

Economic						
GRI	Indicators	Unit	2021	2022	2023	2024
201-1	Total Revenues	Million THB	75,718.54	92,975.75	102,153.79	109,412.81
	Total Operating Income	Million THB	75,713.96	92,968.65	102,110.39	109,351.06
	Total Assets	Million THB	128,453.60	141,542.86	143,792.41	151,514.07
	Total Liabilities	Million THB	40,688.69	47,830.07	44,701.18	47,587.56
	Total Equity	Million THB	87,764.93	93,712.79	99,091.23	103,927.51
	Total Operating Expense	Million THB	64,490.58	75,983.95	83,218.07	88,898.90
	EBITDA	Million THB	17,545.00	22,933.00	24,740.00	26,584.00
201-1	Total Employee Related Expenses - Salaries and Benefits	Million THB	18,173.19	21,106.72	24,030.06	25,920.90
201-1	Taxes to government and local government authorities such as income tax, local maintenance tax, property tax and other specific taxes	Million THB	2,103.37	3,227.15	3,771.58	3,792.16

Employee Non-clinical and Clinical Staff (excluding doctors)											
GRI Standard	Indicators	Unit	2021		2022		2023		2024		Target 2024
			Male	Female	Male	Female	Male	Female	Male	Female	
2-7	Employees by Employment Contract										
	Total Full-Time Employees	Person	31,217		33,415		36,339		36,994		
				5,360	25,857	5,763	27,652	6,132	30,207	6,116	30,878
		%	17.17	82.83	17.25	82.75	16.87	83.13	16.53	83.47	
	Thailand	Person	30,849		33,031		35,921		36,563		
				5,226	25,623	5,620	27,411	5,976	29,945	5,959	30,604
	Cambodia	Person	368		384		418		431		
				134	234	143	241	156	262	157	274
	Total Part-Time Employees	Person	5,663		7,080		7,120		6,871		
				1,266	4,397	1,568	5,512	1,693	5,427	1,732	5,139
		%	22.36	77.64	22.15	77.85	23.78	76.22	25.21	74.79	
	Thailand	Person	5,592		7,005		7,052		6,805		
				1,237	4,355	1,538	5,467	1,667	5,385	1,707	5,098
	Cambodia	Person	71		75		68		66		
				29	42	30	45	26	42	25	41
405-1	Diversity of Board of Directors and Employees										
	Diversity of Board of Directors										
	Board of Directors	Person	18		18		15		15		
				16	2	16	2	13	2	13	2
		Percentage of total Board members	88.89	11.11	88.89	11.11	86.67	13.33	86.67	13.33	
	Age <30 years	Person	0		0		0		0		
				0	0	0	0	0	0	0	0
		Percentage of total Board members	0.00		0.00		0.00		0.00		
			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	

Employee Non-clinical and Clinical Staff (excluding doctors)											
GRI Standard	Indicators	Unit	2021		2022		2023		2024		Target 2024
			Male	Female	Male	Female	Male	Female	Male	Female	
	Age 30-50 years	Person	1		1		1		1		
			1	0	1	0	1	0	1	0	
		Percentage of total Board members	5.56		5.56		6.67		6.67		
			5.56	0.00	5.56	0.00	6.67	0.00	6.67	0.00	
	Age >50 years	Person	17		17		14		14		
			15	2	15	2	12	2	12	2	
		Percentage of total Board members	94.44		94.44		93.33		93.33		
			83.33	11.11	83.33	11.11	80.00	13.33	80.00	13.33	
Employee Diversity (by Position) (Excluding the President and consultants)											
	All Full-time Employees by Position (Excluding the President and consultants)	Person	30,844		33,403		36,332		36,988		
			5,338	25,506	5,754	27,649	6,125	30,207	6,111	30,877	
		Percentage of total employee	17.31	82.69	17.23	82.77	16.86	83.13	16.52	83.48	share of women 84.13
	All Employees in Management Levels	Person	1,120		1,396		1,458		1,284		
			333	787	437	959	446	1,012	411	873	
		Percentage of total employee of same level	29.73	70.27	31.30	68.70	30.59	69.41	32.01	67.99	share of women 70.41
	Senior Executives (no more than 2 positions below the President)	Person	16		12		13		13		
			14	2	10	2	10	3	10	3	
		Percentage of total employee of same level	87.50	12.50	83.33	16.67	76.92	23.08	76.92	23.08	share of women 24.08
	Age <30 years	Person	0		0		0		0		
			0	0	0	0	0	0	0	0	
		Percentage of total employee of same level	0.00		0.00		0.00		0.00		
			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	

