

Sustainability Development Policy
Bangkok Dusit Medical Services Public Company Limited

1. Principles and Importance

Bangkok Dusit Medical Services PCL (BDMS) has a vision and mission to become the most prestigious and trustworthy healthcare facility accredited by international standards. With a dedication to innovation and efficient business network collaboration, BDMS aims to ensure service quality and to be regarded as an organization that operates on the basis of sustainable development. BDMS believes that business operations based on corporate governance principles covering responsibility towards society and the environment will foster better risk management, creation of business opportunities, constant organizational growth and long-term value delivery to all stakeholders.

BDMS applies high operational standards throughout the value chain in compliance with regulations in all operational areas and with international sustainability principles, including the United Nations Sustainable Development Goals (SDGs). Our commitment is underlined by the formulation of strategy and operational guidelines based on good corporate governance, engagement with all stakeholder groups, supporting business excellence, management of environmental impacts, and promotion of the health and well-being of our employees and the broader social community.

2. Objectives

To establish organizational sustainability management and to engage with all stakeholder groups in order to balance and control economic, social and environmental impacts related to business.

3. Definitions

BDMS	means	Bangkok Dusit Medical Services PCL and all subsidiaries.
Stakeholder	means	an internal or external person or group of people who directly and indirectly receive both positive and negative impacts from BDMS business operations e.g. shareholders, investors, employees, suppliers, customers, patients, the community and society.
Materiality	means	any topics related to the economy, society, the environment and corporate governance which are considered significant and could affect the evaluation, decision-making, management and performance of the company and/or its stakeholders in the short and long term.
Employee	means	any full-time or part-time employee working for BDMS in clinical and non-clinical businesses.
BDMS Business Group	means	the Hospital and Non-hospital groups under BDMS.

4. Duties and Responsibilities

4.1 Board of Directors

- Review the sustainability management policy and guidelines covering stakeholder engagement, sustainability material topics review, and acknowledge the annual sustainability reporting practice.
- Support internal implementation in line with BDMS sustainability objectives and international sustainability principles.

4.2 President

- Report sustainability performance to the Board of Directors for review of the sustainability management policy and guidelines covering stakeholder engagement, sustainability material topics review, and acknowledgement of the annual sustainability reporting practice.
- Acknowledge feedback and suggestions for the direction of sustainability management policy from the Board of Directors in order to communicate and collaborate with the BDMS Corporate Sustainability Development Committee.

4.3 BDMS Corporate Sustainability Development Committee (BDMS CSD Committee)

- The BDMS CSD Committee comprises the President as a Chairperson, Chief Medical Officer, Chief Operating Officer, Chief Administrative Officer, Chief Financial Officer and the highest executive of the BDMS CSD Department.
- The highest executive of the BDMS CSD Department is responsible for reporting the sustainability performance and providing suggestions for performance improvement to the BDMS CSD Committee.
- The BDMS CSD Committee is responsible for appointing and assigning the BDMS CSD Department to ensure efficient operations of the BDMS Business Group.
- The BDMS CSD Committee is responsible for establishing, revising and supporting operations in line with the sustainability management policy, objectives, strategies and guidelines covering stakeholder engagement and material sustainability topics.
- The BDMS CSD Committee is responsible for reviewing, approving and voting for the preparation and disclosure practices of the sustainability report.
- As the chairperson of the BDMS CSD Committee, the President is responsible for presenting the sustainability performance report to the Board of Directors for acknowledgment and for reviewing the BDMS sustainability policy and guidelines.

4.4 BDMS CSD Department & Representatives from each BDMS Business Group

- The BDMS CSD Department is responsible for coordination in order to communicate and drive forward the sustainability policy, practices and strategic goals to the BDMS Business Group.
- The BDMS Business Group is responsible for appointing representatives to coordinate, receive communication, and drive forward sustainability implementation with the BDMS CSD Department.
- The representative from each BDMS Business Group should be a senior executive or personnel who are capable of cross-functional operations e.g. Medical Services, Human Resources, Occupational Health and Safety, Procurement, Research and Development, Corporate Social Responsibility/Sustainability or Marketing.
- The BDMS CSD Department and the representative from each BDMS Business Group are responsible for developing an efficient sustainability management system.
- The BDMS CSD Department is responsible for providing consultation to the representatives from each BDMS Business Group regarding preparation of supporting documents, manuals and/or necessary technical standards practices required to support the implementation of sustainability policy and guidelines.
- The BDMS CSD Department is responsible for providing consultation to the representative from each BDMS Business Group through knowledge support, communication, and building sustainability culture within BDMS.
- The representative from each BDMS Business Group is responsible for monitoring operational progress against targets, verifying the information, assessing and analyzing the data, preparing a performance improvement plan and reporting the progress to the BDMS CSD Department on the quarterly basis, or when requested, for additional comments by the BDMS CSD Committee.
- The BDMS CSD Department is responsible for the BDMS sustainability report preparation in line with international standards including monitoring, collecting, and verifying the data from the representative of each BDMS Business Group. The report aims to publicly communicate the sustainability policy, strategy, objectives and progress. It also aims to engage with stakeholders in the interests of continual operational improvement.
- The BDMS CSD Department is responsible for presenting the sustainability performance and sustainability report draft to the BDMS CSD Committee. The committee will review, give feedback and approve the preparation and disclosure of the sustainability report.

