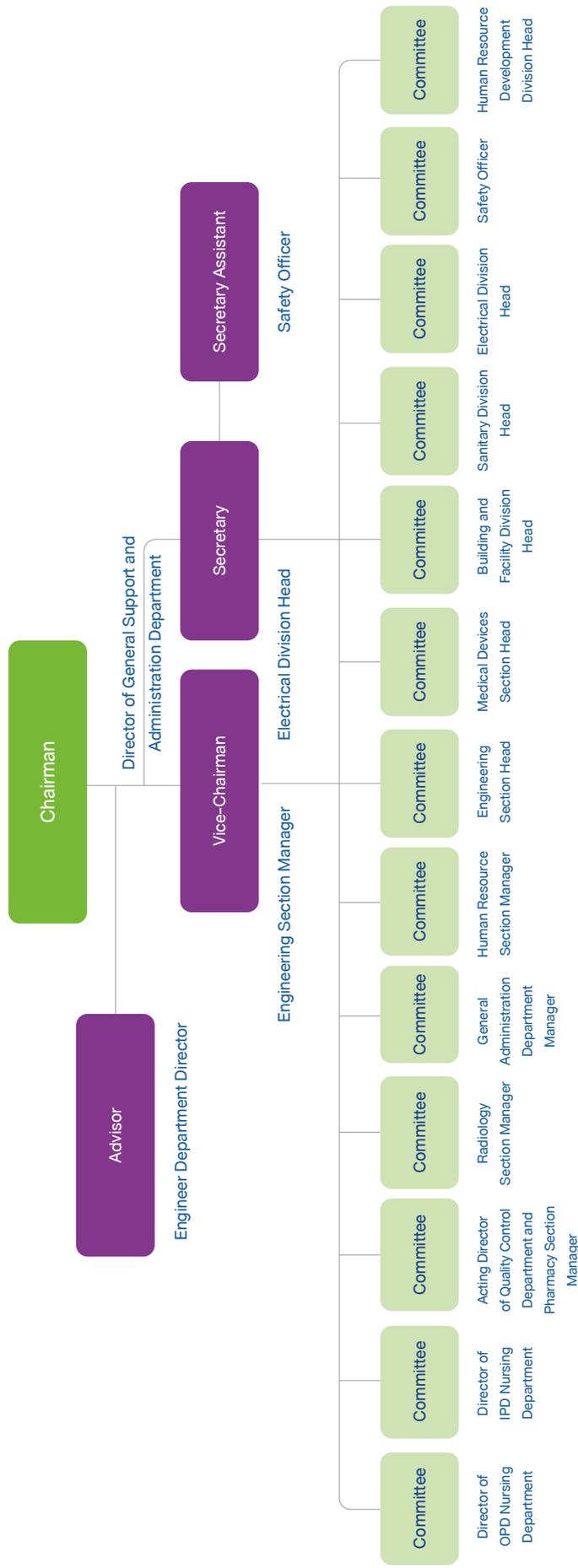
World Medical Hospital has assigned the Energy Conservation Committee to manage energy in accordance with the Energy Conservation Policy, covering various aspects of energy management such as methods of energy management, coordinating training programs to promote efficient energy use, and reporting on energy management outcomes to hospital management. However, BCH has a plan to establish the energy management plan in 2023.



⁷³ GRI 3-3

Energy Conservative Committee (ENC)

World Medical Hospital is dedicated to enhancing the energy efficiency. To achieve this objective, we have established the Energy Conservative Committee (ENC) which consists of representatives from various departments within the company. The committee has the primary responsibility for managing energy in compliance with the Energy Conservation Policy. The ENC also coordinates with relevant departments to ensure adherence to the energy management procedures and to arrange training 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)

World Medical 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.

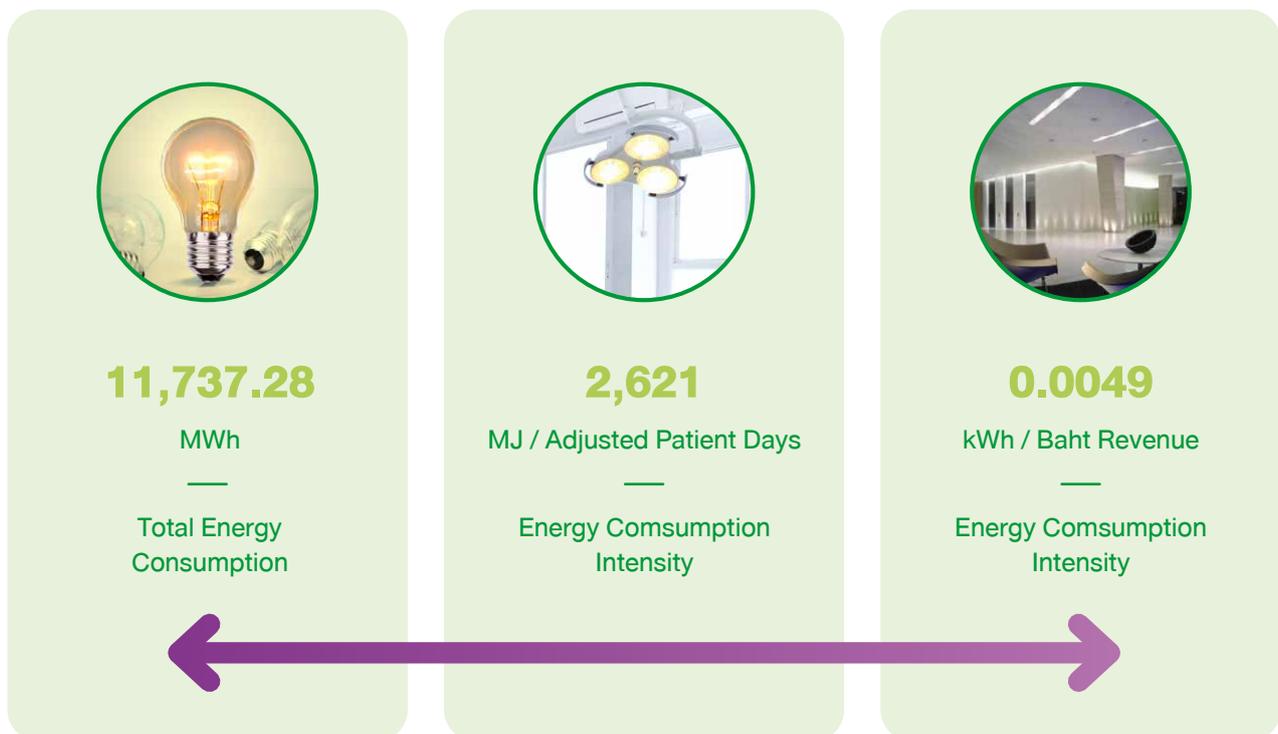
Energy Conservation Goals⁷⁴

Short-term Goal

The company has an energy conservation goal to reduce energy consumption 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, and encouraging employees about saving energy.