Employee Non-clinical and Clinical Staff (excluding doctors)																		
GRI Standard	Indicators	Unit	2021		2022		2023		2024		Target 2024							
			Male	Female	Male	Female	Male	Female	Male	Female								
	Age 30-50 years	Person	2		1		1		1									
			2	0	1	0	1	0	1	0								
		Percentage of total employee of same level	12.50		8.33		7.69		7.69									
			12.50	0.00	8.33	0.00	7.69	0.00	7.69	0.00								
	Age >50 years	Person	14		11		12		12									
			12	2	9	2	9	3	9	3								
		Percentage of total employee of same level	87.50		91.67		92.31		92.31									
			75.00	12.50	75.00	16.67	69.23	23.08	69.23	23.08								
	Employees above the Senior Manager Level	Person	256		283		283		191									
			118	138	145	138	137	146	113	78								
		Percentage of total employee of same level	46.09		53.91		51.24		48.76		48.41		51.59		59.16		40.84	
	Age <30 years	Person	0		0		0		0									
			0	0	0	0	0	0	0	0								
		Percentage of total employee of same level	0.00		0.00		0.00		0.00		0.00							
			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00							
	Age 30-50 years	Person	85		106		82		54									
			33	52	55	51	44	38	34	20								
		Percentage of total employee of same level	33.20		37.46		28.98		28.27									
			12.89	20.31	19.43	18.02	15.55	13.43	17.80	10.47								
	Age >50 years	Person	171		177		201		137									
			85	86	90	87	93	108	79	58								
		Percentage of total employee of same level	66.80		62.54		71.02		71.73									
			33.20	33.59	31.80	30.74	32.86	38.16	41.36	30.37								

Employee Non-clinical and Clinical Staff (excluding doctors)											
GRI Standard	Indicators	Unit	2021		2022		2023		2024		Target 2024
			Male	Female	Male	Female	Male	Female	Male	Female	
	Employees in the Middle Manager Level	Person	719		898		926		649		
			181	538	236	662	241	685	173	476	
		Percentage of total employee of same level	25.17	74.83	26.28	73.72	26.03	73.97	26.66	73.34	
	Age <30 years	Person	5		10		4		0		
			3	2	4	6	2	2	0	0	
		Percentage of total employee of same level	0.70		1.11		0.43		0.00		
	Age 30-50 years	Person	462		630		594		342		
			119	343	178	452	178	416	105	237	
		Percentage of total employee of same level	64.26		70.16		64.15		52.70		
	Age >50 years	Person	252		258		328		307		
			59	193	54	204	61	267	68	239	
		Percentage of total employee of same level	35.05		28.73		35.42		47.30		
	Employees in the Junior Manager Level	Person	129		203		236		431		
			20	109	46	157	58	178	115	316	
		Percentage of total employee of same level	15.50	84.50	22.66	77.34	24.58	75.42	26.68	73.32	share of women 80.00
	Age <30 years	Person	0		4		6		1		
			0	0	0	4	1	5	0	1	
		Percentage of total employee of same level	0.00		1.97		2.54		0.23		
			0.00	0.00	0.00	1.97	0.42	2.12	0.00	0.23	

Employee Non-clinical and Clinical Staff (excluding doctors)

GRI Standard	Indicators	Unit	2021		2022		2023		2024		Target 2024			
			Male	Female	Male	Female	Male	Female	Male	Female				
	Age 30-50 years	Person	84		164		183		328					
			16	68	40	124	47	136	98	230				
		Percentage of total employee of same level	65.12		80.79		77.54		76.10					
			12.40	52.71	19.70	61.08	19.92	57.63	22.74	53.36				
	Age >50 years	Person	45		35		47		102					
			4	41	6	29	10	37	17	85				
		Percentage of total employee of same level	34.88		17.24		19.92		23.67					
			3.10	31.78	2.96	14.29	4.24	15.68	3.94	19.72				
	All Employees in the Operational Level	Person	29,724		32,007		34,874		35,704					
			5,005	24,719	5,317	26,690	5,679	29,195	5,700	30,004				
		Percentage of total employee of same level	16.84		83.16		16.61		83.39		15.96		84.04	
	Age <30 years	Person	9,671		11,212		12,588		12,176					
			1,302	8,369	1,532	9,680	1,678	10,910	1,590	10,586				
		Percentage of total employee of same level	32.54		35.03		36.10		34.10					
			4.38	28.16	4.79	30.24	4.81	31.28	4.45	29.65				
	Age 30-50 years	Person	17,576		18,543		19,528		21,003					
			3,159	14,417	3,291	15,252	3,439	16,089	3,626	17,377				
		Percentage of total employee of same level	59.13		57.93		56.00		58.83					
			10.63	48.50	10.28	47.65	9.86	46.13	10.16	48.67				
	Age >50 years	Person	2,477		2,252		2,758		2,525					
			544	1,933	494	1,758	562	2,196	484	2,041				
		Percentage of total employee of same level	8.33		7.04		7.91		7.07					
			1.83	6.50	1.54	5.49	1.61	6.30	1.36	5.72				

