



Sustainability Development Policy (Revision 1.)

Bangkok Dusit Medical Services Public Company Limited

1. Principles and Importance

Bangkok Dusit Medical Services Public Company Limited (the “Company”) operates in accordance with the United Nations Sustainable Development Goals (SDGs) with the determination to drive a sustainability culture in all business activities throughout the value chain. Therefore, the Company devises strategies and sustainability guidelines based on good corporate governance principles considering all Stakeholders. In addition, the Company takes comprehensive consideration when managing risks and business opportunities while creating innovative and valuable products and services, managing environmental impact and promoting the health and well-being of Employees and the communities.

As a leading healthcare service provider for sustainable well-being, the Company commits to delivering excellent and quality services following the sustainability principles while promoting social innovation, supporting equality, reducing inequality in healthcare access and fostering environmental management to achieve low carbon society.

2. Scope

The Sustainability Development Policy applies to the Company and all subsidiaries (collectively, the “BDMS Group”), regardless of their location, both domestic and international and including current and future businesses following the corporate strategies. The policy outlines expectations and responsibilities for the Directors and Employees of all levels.

3. Definitions

Stakeholder	means Internal or external individuals or groups, directly and indirectly receiving positive and negative impacts from business operations of the BDMS Group e.g. customers, patients, Employees, doctors, dentists, suppliers, banks/creditors, investors, shareholders, society and community.
Materiality	means Any significant topics concerning the economy, society, environment and corporate governance that could affect the evaluation, decision-making, management and performance of the company and/or its Stakeholders in the short and long term.
Directors	means all company directors in the BDMS Group.
Employees	means all employees in the BDMS Group.
BDMS Business Group	means the hospital and Non-hospital groups under the BDMS Group.



4. Objectives

To establish a framework for sustainability development in the BDMS Business Group and set out management guidelines to ensure the strategies and objectives comply with the principles of sustainability development. To maintain balance and control the economic, social, and environmental impacts throughout the value chain and achieve goals outlined in the strategic policy and business objectives for sustainable development.

5. Duties and Responsibilities

5.1 Board of Directors

- Review the sustainability management policy and guidelines covering Stakeholder engagement and Materiality. Acknowledge the annual sustainability report guidelines.
- Support internal implementation following the strategies, sustainability objectives and international sustainability principles of the BDMS Group.

5.2 President

- Report sustainability performance to the Company's board of directors for review of sustainability management policy and guidelines covering Stakeholder engagement and Materiality. Acknowledge the guidelines and approve the annual sustainability report.
- Acknowledge feedback and suggestions regarding sustainability management policy and guidelines from the Company's board of directors to further communicate and collaborate with the BDMS Corporate Sustainability Development Committee.

5.3 BDMS Corporate Sustainability Development Committee (the "BDMS SDC")

- The BDMS SDC comprises the President as a chairperson, Chief Administrative Officer, Chief Financial Officer and Committee related to the value chain and the highest executives of the BDMS innovative Sustainability.
- The President, as a chairperson, is responsible for ensuring sustainability development, presenting the sustainability performance to the Company's board of directors for further policy review, and acknowledging and approving the sustainability development guidelines of the BDMS Group.
- The BDMS SDC is responsible for establishing, revising and supporting operations in line with the policy, objectives, strategy and sustainability management guidelines at the corporate level covering Stakeholder engagement and Materiality.
- The BDMS SDC is responsible for reviewing and integrating Materiality into the business strategy.
- The BDMS SDC is responsible for continuously driving and communicating the determination to achieve sustainable business operations to all internal and external Stakeholders.



- The BDMS SDC is responsible for appointing specialist committees to manage new topics related to sustainability as appropriate.
- The BDMS SDC is responsible for encouraging the Directors and Employees to comply with the policy and guidelines.
- The BDMS SDC is responsible for reviewing, approving and voting for the preparation and disclosure of the sustainability report.
- The BDMS SDC is responsible for appointing and assigning BDMS innovative Sustainability to ensure efficient operations in all BDMS Business Group.
- The highest executives of BDMS innovative Sustainability are responsible for reporting, monitoring and revising the sustainability performance as well as providing recommendations to the BDMS SDC.