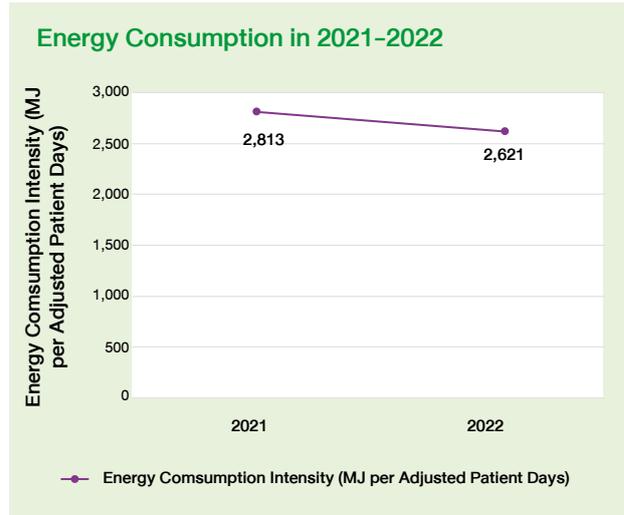
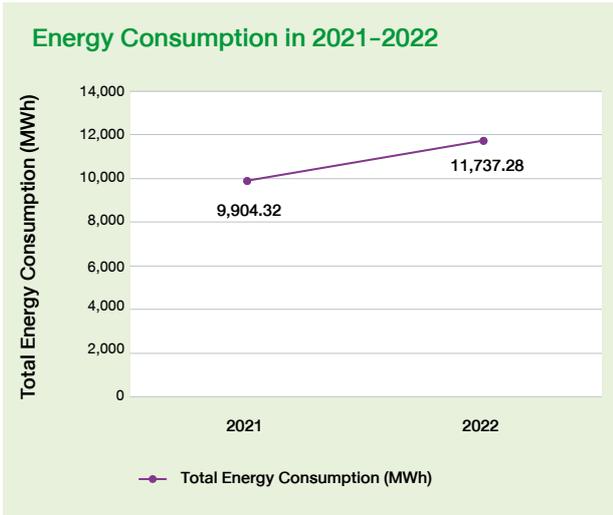
Energy Management and Performance⁷⁵

Energy consumption in World Medical Hospital can be divided into 2 categories namely electricity and diesel generators. In 2022, WMC required 11,649.87 Megawatt-hours (MWh) of electricity supplied by the Metropolitan Electricity Authority and diesel consumption was 87.41 Megawatt-hours (MWh). Therefore, WMC had a total energy consumption of 11,737.28 Megawatt-hours (MWh).



⁷⁴ GRI 3-3

⁷⁵ GRI 302-1, GRI 302-3



Energy Management Initiatives for affiliated hospital⁷⁶

Nevertheless, the company remains committed to continuous energy conservation projects to ensure efficient energy use and reduce environmental impact and community impact. The company has undertaken 4 energy conservation projects that reduced electricity consumption by 378,176 kWh/year or approximately 1,608,401 baht in electricity costs as follows.



Replacement of Inefficient Light Bulbs with LED Bulbs Project

The project replacing inefficient light bulbs with LED bulbs is implemented in the underground car parking and World Medical Hospital building. 28W of T5 LED was replaced with 50 LED set bulbs (16W). The electricity saving was 2,190 kWh/year and saved the electricity expense of 7,870 baht/year.



⁷⁶ GRI 3-3

Cooling Tower's Fan Replacement Project

WMC replaced the energy fan in cooling tower to reduce the electricity consumption and improve the air ventilation efficiency. After the energy fan installation, electricity consumption was saved 22,680 kWh/year. The electricity expense of 81,648 baht/year was reduced.



Energy Conservation Training Program

In 2022, Kasemrad Hospital, Prachachuen conducted the energy conservation training to the hospital director, executives, and hospital staffs. Moreover, Big Cleaning Day activity was performed to clean working area and electricity equipment for the reduction of energy consumption.



Solar Rooftop Installation Project

BCH installed solar panels on the rooftop of buildings and car parking in a newly constructed hospital since 2021 to reduce greenhouse gas emission. Currently, there are 2 network hospitals which are Kasemrad Hospital Prachinburi and Kasemrad International Hospital Aranyaprathet installed solar panels to reduce electricity consumption. Consequently, the electricity consumption was saved 353,306 kWh/year and 1,518,883 million baht/year in electricity costs. In addition, the solar rooftop installation in Kasemrad Hospital Saraburi and Kasemrad Hospital Sriburin are currently under construction.



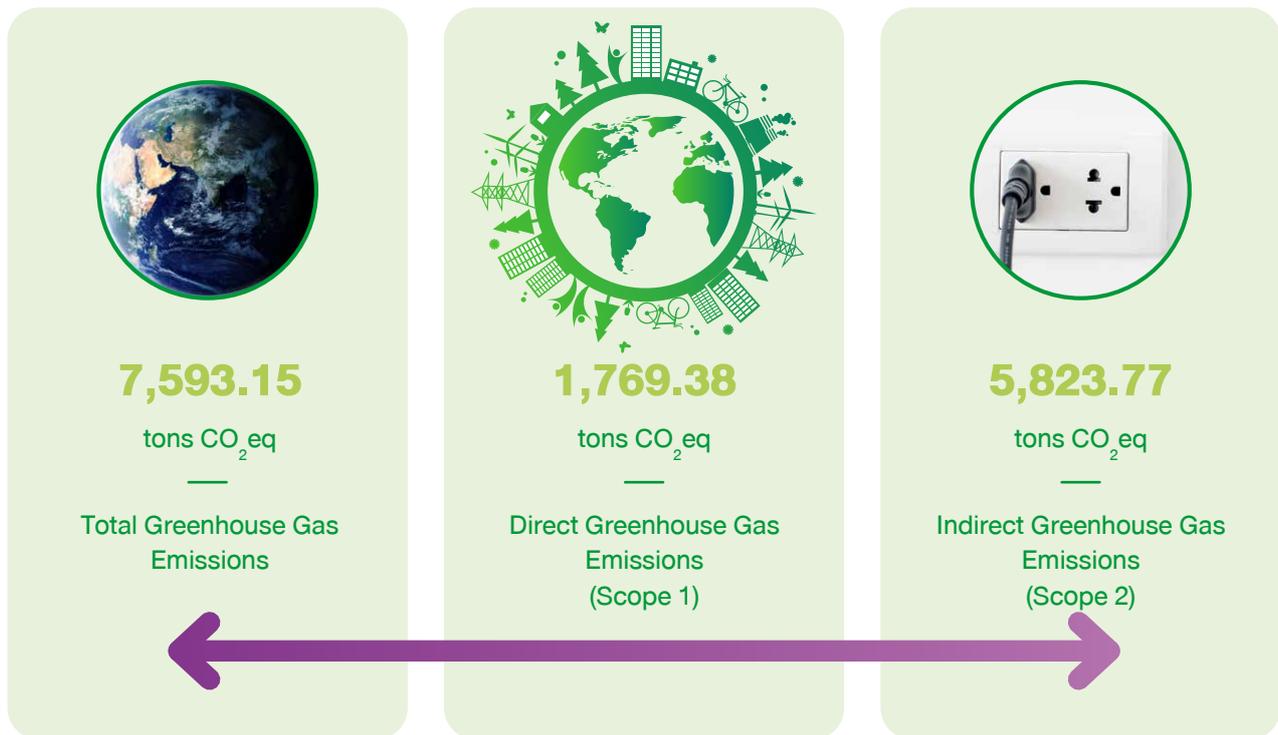
Climate Change Management

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.

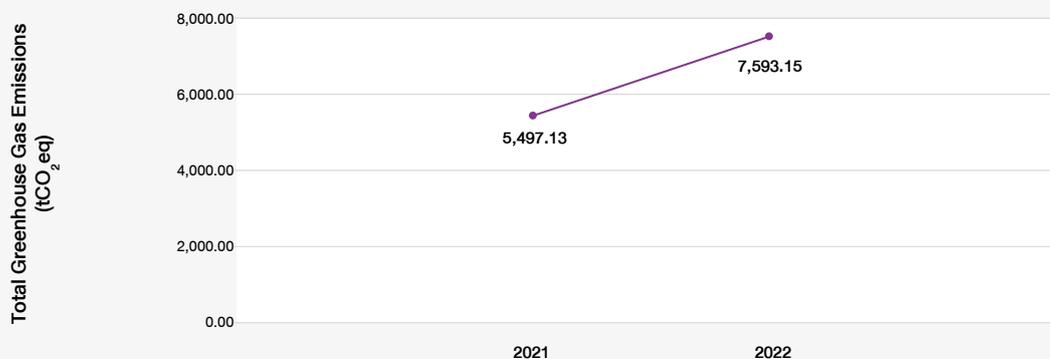


Greenhouse Gas Emissions and Performance within World Medical Hospital in 2022⁷⁷

The World Medical Hospital has undertaken an estimation of its greenhouse gas emissions in accordance with the guidelines prescribed by the Intergovernmental Panel on Climate Change (IPCC) 2006. The hospital has reported a total greenhouse gas emission of 7,593.15 tons CO₂ eq, which is composed of two distinct categories of emissions, namely direct emissions (scope 1) and indirect emissions (scope 2). The direct emissions (scope 1) accounted for 1,769.38 tons CO₂ eq, while the indirect emissions (scope 2) were calculated to be 5,823.77 tons CO₂ eq. A detailed analysis of the hospital's greenhouse gas emissions performance is presented below.