Employee Non-clinical and Clinical Staff (excluding doctors)											
GRI Standard	Indicators	Unit	2021		2022		2023		2024		Target 2024
			Male	Female	Male	Female	Male	Female	Male	Female	
	All Employees in the Manager Level in revenue-generating functions (excluding doctors and senior executives)	Person	290		349		357		352		
			23	267	30	319	29	328	33	319	
		Percentage of total employee of same level	7.93	92.07	8.60	91.40	8.12	91.88	9.38	90.63	share of women 92.88
	All Full-time Employees by Work Category	Person	30,857		33,415		36,339		36,994		
			5,360	25,497	5,763	27,652	6,132	30,207	6,116	30,878	
		Percentage of total employee	17.37	82.63	17.25	82.75	16.87	83.13	16.53	83.47	
	Clinical Staff (excluding doctors) (e.g. nurses, pharmacists, physical therapists, radiologic technologists and medical scientists)	Person	19,117		18,081		22,067		22,389		
			1,554	17,563	1,199	16,882	1,573	20,494	1,628	20,761	
		Percentage of total employee in the same function	8.13	91.87	6.63	93.37	7.13	92.87	7.27	92.73	
	Age <30 years	Person	6,928		7,168		8,938		8,723		
			550	6,378	482	6,686	628	8,310	634	8,089	
		Percentage of total employee in the same function	36.24	33.36	39.64	36.98	40.50	37.66	38.96	36.13	
	Age 30-50 years	Person	10,760		9,880		11,562		12,244		
			881	9,879	651	9,229	838	10,724	896	11,348	
		Percentage of total employee in the same function	56.28	51.68	54.64	51.04	52.39	48.60	54.69	50.69	
	Age >50 years	Person	1,429		1,033		1,567		1,422		
			123	1,306	66	967	107	1,460	98	1,324	
		Percentage of total employee in the same function	7.48	6.83	5.71	5.35	7.10	6.62	6.35	5.91	

Employee Non-clinical and Clinical Staff (excluding doctors)													
GRI Standard	Indicators	Unit	2021		2022		2023		2024		Target 2024		
			Male	Female	Male	Female	Male	Female	Male	Female			
	Employees - Support Staff	Person	11,740		15,334		14,272		14,605				
			3,806	7,934	4,564	10,770	4,559	9,713	4,488	10,117			
		Percentage of total employee in the same function	32.42	67.58	29.76	70.24	31.94	68.06	30.73	69.27			
	Age <30 years	Person	2,750		4,058		3,660		3,454				
			756	1,994	1,054	3,004	1,053	2,607	956	2,498			
		Percentage of total employee in the same function	23.42	6.44	16.98	26.46	6.87	19.59	25.64	7.38	18.27	23.65	6.55
	Age 30-50 years	Person	7,452		9,566		8,825		9,484				
			2,462	4,990	2,914	6,652	2,870	5,955	2,968	6,516			
		Percentage of total employee in the same function	63.48	20.97	42.50	62.38	19.00	43.38	61.83	20.11	41.73	64.94	20.32
	Age >50 years	Person	1,538		1,710		1,787		1,667				
			588	950	596	1,114	636	1,151	564	1,103			
		Percentage of total employee in the same function	13.10	5.01	8.09	11.15	3.89	7.26	12.52	4.46	8.06	11.41	3.86
Diversity of employees													
	Employee in STEM related position (Excluding Doctor)	Person	13,779		14,583		19,800		17,938				
			2,443	11,336	1,520	13,063	2,324	17,476	2,131	15,807			
		Percentage of STEM employee	17.73	82.27	10.42	89.58	11.74	88.26	11.88	88.12	share of women 89.26		
	Expatriate Employees (Excluding Doctor)	Person	197		576		650		653				
			0.64	1.72	1.79	1.77							

Employee Non-clinical and Clinical Staff (excluding doctors)											
GRI Standard	Indicators	Unit	2021		2022		2023		2024		Target 2024
			Male	Female	Male	Female	Male	Female	Male	Female	
	Employees by Ethnicity (Excluding Doctor)										
	Asian										
	Total number from all level	Person	30,840	33,390	36,314	36,971					
		Percentage of total employee		99.99	99.96	99.95	99.95				
	Total number from management level	Person	1,113	1,220	1,454	1,281					
		Percentage of total management level		99.38	87.39	99.73	99.77				
	Total number from senior management	Person				191					
	Total number from middle management	Person				649					
	Total number from junior management	Person				431					
	Total number from operation level	Person				34,419					
		Percentage of total operation level				96.40					
	Black or African American										
	Total number from all level	Person	2	1	2	1					
		Percentage of total employee		0.01	0.00	0.01	0.00				
	Total number from management level	Person	1	0	1	0					
		Percentage of total management level		0.09	0.00	0.00	0.00				
	Total number from senior management	Person	1	0	0	0					
	Total number from middle management	Person	0	0	0	0					
	Total number from junior management	Person	0	0	1	0					
	Total number from operation level	Person	1	1	1	1					
		Percentage of total operation level		0.00	0.00	0.00	0.00				