4.5 All Personnel

- All Personnel must understand the BDMS sustainability context.
- All Personnel must acknowledge and effectively implement the sustainability policy, strategy, objectives and indicators related to the policy and guidelines. The results will be presented to the representatives from each BDMS Business Group.

5. BDMS Sustainability Development Practices

BDMS adheres the sustainability management processes to the international standards. This aims to apply with the fundamental operations and drive sustainability as part of its corporate strategy, culture and governance as follows.

5.1 Stakeholder Engagement

- The Board of Directors, President or BDMS CSD Committee is responsible for contributing in the stakeholder engagement process with the BDMS CSD Committee and senior executives through the establishment of governance guidelines, operational strategy and decision-making procedures.
- The Board of Directors, President or BDMS CSD Committee is responsible for contributing in the determination of the stakeholder engagement process and responses to stakeholders as part of business policy or processes such as risk analysis, materiality assessment or determination of operational objectives.
- The BDMS CSD Committee in collaboration with the BDMS CSD Department is responsible for provision of resources or preparation of personnel to ensure effective stakeholder engagement.
- The BDMS CSD Committee in collaboration with the BDMS CSD Department is responsible for establishing the guidelines for stakeholders' expectations and concerns identification, potential stakeholder identification, and stakeholder engagement process risk management. This aims to ensure effective formulation of stakeholder response strategy.
- The BDMS CSD Committee is responsible for determining indicators or performance evaluation guidelines regarding the stakeholder engagement process, and for transparently and continually communicating the results to internal and external stakeholders.
- The BDMS CSD Committee in collaboration with the BDMS CSD Department is responsible for reviewing the stakeholder engagement process in order to establish guidelines for continual improvement.

5.2 Materiality Assessment

- The BDMS CSD Committee, BDMS CSD Department, representatives from each BDMS Business Group and related personnel are responsible for the materiality identification and assessment process throughout the business. This includes aspects of risk assessment, operations in line with the regulations, policies and operational manuals of the organization.
- The BDMS CSD Committee in collaboration with the BDMS CSD Department is responsible for provision of resources or preparation of personnel to ensure efficient materiality assessment.

- The BDMS CSD Committee in collaboration with the BDMS CSD Department is responsible for disclosure of the material sustainability topics including appropriate assessment criteria and a clear scope and timeline.

5.3 Responsiveness of Materiality

- The BDMS CSD Committee, BDMS CSD Department, representatives from each BDMS Business Group and related personnel are responsible for the materiality response process, communication to related stakeholders, and integration of procedures throughout the business such as risk assessment, operations in line with regulations, and operational strategy formulation.
- The BDMS CSD Committee in collaboration with the BDMS CSD Department is responsible for provision of resources or preparation of personnel to ensure effective responsiveness on matters related to materiality.
- The BDMS CSD Committee, BDMS CSD Department, representatives from each BDMS Business Group and related personnel are responsible for communication of the responsiveness of materiality to stakeholders in an appropriate manner at all times. Stakeholders' approval regarding the responsiveness of materiality may be additionally requested.

5.4 Impact of Materiality

- The BDMS CSD Committee, BDMS CSD Department, representatives from each BDMS Business Group and related personnel are responsible for management of direct and indirect materiality impacts, and integration of procedures throughout the business such as risk management, operations in compliance with regulations, and operational strategy development and management.
- The BDMS CSD Committee in collaboration with the BDMS CSD Department is responsible for provision of resources or preparation of personnel to ensure effective management of materiality impacts.
- The BDMS CSD Committee in collaboration with the BDMS CSD Department is responsible for appropriately disclosing the management of materiality impacts to internal and external stakeholders with rationales, and ensuring qualitative, quantitative and financial monitoring.

5.5 Communication

- The BDMS CSD Committee in collaboration with the BDMS CSD Department is responsible for public communication on management approaches, performance and progress through the BDMS sustainability report in line with international standards such as the Global Reporting Initiative (GRI) Standards.

6. Training

BDMS will provide online or classroom training as deems appropriate for all personnel in order to ensure understanding of the fundamentals and objectives of sustainability in the organization.

7. References and Related Policy

The sustainability policy of BDMS refers to the sustainability standards under Accountability Principles 2018 and features the relevant policies that support BDMS sustainability management. The policies cover economic, environmental and social aspects, which are disclosed on the BDMS website.

8. Policy Revision

The BDMS CSD Department shall review the policy triennially or when changes occur and present recommendations to the BDMS CSD Committee for approval. In addition, the revised policy shall then be presented to the Board of Directors for further review and approval.