Greenhouse Gas Emission in 2021-2022



⁷⁷ GRI 305-1, GRI 305-2

Climate Change Management Initiatives for BCH⁷⁸

The Reduction of Plastic Bottles Consumption Project

The project to replace single-use plastic water bottles with glass or reusable water bottles and consider the use of water dispenser is implemented. Single-use plastic water bottles are reduced by 69,750 bottles/year or 976.5 kg/year. The project helped reduce greenhouse gas emissions by 2,816 kgCO₂eq/year.



Care the Bear Project (Greenhouse Gas Reduction Project)

BCH participated in Care the Bear Project hosted by the Stock Exchange of Thailand (SET) to recognize the importance of climate change management and sustainable business operation. BCH mitigates greenhouse gas emissions from business activities.

Online AGM

BCH conducts the online shareholder's meeting (Online AGM) to reduce the indirect greenhouse gas emissions. Moreover, there also reduce the use of paper, waste generation and food waste.



CEO Roadshow

An online visit by the CEO (CEO Roadshow) is arranged to help reduce the energy consumption, resources usage from transportation and meeting room preparation and greenhouse gas emissions.

⁷⁸ GRI 3-3

Water and Wastewater management

Climate change impact has exacerbated the drought situation each year. BCH recognizes the significance of water management. Therefore, BCH has assessed water stress areas using the Aqueduct Water Risk Atlas to local and prevent. We found that 3 areas in our business, Kasemrad Hospital Chachoengsao, Kasemrad Hospital Prachinburi, and Kasemrad Hospital Ramkhamhaeng, have extremely high-water stress.⁷⁹

Thus, BCH has promoted water saving initiative and drive operational water-use efficiency through the water efficiency and water saving awareness project. Apart from the water saving project, BCH also maintenance water supply system to enhance the efficiency of the water withdrawal and reduce water loss from equipment damage. The scope of the report on Water and Wastewater Statistics in 2022 covers the World Medical Hospital

Water Conservation Goal⁸⁰

Short-term goal

The company has a water conservation goal to reduce water consumption 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 management

In 2022, the World Medical Hospital (WMC) sourced its water supply from the Metropolitan Waterworks Authority. The total water consumption during the period was 68,282 cubic meters. To ensure an adequate water supply, the hospital has two reserve water tanks provided: a 600 cubic meter tank on the roof and a 1,000 cubic meter underground tank. Both tanks are carefully monitored and maintained at a water level of at least 150 millimeters. The hospital's water quality is also monitored closely to ensure it complies with the Department of Health's water supply quality standard B.E. 2563. This includes regular monthly testing of general parameters 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.

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

⁷⁹ GRI 303-1

⁸⁰ GRI 3-3

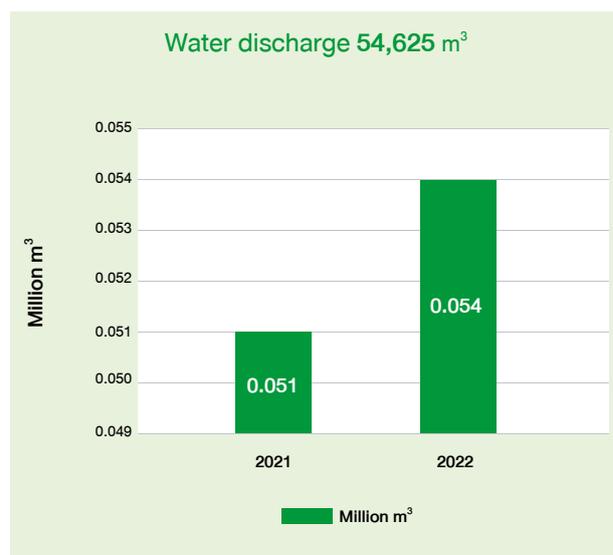
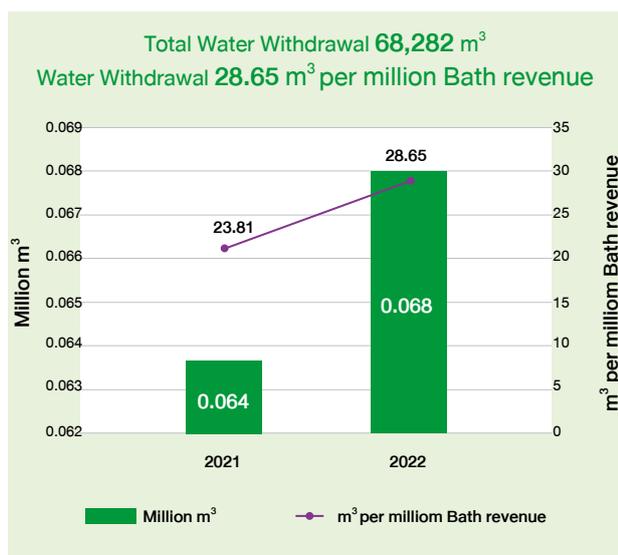
Indicator	Frequency	Standard
Total Fecal Coliform		Not found
Water sampling		
Total Coliform	Annually	Not found
E-Coli		Not found
STD Plate Count		Less than 500 ppm

Remark: Standard in accordance with the Department of Health's water supply quality standard B.E. 2565

Wastewater Management⁸¹

In 2022, the World Medical Hospital generated 54,625 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. Our organization is committed to complying with governmental environmental regulations and monitoring our water discharge quality accordingly. At BCH, we recognize the potential impact of water discharges on the environment and take proactive measures to mitigate any adverse effects. To this end, contaminated water is treated in our wastewater treatment system to ensure it meets the effluent standard requirements. The general effluent monitoring parameters include pH, temperature, Biological Oxygen Demand (BOD), Total Suspended Solids (TSS), Sulfide, Oil and Grease, Residual Chlorine, and Total Coliform Bacteria. We are pleased to report that in 2022, there were no reported cases of water effluent below the required standards.

Performance of World Medical Hospital in 2022⁸²



⁸¹ GRI 303-1, GRI 303-2

⁸² GRI 303-3, GRI 303-4

World Medical Hospital Water Management Activities⁸³

BCH places great emphasis on water management to mitigate the environmental impact associated with water usage in our hospital. Our water management activities include:

1. Water Reduction

World Medical Hospital is well aware that 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 using Reverse Osmosis (RO) reject water in the sanitary system, used for cleaning the floor and watering the garden.



⁸³ GRI 3-3

Waste Management

BCH recognizes that the healthcare services have led to large increases in healthcare waste, especially the challenges of increased waste disposal during the COVID-19 pandemic. BCH adheres to the 3Rs waste management principles which are reduce, reuse, and recycle to mitigate the environmental impacts of improper waste management and to avoid the effects on all relevant stakeholders.