Employee Non-clinical and Clinical Staff (excluding doctors)											
GRI Standard	Indicators	Unit	2021		2022		2023		2024		Target 2024
			Male	Female	Male	Female	Male	Female	Male	Female	
	Hispanic or Latino										
	Total number from all level	Person	0		2		1		0		
		Percentage of total employee		0.00		0.01		0.00		0.00	
	Total number from management level	Person	0		0		0		0		
		Percentage of total management level		0.00		0.00		0.00		0.00	
	Total number from senior management	Person	0		0		0		0		
	Total number from middle management	Person	0		0		0		0		
	Total number from junior management	Person	0		0		0		0		
	Total number from operation level	Person	0		0		0		0		
		Percentage of total operation level		0.00		0.00		0.00		0.00	
	White										
	Total number from all level	Person	15		22		22		17		
		Percentage of total employee		0.05		0.07		0.06		0.05	
	Total number from management level	Person	7		7		5		4		
		Percentage of total management level		0.63		0.50		0.34		0.31	
	Total number from senior management	Person	2		3		2		1		
	Total number from middle management	Person	5		4		0		0		
	Total number from junior management	Person	0		0		3		3		
	Total number from operation level	Person	8		15		17		13		
		Percentage of total operation level		0.71		1.07		1.17		1.01	

Employee Non-clinical and Clinical Staff (excluding doctors)											
GRI Standard	Indicators	Unit	2021		2022		2023		2024		Target 2024
			Male	Female	Male	Female	Male	Female	Male	Female	
	Indigenous or Native										
	Total number from all level	Person	0		0		0		0		
		Percentage of total employee		0.00		0.00		0.00		0.00	
	Total number from management level	Person	0		0		0		0		
		Percentage of total management level		0.00		0.00		0.00		0.00	
	Total number from senior management	Person	0		0		0		0		
	Total number from middle management	Person	0		0		0		0		
	Total number from junior management	Person	0		0		0		0		
	Total number from operation level	Person	0		0		0		0		
		Percentage of total operation level		0.00		0.00		0.00		0.00	
401-1	New Hires										
	New Hires Employee	Person	4,993		9,247		8,823		6,186		
			948	4,045	1,569	7,678	1,450	7,373	1,083	5,103	
		Percentage of total employee	15.99		27.67		24.28		16.72		
			3.04	12.96	4.70	22.98	3.99	20.29	2.93	13.79	
	Thailand	Person	4,945		9,181		8,718		6,128		
			935	4,010	1,544	7,637	1,412	7,306	1,063	5,065	
		Percentage of total new employment	99.04		99.29		98.81		99.06		
			18.73	80.31	16.70	82.59	16.00	82.81	17.18	81.88	

Employee Non-clinical and Clinical Staff (excluding doctors)

GRI Standard	Indicators	Unit	2021		2022		2023		2024		Target 2024
			Male	Female	Male	Female	Male	Female	Male	Female	
	Age <30 years	Person	3,465		6,519		6,178		3,945		
			555	2,910	945	5,574	888	5,290	572	3,373	
		Percentage of total new employment	69.40		70.50		70.02		63.77		
			11.12	58.28	10.22	60.28	10.06	59.96	9.25	54.53	
	Age 30-50 years	Person	1,386		2,572		2,489		2,090		
			335	1,051	563	2,009	505	1,984	462	1,628	
		Percentage of total new employment	27.76		27.81		28.21		33.79		
			6.71	21.05	6.09	21.73	5.72	22.49	7.47	26.32	
	Age >50 years	Person	94		90		51		93		
			45	49	36	54	19	32	29	64	
		Percentage of total new employment	1.88		0.97		0.58		1.50		
			0.90	0.98	0.39	0.58	0.22	0.36	0.47	1.03	
	Cambodia	Person	48		66		105		58		
			13	35	25	41	38	67	20	38	
		Percentage of total new employment	0.96		0.71		1.19		0.94		
			0.26	0.70	0.27	0.44	0.43	0.76	0.32	0.61	
	Age <30 years	Person	37		41		58		30		
			10	27	12	29	22	36	6	24	
		Percentage of total new employment	0.74		0.44		0.66		0.48		
			0.20	0.54	0.13	0.31	0.25	0.41	0.10	0.39	
	Age 30-50 years	Person	10		21		46		27		
			2	8	10	11	16	30	13	14	
		Percentage of total new employment	0.20		0.23		0.52		0.44		
			0.04	0.16	0.11	0.12	0.18	0.34	0.21	0.23	
	Age >50 years	Person	1		4		1		1		
			1	0	3	1	0	1	1	0	
		Percentage of total new employment	0.02		0.04		0.01		0.02		
			0.02	0.00	0.03	0.01	0.00	0.01	0.02	0.00	