5.4 BDMS innovative Sustainability and Representatives from each BDMS Business Group

- BDMS innovative Sustainability is responsible for coordinating, communicating and driving the sustainability policy, practices and strategic goals for all BDMS Business Group.
- BDMS Business Group is responsible for appointing representatives to coordinate, receive information, and drive sustainability implementation alongside BDMS innovative Sustainability.
- The representative from each BDMS Business Group should be a senior executive or Employees who are able to work cross-functional operations e.g. Medical Services, Human Resources, Occupational Health and Safety, Procurement, Research and Development, Corporate Social Responsibility, Sustainability Development, Marketing Department and Corporate Communications Department.
- BDMS innovative Sustainability and the representative from each BDMS Business Group are responsible for developing an efficient sustainability management system.
- BDMS innovative Sustainability is responsible for advising the representatives from each BDMS Business Group regarding the preparation of supporting documents, manuals and/or necessary technical standard practices required to support the implementation of sustainability policy and guidelines.
- BDMS innovative Sustainability is responsible for providing consultation to the representative from each BDMS Business Group through knowledge support, communication, and building a sustainability culture within the BDMS Group.
- The representative from each BDMS Business Group is responsible for monitoring operational progress compared with the goals, verifying the process, assessing and analyzing the data, preparing the performance improvement plan and reporting the progress to BDMS innovative Sustainability every 3 months, or when the BDMS SDC requests for additional comments.



- BDMS innovative Sustainability is responsible for the BDMS sustainability report preparation following international standards, including monitoring, collecting, and verifying the data from the representatives of each BDMS Business Group. The purpose is to communicate the sustainability policy, strategy, objectives and progress to the public while promoting Stakeholder's engagement for continual improvements.
- BDMS innovative Sustainability is responsible for presenting the sustainability performance and drafting the report to the BDMS SDC according to international standards. The BDMS SDC will review and approve the preparation and disclosure of the sustainability report.

5.5 Directors and Employees

- Understand the sustainability context of the BDMS Group.
- Effectively acknowledge and comply with the policy, strategy, objectives and indicators related to the Sustainability Development Policy and its guidelines.

6. BDMS Group Sustainability Development Guidelines

The BDMS Group adheres to the international standards concerning sustainability management and applies them to the fundamental operations while driving sustainability as part of the corporate strategy, culture and governance as follows:

6.1 Materiality Assessment

- Analyze and assess Materiality throughout the business process. Review risks and opportunities from current and future business operations.
- Prioritize Materiality that may impact corporate sustainability, covering all three aspects: Environmental, Social, and Governance (ESG). Consider significant global and national changes, including sustainable development issues within the same business group.
- Disclose details related to Materiality and outline appropriate evaluation criteria.
- Review Materiality at least once a year.

6.2 Policy Establishment, Target and Strategy Formulation

- Enforce policies, vision, mission, strategies, and strategic goals related to sustainability following international standards.
- Set performance indicators and operational plans for business operations in the short, medium and long term.
- Assign responsibilities and roles in Materiality implementation.



6.3 Implementation

- Implement policies, strategies, and operational plans for Materiality assessment throughout the organization using appropriate management tools, technologies, and innovations.
- Encourage engagement and promote awareness among the Employees of all levels and Stakeholders throughout the value chain.

6.4 Measurement

- Monitor the performance compared with the objectives. Review and analyze the performance to continuously improve operational guidelines.
- Regularly review the accuracy of measurement and data collection.

6.5 Communication

Raise awareness, ensure understanding and communicate information regarding policy, objectives, management guidelines, performance, and progress, internally and externally, to the public through the annual BDMS sustainability report following international standards such as Global Reporting Initiative Standards.

7. Training

To ensure understanding and raise awareness of responsible and sustainable business operations, the BDMS Group organizes appropriate training, meetings and activities to educate Employees and business partners. Additionally, the BDMS Group continuously evaluates the operations to ascertain their alignment with the policy and corporate sustainability goals.

8. References and Related Policies

BDMS Sustainability Development Policy follows

- Sustainability standards cited in Accountability Principles (2018)
- Related Policies regarding sustainability management of the BDMS Group in the economic, environmental and social aspects disclosed on the BDMS website.

9. Policy Revision

To ensure alignment with corporate strategy and operations, BDMS innovative Sustainability shall conduct the policy review annually or when changes occur and submit recommendations to the BDMS SDC for approval. The revised policy shall then be presented to the Company's board of directors for further review and approval.

Effective from 1 August 2024