The Environment of Care Committee (ECC) was established with responsibilities to devise the plan and comply with the policy on solid, hazardous, and infectious waste management and monitor compliance to relevant standards. In addition, the ECC also works with the Prevention and Control Infection Committee to supervise and provide knowledge about waste separation, storage, and transportation and proper disposal of solid, hazardous, and infectious waste. Moreover, BCH has established waste management guidelines to control and manage waste generated by hospital services.

Waste Reduction Goal⁸⁴

Short-term goal

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.



⁸⁴ GRI 3-3

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.

Types of Solid Waste, Hazardous Waste, and Infectious Waste in Hospital



General Waste

- Dry Waste
- Wet Waste



Recycle Waste

- Waste Paper and Cardboard
- Plastic Recycling



Infectious Waste

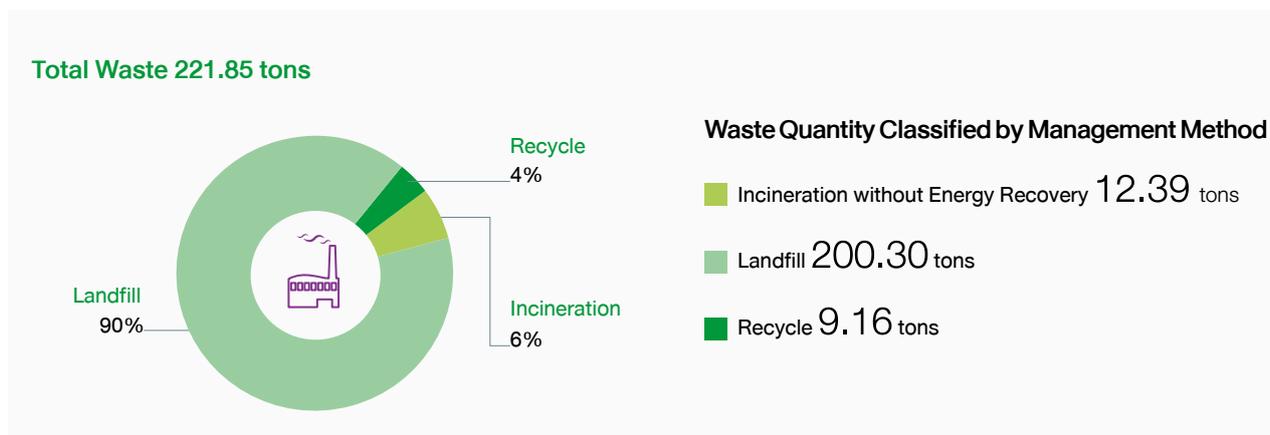
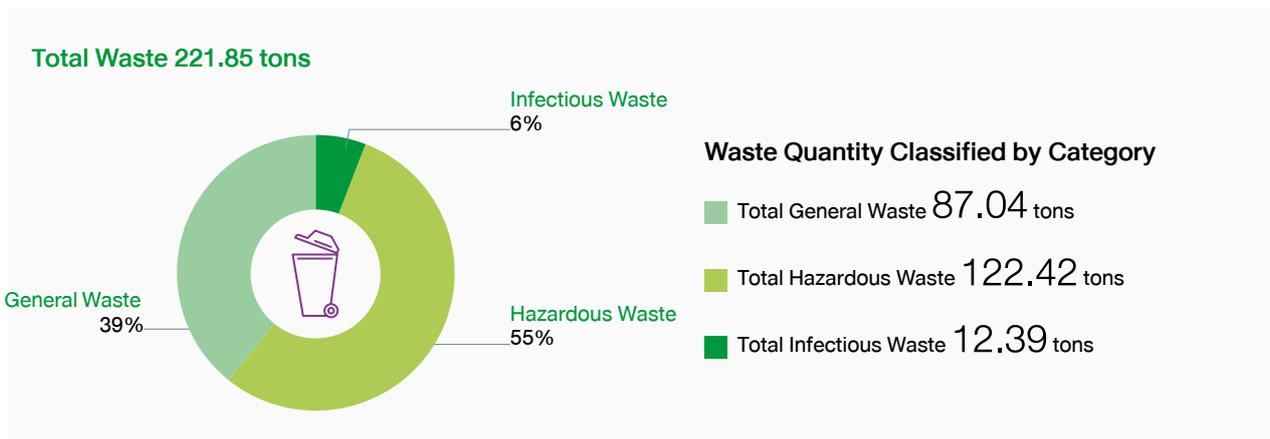
- **Infectious Waste:** waste contaminated with blood and other bodily fluids (e.g., from discarded diagnostic samples), cultures and stocks of infectious agents from laboratory work
- **Sharps Waste**



Hazardous Waste

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

Waste Management Performance of World Medical Hospital in 2022⁸⁵

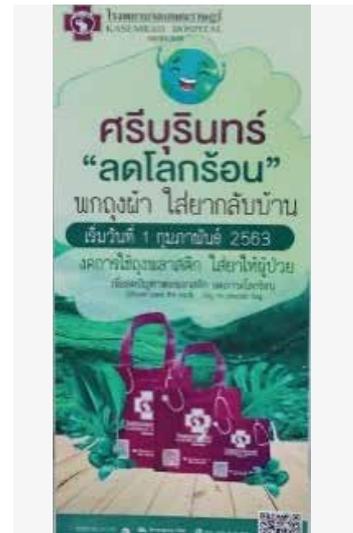


⁸⁵ GRI 306-1, GRI 306-3, GRI 306-5

Waste Management Initiatives in BCH Affiliate Hospitals⁸⁶

Anti-Plastic Bags Campaign

BCH has started a campaign to encourage patients and customers to use cloth bags rather than plastic to collect their medicines to limit the amount of single-use plastic bags at all affiliate hospitals.



⁸⁶ GRI 306-2, GRI 3-3

Waste Exchange Campaign

Kasemrad Hospital Bangkae promotes their staff to reduce waste by launching the “Waste for Egg” Campaign. The Campaign is conducted once a year to encourage staff to bring recyclable waste, such as plastic bottles, carton boxes, and plastic bags to exchange for eggs. Whereas all waste received from the campaign is sent to external agencies for further recycling.



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.



04

Annex

9. Annex





Annex

Sustainability Performance Statistics

Economic Dimension

Economic Performance

GRI	Performance Data	Unite	2021	2022
201-1	Direct Economic Value Generated			
	Sale revenues	Million Baht	21,529.40	18,910.30
	Net profit ^{1/}	Million Baht	6,846.00	3,038.91
	EBITDA	Million Baht	10,372.59	5,142.43
	Economic Value Distributed			
	Employee wages and benefits ^{2/}	Million Baht	2,174.71	2,310.03
	Operating cost ^{3/}	Million Baht	10,561.31	12,771.55
	Payments to government: Gross taxes ^{4/}	Million Baht	1,846.19	888.26
	Payments to providers of capital: Dividend payments	Million Baht	2,992.50	1,995.00
204-1	Proportion of spending on local Supplier			
	Proportion of spending on local suppliers	%	100	100
	Spending on suppliers from all suppliers ^{5/}	Million Baht	2,691.63	3,064.25
	Spending on suppliers from local suppliers	Million Baht	2,691.63	3,064.25

Remark: ^{1/} Net profit attributable to owners of the company

^{2/} Personnel Expense

^{3/} Cost of Hospital Operations

^{4/} Income Tax Expense

^{5/} Inventory Cost

BCH's Board of Directors⁸⁷

In 2022, BCH's Board of Directors are composed of 11 members^{1/}, namely chairman, 6 committees and 4 independent committees as followed.