Employee Non-clinical and Clinical Staff (excluding doctors)											
GRI Standard	Indicators	Unit	2021		2022		2023		2024		Target 2024
			Male	Female	Male	Female	Male	Female	Male	Female	
	Percentage of open positions filled by internal candidates (internal hires or promotion)	positions	5,805		10,874		9,506		6,830		
	Including internal transfer positions and promotion/positions.	positions	683		963		2,817		2,608		
	Internal Hires or Promotion (Percentage of total vacancies)	%	11.77		8.86		30.00		38.18		
	Age <30 years	Person	158		180		833		798		
			30	128	35	145	92	741	97	701	
	Age 30-50 years	Person	466		686		1,798		1,632		
			98	368	141	545	273	1,525	260	1,372	
	Age >50 years	Person	59		97		186		178		
			17	42	23	74	34	152	34	144	
	Human Capital Return on Investment	Profit/total employee related expense*	1.62		1.81		1.79		1.79		
	Average hiring cost per employee	Baht/Person	37,596.00		39,295.00		41,171.00		41,886.00		
401-1	Turnover										
	Total employee turnover rate	Person	4,968		6,823		5,734		5,526		
				914	4,054	1,196	5,627	1,054	4,680	1,099	4,427
		Percentage of total employee	15.91		20.42		15.78		14.94		
				2.93	12.99	3.58	16.84	2.90	12.88	2.97	11.97
	Thailand	Person	4,920		6,770		5,662		5,481		
				901	4,019	1,179	5,591	1,028	4,634	1,080	4,401
		Percentage of total turnover employee	99.03		99.22		98.74		99.19		
				18.14	80.90	17.28	81.94	17.93	80.82	19.54	79.64
	Age <30 years	Person	3,460		3,522		3,053		2,710		
				527	2,933	501	3,021	470	2,583	420	2,290
		Percentage of total turnover employee	69.65		51.62		53.24		49.04		
				10.61	59.04	7.34	44.28	8.20	45.05	7.60	41.44

Employee Non-clinical and Clinical Staff (excluding doctors)											
GRI Standard	Indicators	Unit	2021		2022		2023		2024		Target 2024
			Male	Female	Male	Female	Male	Female	Male	Female	
	Age 30-50 years	Person	1,367		2,924		2,307		2,414		
			330	1,037	586	2,338	469	1,838	551	1,863	
		Percentage of total turnover employee	27.52		42.86		40.23		43.68		
			6.64	20.87	8.59	34.27	8.18	32.05	9.97	33.71	
	Age >50 years	Person	93		324		302		357		
			44	49	92	232	89	213	109	248	
		Percentage of total turnover employee	1.87		4.75		5.27		6.46		
			0.89	0.99	1.35	3.40	1.55	3.71	1.97	4.49	
	Cambodia	Person	48		53		72		45		
			13	35	17	36	26	46	19	26	
		Percentage of total turnover employee	0.97		0.78		1.26		0.81		
			0.26	0.70	0.25	0.53	0.45	0.80	0.34	0.47	
	Age <30 years	Person	37		24		33		19		
			10	27	9	15	14	19	7	12	
		Percentage of total turnover employee	0.74		0.35		0.58		0.34		
			0.20	0.54	0.13	0.22	0.24	0.33	0.13	0.22	
	Age 30-50 years	Person	10		27		38		24		
			2	8	6	21	11	27	10	14	
		Percentage of total turnover employee	0.20		0.40		0.66		0.43		
			0.04	0.16	0.09	0.31	0.19	0.47	0.18	0.25	
	Age >50 years	Person	1		2		1		2		
			1	0	2	0	1	0	2	0	
		Percentage of total turnover employee	0.02		0.03		0.02		0.04		
			0.02	0.00	0.03	0.00	0.02	0.00	0.04	0.00	

Employee Non-clinical and Clinical Staff (excluding doctors)											
GRI Standard	Indicators	Unit	2021		2022		2023		2024		Target 2024
			Male	Female	Male	Female	Male	Female	Male	Female	
	Voluntary employee turnover rate	Person	4,079		5,507		5,017		4,378		
			692	3,387	923	4,584	853	4,164	711	3,667	
		Percentage of total employee	13.07		16.48		13.81		11.83		
			2.22	10.85	2.76	13.72	2.35	11.46	1.92	9.91	
Thailand		Person	4,046		5,465		4,948		4,340		
			683	3,363	909	4,556	829	4,119	696	3,644	
		Percentage of total voluntary turnover employee	99.19		99.24		98.62		99.13		
			16.74	82.45	16.51	82.73	16.52	82.10	15.90	83.23	
Age <30 years		Person	2,238		2,979		2,802		2,405		
			356	1,882	427	2,552	409	2,393	333	2,072	
		Percentage of total voluntary turnover employee	54.87		54.09		55.85		54.93		
			8.73	46.14	7.75	46.34	8.15	47.70	7.61	47.33	
Age 30-50 years		Person	1,750		2,411		2,067		1,870		
			316	1,434	459	1,952	394	1,673	343	1,527	
		Percentage of total voluntary turnover employee	42.90		43.78		41.20		42.71		
			7.75	35.16	8.33	35.45	7.85	33.35	7.83	34.88	
Age >50 years		Person	58		75		79		65		
			11	47	23	52	26	53	20	45	
		Percentage of total voluntary turnover employee	1.42		1.36		1.57		1.48		
			0.27	1.15	0.42	0.94	0.52	1.06	0.46	1.03	