No.	Name Lists	Board Position	shareholding in the BCH and subsidiaries	Tenure of the board committee
1	Prof. Dr. Chalerm Harnphanich, M.D.	Chairman of the Board of Director (Executive Director) ^{2/}	32.63	-
2	Asst. Prof. Dr. Somporn Harnphanich, M.D.	Director (Executive Director) ^{2/}	7.05	-

⁸⁷ GRI 2-9, GRI 2-11, GRI 2-12

No.	Name Lists	Board Position	shareholding in the BCH and subsidiaries	Tenure of the board committee
3	Ms. Pornluck Harnphanich, M.D.	Director / Director to the Risk Management Committee (Executive Director) ^{2/}	3.44	-
4	Mr. Kantaporn Harnphanich	Director (Executive Director) ^{2/}	3.43	-
5	Mr. Phinij Harnphanich	Director (Non-Executive Director) ^{3/}	-	1
6	Ms. Pornsuda Harnphanich	Director / Director to the Risk Management Committee (Executive Director) ^{2/}	3.44	-
7	Mr. Voravee Kiatinoyomsak	Director / Director to the Risk Management Committee (Executive Director) ^{2/}	-	-
8	Assoc. Prof. Virach Aphimeteetamrong, Ph.D.	Independent Director / Chairman of Audit Committee (Non-Executive Director) ^{3/}	-	5
9	Mr. Siripong Sombutsiri	Independent Director / Director to the Audit Committee (Non-Executive Director) ^{3/}	-	3
10	Prof. Piphob Veraphong	Independent Director / Director to the Audit Committee (Non-Executive Director) ^{3/}	-	3
11	Mr. Thawat Suntrajarn, M.D.	Independent Director (Non-Executive Director) ^{3/}	-	-

Remark: ^{1/} Mr. Pumipat Chatnoraset resigned as a director of the company since 21 September 2022 and the Board of Directors' Meeting No. 2/2023 on 28 February 2023 approved a resolution to appoint Mr. Surapant Taweewikayakarn, M.D. to be a member of the Board of Directors which effective date is from February 28, 2023 onwards.

^{2/} Executive director

^{3/} Non-Executive director

Board Meetings⁸⁸

In 2022, 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	2565						Total Number of Meetings (Times/Year)
	1	2	3	4	5	6	
Times	18 Jan	28 Feb	13 May	15 Sep	9 Nov	16 Dec	
Meeting Date	18 Jan	28 Feb	13 May	15 Sep	9 Nov	16 Dec	
Prof. Dr. Chalerm Harnphanich, M.D.	✓	✓	✓	✓	✓	✓	6
Asst. Prof. Dr. Somporn Harnphanich, M.D.	✓	✓	✓	✓	✓	✓	6
Ms. Pornluck Harnphanich, M.D.	✓	✓	✓	✓	✓	✓	6
Mr. Kantaporn Harnphanich	✓	✓	✓	✓	✓	✓	6
Mr. Phinij Harnphanich	✓	✓	✓	✓	✓	✓	6
Ms. Pornsuda Harnphanich	✓	✓	✓	✓	✓	✓	6

⁸⁸ GRI 2-12

Year	2565						Total Number of Meetings (Times/Year)	
	Times	1	2	3	4	5		6
	Meeting Date	18 Jan	28 Feb	13 May	15 Sep	9 Nov		16 Dec
Mr. Voravee Kiatinijomsak	✓	✓	✓	✓	✓	✓	6	
Assoc. Prof. Virach Aphimeteetamrong, Ph.D.	✓	✓	✓	✓	✓	✓	6	
Mr. Siripong Sombutsiri	✓	✓	✓	✓	✓	✓	6	
Prof. Piphob Veraphong	✓	✓	✓	✓	✓	✓	6	
Mr. Thawat Suntrajarn, M.D.	✓	✓	✓	✓	✓	✓	6	
Mr. Pumipat Chatnoraset ^{1/}	✓	✓	✓	✓	-	-	4	

Remark: ^{1/} Mr. Pumipat Chatnoraset resigned as a director of the company since 21 September 2022 and the Board of Directors' Meeting No. 2/2023 on 28 February 2023 approved a resolution to appoint Mr. Surapant Taweewikayakarn, M.D. to be a member of the Board of Directors which effective date is from February 28, 2023 onwards.

Board and Sub-Committee's Meeting Participation⁸⁹

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 Lists	Number of Meeting Attendance / Total Number of Meetings (Times/Year)			
		Board of Directors	Executive Committee	Risk Management Committee	Audit Committee
1	Prof. Dr. Chalerm Hamphanich, M.D.	6/6	4/4	-	-
2	Asst. Prof. Dr. Somporn Hamphanich, M.D.	6/6	4/4	-	-
3	Ms. Pornluck Hamphanich, M.D.	6/6	4/4	6/6	-
4	Mr. Kantaporn Hamphanich	6/6	4/4	-	-
5	Mr. Phinij Hamphanich	6/6	-	-	-
6	Ms. Pornsuda Hamphanich	6/6	4/4	6/6	-
7	Mr. Voravee Kiatinijomsak	6/6	4/4	6/6	-
8	Assoc. Prof. Virach Aphimeteetamrong, Ph.D.	6/6	-	-	5/5
9	Mr. Siripong Sombutsiri	6/6	-	-	5/5
10	Prof. Piphob Veraphong	6/6	-	-	5/5
11	Mr. Thawat Suntrajarn, M.D.	6/6	-	-	-
12	Mr. Surapant Taweewiyakarn, M.D. ^{1/}	-	4/4	2/6	-
13	Ms. Supotjane Hahtapornsawan, M.D. ^{1/}	-	-	2/6	-

⁸⁹ GRI 2-13

No.	Name Lists	Number of Meeting Attendance / Total Number of Meetings (Times/Year)			
		Board of Directors	Executive Committee	Risk Management Committee	Audit Committee
14	Mr. Dhiti Pattanakumjorn, M.D.	-	4/4	-	-
15	Mrs. Saifon Chaimongkol	-	-	5/6	-
16	Ms. Anchalee Kengkijakarn	-	-	6/6	-
17	Mr. Pumipat Chatnoraset ^{2/}	4/6	2/4	4/6	-
Percentage of Meeting Participation		100%	100%	98%	100%

Remark : ^{1/}The Board of Directors Meeting No. 4/2022 on August 15, 2022 has resolution to appoint 2 Risk Management Directors

^{2/}Mr. Pumipat Chatnoraset resigned as a director of the company since 21 September 2022. The Board of Directors Meeting No. 2/2023 on February 28, 2023 has resolution to appoint Mr.Surapant Taweewiyakarn, M.D. to be a member of the Board of Directors

Remuneration for Board of Directors and Sub-Committee⁹⁰

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 2022 is as follows.

Name Lists	Board Position	Remuneration (Baht)		
		Compensation	Pension	Total
Prof. Dr. Chalerm Harnphanich, M.D.	Chairman of the Board of Director	640,000	967,700	1,607,700
Asst. Prof. Dr. Somporn Harnphanich, M.D.	Director	640,000	967,700	1,607,700
Ms. Pornluck Harnphanich, M.D.	Director / Director to the Risk Management	640,000	967,700	1,607,700
Mr. Kantaporn Harnphanich	Director	640,000	967,700	1,607,700
Mr. Phinij Harnphanich	Director	640,000	967,700	1,607,700
Ms. Pornsuda Harnphanich	Director / Director to the Risk Management	640,000	967,700	1,607,700
Mr. Voravee Kiatiniyomsak	Director / Director to the Risk Management	640,000	967,700	1,607,700
Assoc. Prof. Virach Aphimeteetamrong, Ph.D.	Independent Director / Director to the Audit Committee	760,000	1,161,700	1,921,700

⁹⁰ GRI 2-19, GRI 2-20

Name Lists	Board Position	Remuneration (Baht)		
		Compensation	Pension	Total
Mr. Siripong Sombutsiri	Independent Director / Director to the Audit Committee	700,000	1,064,500	1,764,500
Prof. Piphob Veraphong	Independent Director / Director to the Audit Committee	700,000	1,064,500	1,764,500
Mr. Thawat Suntrajarn, M.D.	Independent Director	640,000	967,700	1,607,700
Mr. Pumipat Chatnoraset ^{1/}	Director / Director to the Risk Management	456,667	967,700	1,424,367
Summation		7,736,667	12,000,000	19,736,667

Remark: ^{1/} Mr. Pumipat Chatnoraset resigned as a director of the company since 21 September 2022 and the Board of Directors' Meeting No. 2/2023 on 28 February 2023 approved a resolution to appoint Mr. Surapant Taweewikayakarn, M.D. to be a member of the Board of Directors which effective date is from February 28, 2023 onwards.

Anti-corruption⁹¹

Complaints	Number of Complaints (Case)	
	2021	2022
Anti-Corruption Complaints		
Number of fraud of employees that have been verified as true	0	0
Number of cases that employee is fired for fraud	0	0
Number of cases involving the corruption of business partner that have been verified true	0	0
Anti-Competitive Complaints⁹²		
Number of cases that are ongoing	0	0
Number of cases that are completed	0	0
Conflict of Interest Complaints		
Number of cases related to conflict of interest	0	0
Number of cases that are completed	0	0
Complaints on Social and Community Aspect		
Number of cases that are ongoing	0	0
Number of cases that are completed	0	0
Complaints on Environmental Aspect		
Number of cases that are ongoing	0	0
Number of cases that are completed	0	0

⁹¹ GRI 205-1, GRI 205-2, GRI 205-3

⁹² GRI 206-1

Complaints	Number of Complaints (Case)	
	2021	2022
Complaints on Occupational Health and Safety Aspect		
Number of cases that are ongoing	0	0
Number of cases that are completed	0	0
Complaints on Human Right Violation		
Number of cases that are ongoing	0	0
Number of cases that are completed	0	0
Complaints on Discrimination and Harassment		
Number of cases that are ongoing	0	0
Number of cases that are completed	0	0

Social Dimension

Human Capital Performance in 2022⁹³

Data	Male	Female	Total
Total Employee (excluding physician)	1,200	5,995	7,195
Sort by employment type			
Full-Time employee	968	4,605	5,573
Nurses and nursing assistants	126	2,136	2,262
Medical Operation and Support Personnel	464	1,411	1,875
Back-office Personnel	378	1,058	1,436
Part-Time employee	232	1,390	1,622
Nurses and nursing assistants	102	1,025	1,127
Medical Operation and Support Personnel	130	365	495
Back-office Personnel	0	0	0

Data	Male	Female	Total
Total physician	903	779	1,682
Full-time	210	136	346
Part-time	693	643	1,336

⁹³ GRI 2-7, GRI 2-8, GRI 403-8

Employee category^{94 95}

Data	Unit	Male	Female	Total
Senior Management*	persons	27	5	32
	% Per total employee in senior management level	84.37	15.63	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	6	2	8
	% Per total employee in senior management level	18.75	6.25	25.00
> 50 years old	persons	21	3	24
	% Per total employee in senior management level	65.62	9.38	75.00
Middle Management*	persons	13	46	59
	% Per total employee in middle management level	22.03	77.97	100.00
<30 years old	persons	2	1	3
	% Per total employee in middle management level	3.39	1.69	5.08
30 – 50 years old	persons	4	30	34
	% Per total employee in middle management level	6.78	50.85	57.63
> 50 years old	persons	7	15	22
	% Per total employee in middle management level	11.86	25.42	37.29
First-line Management*	persons	167	656	823
	% Per total employee in first-line management level	20.29	79.71	100.00
<30 years old	persons	14	68	82
	% Per total employee in first-line management level	1.70	8.26	9.96
30 – 50 years old	persons	136	531	667
	% Per total employee in first-line management level	16.52	64.52	81.04
> 50 years old	persons	17	57	74
	% Per total employee in first-line management level	2.07	6.93	8.99
Non-management	persons	761	3,898	4,659
	% Per total employee in non-management level	16.33	83.67	100.00
<30 years old	persons	367	2,264	2,631
	% Per total employee in non-management level	7.88	48.59	56.47
30 – 50 years old	persons	342	1,423	1,765
	% Per total employee in non-management level	7.34	30.54	37.88

⁹⁴ GRI 405-1b

⁹⁵ The employee category data covers full-time employee

Data	Unit	Male	Female	Total
> 50 years old	persons	38	194	232
	% Per total employee in non-management level	0.82	4.16	4.98
Disabled/retired/ concession employee	persons	14	17	31
	% Per total employee in non-management level	persons	0.36	0.67

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 training⁹⁶

Data	Unit	Male	Female	Total
Total hours of training	hour	9,185	45,517	54,702
Average hours of training*	hour/head/year	7.65	8.14	7.60
Sort by employee category				
Senior Management	hour	146	101	247
	hour/head/year	5.41	20.20	7.72
Middle Management	hour	120	561	681
	hour/head/year	9.23	12.20	11.54
First-line Management	hour	1,124	7,020	8,144
	hour/head/year	6.73	10.70	9.90
Non-management	hour	7,788	37,824	45,613
	hour/head/year	10.23	9.70	9.79
Sort by employment type				
Nurses and nursing assistants	hour	1,119	16,259	17,378
	hour/head/year	8.88	7.61	7.68
Medical Operation and Support Personnel	hour	1,784	7,223	9,007
	hour/head/year	10.88	5.12	4.80
Back-office Personnel	hour	5,678	21,628	27,306
	hour/head/year	15.02	20.44	19.02

⁹⁶ GRI 404-1

Physician training hours and credits

Data	Unit	Male	Female	Total
Physician	hour	604	407	1,011
	hour/head/year	0.67	0.52	0.60
	credit	188.5	305.5	494
	credit/head/year	0.21	0.39	0.29

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

Employees receiving annual performance evaluation⁹⁷

Data	Unit	Male	Female	Total
Total full-time employees that were evaluated	person	759	3,548	4,307
	%	78.41	77.05	77.28
Sort by employee category				
Senior Management	person	18	3	21
	%	66.67	60.00	65.63
Middle Management	person	11	37	48
	%	84.62	80.43	81.36
First-line Management	person	149	608	757
	%	89.22	92.68	91.98
Non-management	person	581	2,900	3,481
	%	76.35	74.40	74.72

New employee hires (excluding physician)⁹⁸

Data	Unit	Male	Female	Total
New employee hires	person	299	1,888	2,187
Rate of full-time employee hires	%	30.89	41.00	39.24
<30 years old	person	177	1,283	1,460
	%	59.19	67.96	66.75
30 – 50 years old	person	107	403	510
	%	35.78	21.34	23.32
> 50 years old	person	15	202	217
	%	5.03	10.70	9.93

⁹⁷ GRI 404-3

⁹⁸ GRI 401-1

Internal Recruitment (excluding physician)⁹⁹

Data	Unit	Male	Female	Total
Total internal recruitment	person	34	251	285
Rate of total internal recruitment	%	3.51	5.45	5.11
<30 years old	person	19	144	163
	%	4.96	6.17	6
30 – 50 years old	person	15	98	113
	%	3.07	4.93	4.57
> 50 years old	person	0	9	9
	%	0	3	3

Turnover in 2022¹⁰⁰

Data	Unit	Male	Female	Total
Total turnover*	person	365	2,030	2,395
Total turnover rate	%	37.71	44.08	42.98
<30 years old	person	183	1,404	1,587
	%	50.13	69.16	66.26
30 – 50 years old	person	151	568	719
	%	41.36	27.98	30.03
> 50 years old	person	31	58	89
	%	8.51	2.86	3.72
Voluntary turnover	person	305	1,659	1,964
Voluntary turnover rate of total employee turnover	%	83.56	81.72	82.00
Voluntary turnover rate of total employees	%	31.51	36.03	35.24
<30 years old	person	161	1,174	1,335
	%	52.78	70.76	67.97
30 – 50 years old	person	119	436	555
	%	39.01	26.28	28.25
> 50 years old	person	25	49	74
	%	8.19	2.95	3.76