Employee Non-clinical and Clinical Staff (excluding doctors)

GRI Standard	Indicators	Unit	2021		2022		2023		2024		Target 2024
			Male	Female	Male	Female	Male	Female	Male	Female	
Cambodia		Person	33		42		69		38		
			9	24	14	28	24	45	15	23	
		Percentage of total voluntary turnover employee	0.81		0.76		1.38		0.87		
			0.22	0.59	0.25	0.51	0.48	0.90	0.34	0.53	
Age <30 years		Person	18		22		33		18		
			6	12	9	13	14	19	7	11	
		Percentage of total voluntary turnover employee	0.44		0.40		0.66		0.41		
			0.15	0.29	0.16	0.24	0.28	0.38	0.16	0.25	
Age 30-50 years		Person	13		20		36		20		
			2	11	5	15	10	26	8	12	
		Percentage of total voluntary turnover employee	0.32		0.36		0.72		0.46		
			0.05	0.27	0.09	0.27	0.20	0.52	0.18	0.27	
Age >50 years		Person	2		0		0		0		
			1	1	0	0	0	0	0	0	
		Percentage of total voluntary turnover employee	0.05		0.00		0.00		0.00		
			0.02	0.02	0.00	0.00	0.00	0.00	0.00	0.00	

Employee Non-clinical and Clinical Staff (excluding doctors)											
GRI Standard	Indicators	Unit	2021		2022		2023		2024		Target 2024
			Male	Female	Male	Female	Male	Female	Male	Female	
404-1	Training & Education										
	Full-time Employee Training Hour	Average training hour per person	34		35		57		57		
			36	32	35	35	57	57	57	57	
	Nurse	Average training hour per person	44		48		73		77		
			50	38	48	48	73	73	77	77	
	Other Healthcare Professionals (e.g. Pharmacist, physical therapists, medical equipment technicians)	Average training hour per person	36		30		51		50		
			36	36	30	30	51	51	50	50	
	Support Staff	Average training hour per person	23		28		46		43		
			22	23	28	28	46	46	43	43	
	Average amount spent per FTE on training and development	Baht	1,406.00		2,013.00		5,785.97		6,447.03		
	Age <30 years	Average training hour per person					44		42		
			40	48	36	47					
	Age 30-50 years	Average training hour per person					55		54		
			49	61	45	62					
	Age >50 years	Average training hour per person					53		53		
			44	61	43	62					
	Top Management & Executive Level (maximum two levels away from President)	Average training hour per person					15		14		
			11	19	8	19					
	Employees - Senior Management	Average training hour per person					39		35		
			32	45	36	33					
	Employees - Middle Management	Average training hour per person					58		52		
			49	67	36	67					
	Employees - Junior Management	Average training hour per person					59		61		
			47	70	50	72					
	Employees - Operation	Average training hour per person					55		50		
			51	59	43	57					

Employee Non-clinical and Clinical Staff (excluding doctors)											
GRI Standard	Indicators	Unit	2021		2022		2023		2024		Target 2024
			Male	Female	Male	Female	Male	Female	Male	Female	
	Employee Engagement										
	Employee Engagement	%	82.00		83.00		84.00		83.30		80.00
DJSI 3.1.6	Equality										
	Mean gender pay gap	%					2.00		2.19		
	Median gender pay gap	%					-18.21		-18.35		
	Mean bonus gap	%					1.66		3.20		
	Median bonus gap	%					-15.25		-13.55		
	Collective Bargaining Agreements										
	Employee Representative under welfare committee	%	100		100		100		100		
401-3	Parental Leave										
	Employees on Maternity and Parental Leave	Person					0	869	34	946	
	Employees Returning to Work After Maternity and Parental Leave	Person					0	869	34	946	

*Total employee-related expenses = accumulated salary and benefit of all employees