*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 harassment¹⁰¹

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

Occupational Health and Safety Statistics¹⁰²

Performance Data	Units	2021	2022
From Workplace			
Number of Hours Worked			
- Employees and Medical Personnel	1,000,000 hours worked	1.09	1.10
- Contractors	1,000,000 hours worked	NA	NA
Total Recordable Work-Related Injury and Occupational Illness & Disease Rate			
- Employees and Medical Personnel	cases/1,000,000 hours worked	1	4
- Contractors	cases/1,000,000 hours worked	0	0
Fatality Work-Related Injury and Occupational Illness & Disease Rate			
- Employees and Medical Personnel	cases/1,000,000 hours worked	0	0
- Contractors	cases/1,000,000 hours worked	0	0
Number of Fatality Work-Related Injury			
- Employees and Medical Personnel	Cases	0	0
- Contractors	cases	0	0
Fatality Work-Related Injury Rate			
- Employees and Medical Personnel	cases/1,000,000 hours worked	0	0
- Contractors	cases/1,000,000 hours worked	0	0
Number of High-Consequence Work-Related Injury			
- Employees and Medical Personnel	Cases	0	4
- Contractors	cases	0	0
High-Consequence Work-Related Injury Rate			
- Employees and Medical Personnel	cases/1,000,000 hours worked	0	3.6
- Contractors	cases/1,000,000 hours worked	0	0
Number of Recordable Work-Related Injuries			
- Employees and Medical Personnel	Cases	1	4
- Contractors	Cases	0	0

¹⁰¹ GRI 406-1

¹⁰² GRI 403-9, GRI 403-10

Performance Data	Units	2021	2022
Rate of Recordable Work-Related Injuries			
- Employees and Medical Personnel	cases/1,000,000 hours worked	0.92	3.6
- Contractors	cases/1,000,000 hours worked	NA	NA
Number of Lost Time Injury Frequency			
- Employees and Medical Personnel	Cases	1	2
- Contractors	Cases	NA	NA
Severity Work-Related Injury Rate			
- Employees and Medical Personnel	days/1,000,000 hours worked	3.66	4.51
- Contractors	days/1,000,000 hours worked	NA	NA
Loss Time Injury Frequency Rate (LTIFR)			
- Employees and Medical Personnel	cases/1,000,000 hours worked	0.92	1.80
- Contractors	cases/1,000,000 hours worked	NA	NA
Number of Fatality Occupational Illness & Disease			
- Employees and Medical Personnel	Cases	0	0
- Contractors	Cases	NA	NA
Number of Reported Occupational Illness & Disease			
- Employees and Medical Personnel	Cases	0	0
- Contractors	Cases	NA	NA
Occupational Illness Frequency Rate (OIFR)			
- Employees and Medical Personnel	cases/1,000,000 hours worked	0	0
- Contractors	cases/1,000,000 hours worked	0	0
Near Miss Frequency Rate (Employee, Employees and Medical Personnel & Contractor)	cases/1,000,000 hours worked	0	0
From Travelling and Transportation			
Number of Fatality Work-Related Injury			
- Employees and Medical Personnel (Male:Female)	Cases	0:0	0:0
- Contractors (Male:Female)	Cases	NA	NA
Number of Transport Incidents	Cases	0	0
- Occupational Health and Safety Management System			
Number of employees that have under an Occupational Health and Safety Management System.	Person	432	439
	Percentage	100	100

Remark : Occupational Health and Safety performance reporting covers data from the World Medical Hospital.

NA = Not Applicable

Environmental Dimension

Environment Compliance

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

Remark: ^{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 Statistics¹⁰³

Performance Data	Unit	2021	2022
Total Energy Consumption within Organization	kWh	9,904,317.76	11,737,275.76
	MWh	9,904.32	11,737.28
Energy Consumption Intensity within Organization	MJ/ Adjusted Patient Days	2,813	2,621
	kWh/Bath Revenue	0.0036	0.0049
Total fuel consumption from non-renewable sources	kWh	87,407.76	87,407.76
Diesel	kWh	87,407.76	87,407.76
Total Energy Purchased for Consumption	kWh	9,824,000	11,649,868
Electricity Consumption	kWh	9,816,810	11,649,868
Total Costs of Energy Consumption	Million baht	35.34	41.94

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

¹⁰³ GRI 302-1, GRI 302-2, GRI 302-3, GRI 302-4

Greenhouse Gas Emissions Statistics¹⁰⁴

Performance Data	Unit	2021	2022
Total Greenhouse Gas Emissions ^{1/}	kgCO ₂ eq	5,497,134.30	7,593,151.01
	tCO ₂ eq	5,497.13	7,593.15
Total direct GHG emissions (Scope1) ^{2/}	kgCO ₂ eq	589,660.99	1,769,380.99
	tCO ₂ eq	589.66	1,769.38
	% per Total GHG Emission	10.73	23.30
Stationary Combustion	kgCO ₂ eq	23,395.39	23,395.39
Diesel	Liter	8,640	8,640
	kgCO ₂ eq	23,395.39	23,395.39
Refrigerant	kgCO ₂ eq	566,265.60	1,745,985.60
R- 410A	kg	271.20	836.20
	kgCO ₂ eq	566,265.60	1,745,985.60
Total Indirect GHGs Emissions from Energy Purchased & Consumed (Scope2) ^{2/}	kgCO ₂ eq	4,907,473.31	5,823,770.01
	tCO ₂ eq	4,907.47	5,823.77
	% per Total GHG Emission	89.27	76.70

Remark: ^{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 areas¹⁰⁵

Analysis of water stress opportunity with Aqueduct Water Risk Atlas of World Resources Institute in the area of 15 affiliated hospitals and 1 polyclinic.

Hospital	Water Stress				
	Low	Low-Medium	Medium-High	High	Extremely High
World Medical Hospital			X		
Kasemrad International Hospital Rattana Tibeth				X	
Kasemrad International Hospital Aranyaprathet		X			
Kasemrad International Hospital Vientiane	X				

¹⁰⁴ GRI 305-1, GRI 305-2

¹⁰⁵ GRI 303-1

Hospital	Water Stress				
	Low	Low-Medium	Medium-High	High	Extremely High
Kasemrad Hospital Bangkai			X		
Kasemrad Hospital Sriburin	X				
Kasemrad Hospital Saraburi				X	
Kasemrad Hospital Prachachuen			X		
Kasemrad Hospital Mae Sai	X				
Kasemrad Sriburin Clinic Chiang Saen branch	X				
Kasemrad Hospital Chachoengsao					X
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

*The result of water quality of WMC was measured by Environmental & Resource Development Co., Ltd. in December 2022.

Water and Wastewater Management Statistics¹⁰⁶

Performance Data	Unit	2564	2022	
			All Areas	Water Stress Area
Total Water Withdrawal				
Third-party Water Source (e.g. municipal water suppliers) Fresh Water				
• ≤1,000 mg/L Total Dissolved Solids	m ³	64,749	68,282	0
• Fresh Water >1,000 mg/L Total Dissolved Solids		0	0	0
Total Water Withdrawal	m ³	64,749	68,282	0
Total Water Consumption	m ³	64,749	68,282	0
	ML	64.75	68.28	0
Water Consumption Intensity	m ³ / Adjusted Patient Days	2.91	2.68	0
	m ³ / Million Bath Revenue	23.81	28.65	0
Total water recycling	m ³	N/A	N/A	0
Total Water Discharge				
Third-party Water Source (e.g. municipal wastewater treatment plant)	m ³	0	0	0
Water Discharge ≤1,000 mg/L Total Dissolved Solids	m ³	0	0	0
Water Discharge >1,000 mg/L Total Dissolved Solids	m ³	0	0	0
Total Water Discharge	m ³	51,799	54,625	0
Change of water reserve	m ³	0	0	0

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

¹⁰⁶ GRI 303-3, GRI 303-4, GRI 303-5

Solid Waste and Hazardous Waste Statistics¹⁰⁷

Performance Data	Unit	2022
Waste Generated	Tons (t)	221.85
Total Quantity of Non-hazardous Waste	Tons (t)	87.04
Total Quantity of Hazardous Waste	Tons (t)	122.42
Total Quantity of Infectious Waste	Tons (t)	12.39
Waste Generated Intensity	Tons / Adjusted Patient Day	0.0022
Waste Generated Intensity per Revenue	Tons /Million Baht Revenue	0.051
Waste Diverted from Disposal	Tons (t)	9.16
Reuse	Tons (t)	0
Recycle	Tons (t)	0
Composting	Tons (t)	0
Other	Tons (t)	9.16
Non-hazardous Waste Diverted from Disposal	Tons (t)	9.16
Reuse	Tons (t)	0
Recycle	Tons (t)	0
Composting	Tons (t)	0
Other	Tons (t)	9.16
Hazardous Waste Diverted from Disposal	Tons (t)	0
Reuse	Tons (t)	0
Recycle	Tons (t)	0
Other	Tons (t)	0
Infectious Waste Diverted from Disposal	Tons (t)	0
Waste Directed from Disposal	Tons (t)	212.69
Incineration with Energy Recovery	Tons (t)	0
Incineration without Energy Recovery	Tons (t)	12.39
Landfill	Tons (t)	200.3
Other	Tons (t)	0

¹⁰⁷ GRI 306-3, GRI 306-4, GRI 306-5

Performance Data	Unit	2022
Non-Hazardous Waste Directed from Disposal	Tons (t)	77.88
Incineration with Energy Recovery	Tons (t)	0
Incineration without Energy Recovery	Tons (t)	0
Landfill	Tons (t)	77.88
Other	Tons (t)	0
Hazardous Waste Directed from Disposal	Tons (t)	122.42
Incineration with Energy Recovery	Tons (t)	0
Incineration without Energy Recovery	Tons (t)	0
Landfill	Tons (t)	122.42
Other	Tons (t)	0
Infectious Waste Directed from Disposal	Tons (t)	12.39
Incineration with Energy Recovery	Tons (t)	0
Incineration without Energy Recovery	Tons (t)	12.39
Other	Tons (t)	0

Remark: The scope of the report on solid waste and hazardous waste management in 2022 covers the World Medical Hospital

GRI Content Index

Statement of use : Bangkok Chain Hospital Public Company Limited has reported the information cited in this GRI content index for the period from 1st January 2022 to 31st December 2022 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 11	
	2-2 Entities included in the organization's sustainability reporting	SR 15-16, 20	
	2-3 Reporting period, frequency, and contact point	SR 20	
	2-6 Activities, value chain and other business relationships	SR 22-23	
	2-7 Employees	SR 78, 137	
	2-8 Workers who are not employees	SR 78, 137	
	2-9 Governance structure and composition	SR 45, 132	
	2-10 Nomination and selection of the highest governance body	SR 49	
	2-11 Chair of the highest governance body	SR 45, 132	
	2-12 Role of the highest governance body in overseeing the management of impacts	SR 45, 132	
	2-13 Delegation of responsibility for managing impacts	SR 49, 133-134	

GRI Standard	Disclosure	Page number(s), URLs/ or direct answers	Remark
	2-14 Role of the highest governance body in sustainability reporting	SR 7	
	2-15 Conflicts of interest	SR 54	
	2-16 Communication of critical concerns	SR 55	
	2-17 Collective knowledge of the highest governance body	SR 50	
	2-18 Evaluation of the performance of the highest governance body	SR 51	
	2-19 Remuneration policies	SR 51, 135	
	2-20 Process to determine remuneration	SR 51, 135	
	2-22 Statement on sustainable development strategy	SR 7	
	2-23 Policy commitments	SR 9, 55	
	2-25 Processes to remediate negative impacts	SR 55	
	2-26 Mechanisms for seeking advice and raising concerns	SR 55	
	2-27 Compliance with laws and regulations	SR 144	
	2-29 Approach to stakeholder engagement	SR 25, 28	
Material Topics			
GRI 3: Material Topics 2021	3-1 Process to determine material topics	SR 20, 28	
	3-2 List of material topics	SR 29	
	3-3 Management of material topics	SR 20, 58, 61, 64, 68, 69, 73, 79, 86, 90, 92, 99, 105, 106, 110, 115, 118, 122, 123, 125, 126, 129	

GRI Standard	Disclosure	Page number(s), URLs/ or direct answers	Remark
GRI 201: Economic Performance 2016			
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	SR 132	
GRI 204: Procurement Practices 2016			
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	SR 132	
GRI 205: Anti-corruption 2016			
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	SR 52, 136	
	205-2 Communication and training about anti-corruption policies and procedures	SR 52, 136	
	205-3 Confirmed incidents of corruption and actions taken	SR 52, 136	
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 136	
GRI 302: Energy 2016			
GRI 302: Energy 2016	302-1 Energy consumption within the organization	SR 117, 145	
	302-2 Energy consumption outside of the organization	SR 145	
GRI 303: Water and Effluents 2018			
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	SR 123-124, 146	
	303-2 Management of water discharge-related impacts	SR 124	
	303-3 Water withdrawal	SR 124, 147	
	303-4 Water discharge	SR 124, 147	
	303-5 Water consumption	SR 147	

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 121, 145	
	305-2 Energy indirect (Scope 2) GHG emissions	SR 121, 145	
GRI 306: Waste 2020			
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	SR 128	
	306-2 Management of significant waste-related impacts	SR 129	
	306-3 Waste generated	SR 126, 148	
	306-4 Waste diverted from disposal	SR 148	
	306-5 Waste directed to disposal	SR 148	
GRI 308: Supplier Environmental Assessment 2016			
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using	SR 65	
GRI 401: Employment 2016			
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	SR 85, 140-141	
	401-3 Parental leave	SR 85	

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 107	
	403-2 Hazard identification, risk assessment, and incident investigation	SR 107	
	403-3 Occupational health services	SR 109	
	403-4 Worker participation, consultation, and communication on occupational health and safety	SR 105	
	403-5 Worker training on occupational health and safety	SR 110	
	403-6 Promotion of worker health	SR 109	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	SR 110	
	403-8 Workers covered by an occupational health and safety management system	SR 137	
	403-9 Work-related injuries	SR 106, 142	
	403-10 Work-related ill health	SR 107, 142	
GRI 404: Training and Education 2016			
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	SR 139	

GRI Standard	Disclosure	Page number(s), URLs/ or direct answers	Remark
	404-2 Programs for upgrading employee skills and transition assistance programs	SR 85	
	404-3 Percentage of employees receiving regular performance and career development reviews	SR 140	
GRI 405: Diversity and Equal Opportunity 2016			
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	SR 94	
GRI 406: Non-discrimination 2016			
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	SR 89, 142	
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 87	
GRI 413: Local Communities 2016			
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	SR 100	
GRI 414: Supplier Social Assessment 2016			
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	SR 65	
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 40	



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KASEMRAD
INTERNATIONAL HOSPITAL

ศูนย์บริการผู้ป่วยฉุกเฉิน
แผนกอุบัติเหตุและฉุกเฉิน
22.00 - 07.00 น.



โรงพยาบาลเว็ลด์เมดิคอล
World Medical Hospital



โรงพยาบาลเกษมราษฎร์
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