Clinical Staff (only doctors)											
GRI Standard	Indicators	Unit	2021		2022		2023		2024		Target 2024
			Male	Female	Male	Female	Male	Female	Male	Female	
	Doctor by Employment Contract										
2-7 2-8	Total Full-Time Doctor	Person	2,980		2,977		3,242		3,357		
			1,549	1,431	1,551	1,426	1,666	1,576	1,691	1,666	
		Percentage of total full-time doctor	51.98	48.02	52.10	47.90	51.39	48.61	50.37	49.63	
	Thailand	Person	2,954		2,951		3,193		3,331		
			1,531	1,423	1,532	1,419	1,634	1,559	1,673	1,658	
		Percentage of total full-time doctor	99.13		99.13		98.49		99.23		
			51.38	47.75	51.46	47.67	50.40	48.09	49.84	49.39	
	Age <30 years	Person	34		26		44		54		
			11	23	10	16	20	24	26	28	
		Percentage of total full-time doctor	1.14		0.87		1.36		1.61		
			0.37	0.77	0.34	0.54	0.62	0.74	0.77	0.83	
	Age 30-50 years	Person	1,979		1,953		2,089		2,235		
			883	1,096	872	1,081	913	1,176	974	1,261	
		Percentage of total full-time doctor	66.41		65.60		64.44		66.58		
			29.63	36.78	29.29	36.31	28.16	36.27	29.01	37.56	
	Age >50 years	Person	941		972		1,060		1,042		
			637	304	650	322	701	359	673	369	
		Percentage of total full-time doctor	31.58		32.65		32.70		31.04		
			21.38	10.20	21.83	10.82	21.62	11.07	20.05	10.99	

Clinical Staff (only doctors)																		
GRI Standard	Indicators	Unit	2021		2022		2023		2024		Target 2024							
			Male	Female	Male	Female	Male	Female	Male	Female								
	Cambodia	Person	26		26		49		26									
			18	8	19	7	32	17	18	8								
		Percentage of total full-time doctor	0.87		0.87		1.51		0.77									
			0.60	0.27	0.64	0.24	0.99	0.52	0.54	0.24								
	Age <30 years	Person	1		2		3		2									
			1	0	2	0	3	0	2	0								
		Percentage of total full-time doctor	0.03		0.07		0.09		0.06									
			0.03	0.00	0.07	0.00	0.09	0.00	0.06	0.00								
	Age 30-50 years	Person	21		19		38		17									
			16	5	15	4	25	13	12	5								
		Percentage of total full-time doctor	0.70		0.64		1.17		0.51									
			0.54	0.17	0.50	0.13	0.77	0.40	0.36	0.15								
	Age >50 years	Person	4		5		8		7									
			1	3	2	3	4	4	4	3								
		Percentage of total full-time doctor	0.13		0.17		0.25		0.21									
			0.03	0.10	0.07	0.10	0.12	0.12	0.12	0.09								
	Total Part-Time Doctor	Person	8,466		9,071		9,651		10,146									
			4,621	3,845	4,789	4,282	5,211	4,440	5,388	4,758								
		Percentage of total part-time doctor	54.58		45.42		52.79		47.21		53.99		46.01		53.10		46.90	
			54.58	45.42	52.79	47.21	53.99	46.01	53.10	46.90								
	Thailand	Person	8,419		8,721		9,595		10,085									
			4,581	3,838	4,746	3,975	5,164	4,431	5,338	4,747								
		Percentage of total part-time doctor	99.44		96.14		99.42		99.40									
			54.11	45.33	52.32	43.82	53.51	45.91	52.61	46.79								

Clinical Staff (only doctors)											
GRI Standard	Indicators	Unit	2021		2022		2023		2024		Target 2024
			Male	Female	Male	Female	Male	Female	Male	Female	
	Age <30 years	Person	371		381		401		440		
			175	196	197	184	192	209	211	229	
		Percentage of total part-time doctor	4.38		4.20		4.16		4.34		
			2.07	2.32	2.17	2.03	1.99	2.17	2.08	2.26	
	Age 30-50 years	Person	6,324		6,907		7,416		7,763		
			3,202	3,122	3,349	3,558	3,762	3,654	3,885	3,878	
		Percentage of total part-time doctor	74.70		76.14		76.84		76.51		
			37.82	36.88	36.92	39.22	38.98	37.86	38.29	38.22	
	Age >50 years	Person	1,724		1,733		1,778		1,882		
			1,204	520	1,200	533	1,210	568	1,242	640	
		Percentage of total part-time doctor	20.36		19.10		18.42		18.55		
			14.22	6.14	13.23	5.88	12.54	5.89	12.24	6.31	
	Cambodia	Person	47		50		56		61		
			40	7	43	7	47	9	50	11	
		Percentage of total part-time doctor	0.56		0.55		0.58		0.60		
			0.47	0.08	0.47	0.08	0.49	0.09	0.49	0.11	
	Age <30 years	Person	1		0		3		1		
			1	0	1	0	1	2	1	0	
		Percentage of total part-time doctor	0.01		0.00		0.03		0.01		
			0.01	0.00	0.01	0.00	0.01	0.02	0.01	0.00	
	Age 30-50 years	Person	40		44		44		50		
			34	6	38	6	38	6	40	10	
		Percentage of total part-time doctor	0.47		0.49		0.46		0.49		
			0.40	0.07	0.42	0.07	0.39	0.06	0.39	0.10	

Clinical Staff (only doctors)											
GRI Standard	Indicators	Unit	2021		2022		2023		2024		Target 2024
			Male	Female	Male	Female	Male	Female	Male	Female	
	Age >50 years	Person	6		6		9		10		
			5	1	5	1	8	1	9	1	
		Percentage of total part-time doctor	0.07		0.07		0.09		0.10		
			0.06	0.01	0.06	0.01	0.08	0.01	0.09	0.01	
401-1	New Hires										
	New Hires Full-time Doctor	Person	239		256		382		460		
			115	124	136	120	166	216	210	250	
		Percentage of total full-time doctor	8.02		8.60		11.78		13.70		
			3.86	4.16	4.57	4.03	5.12	6.66	6.26	7.45	
	Thailand	Person	233		254		380		458		
			111	122	134	120	165	215	208	250	
		Percentage of new hires full-time doctor	97.49		99.22		99.48		99.57		
			46.44	51.05	52.34	46.88	43.19	56.28	45.22	54.35	
	Cambodia	Person	6		2		2		2		
			4	2	2	0	1	1	2	0	
		Percentage of new hires full-time doctor	2.51		0.78		0.52		0.43		
			1.67	0.84	0.78	0.00	0.26	0.26	0.43	0.00	
	Turnover										
	Total Full-time Doctor turnover rate	Person	231		235		218		285		
			125	106	116	119	103	115	137	148	
		Percentage of total full-time doctor voluntary turnover	7.75		7.89		6.72		8.49		
			4.19	3.56	3.90	4.00	3.18	3.55	4.08	4.41	
	Thailand	Person	227		233		217		282		
			121	106	115	118	102	115	134	148	
		Percentage of total turnover full-time doctor	98.27		99.15		99.54		98.95		
			52.38	45.89	48.94	50.21	46.79	52.75	47.02	51.93	

Clinical Staff (only doctors)											
GRI Standard	Indicators	Unit	2021		2022		2023		2024		Target 2024
			Male	Female	Male	Female	Male	Female	Male	Female	
	Cambodia	Person	4		2		1		3		
			4	0	1	1	1	0	3	0	
		Percentage of total turnover full-time doctor	1.73		0.85		0.46		1.05		
			1.73	0.00	0.43	0.43	0.46	0.00	1.05	0.00	
Total Full-time Doctor voluntary turnover rate	Person	226		234		218		285			
		123	103	116	118	103	115	137	148		
	Percentage of total full-time doctor	7.58		7.86		6.72		8.49			
		4.13	3.46	3.90	3.96	3.18	3.55	4.08	4.41		
Thailand	Person	222		232		217		282			
		119	103	115	117	102	115	134	148		
	Percentage of total full-time doctor voluntary turnover	98.23		99.15		99.54		98.95			
		52.65	45.58	49.15	50.00	46.79	52.75	47.02	51.93		
	Cambodia	Person	4		2		1		3		
			4	0	1	1	1	0	3	0	
		Percentage of total full-time doctor voluntary turnover	1.77		0.85		0.46		1.05		
			1.77	0.00	0.43	0.43	0.46	0.00	1.05	0.00	
404-1	Doctor Training & Education										
	Continuing Medical Education of doctor	Average training credits per doctor per year	33.00		44.50		44.76		43.66		
			32.00	34.00	43.40	45.60	44.41	45.12	42.19	45.13	
		Target training credits per doctor per year	20.00		20.00		20.00		20.00		
Doctor Engagement											
	Doctor Engagement	%	83.76		84.14		84.29		84.10		80.00
			84.27	83.25	84.44	83.84	84.66	83.92	84.24	83.96	

Occupational Health and Safety							
GRI	Indicators	Unit	2021	2022	2023	2024	Target 2024
403-9	Work-related injuries						
403-9	Employees						
403-9	Total number of fatalities	number	0	0	0	1	
403-9	Fatalities rate	number per 1,000,000 hours worked	0.00	0.00	0.00	0.01	0
403-9	Total number of high-consequence work-related injuries	number	0	16	37	0	
403-9	High-consequence work-related Injuries Rate	number per 1,000,000 hours worked	0	0.20	0.42	0.00	
403-9	Total number of recordable work-related injuries	number	296	382	452	534	
403-9	Recordable work-related injuries rate	number per 1,000,000 hours worked	6.02	4.89	5.10	5.71	
403-9	Lost-time Injury Frequency Rate (LTIFR)	number per 1,000,000 hours worked	0.02	0.20	0.63	0.30	0
403-9	Contractors						
403-9	Total number of fatalities	number	0	0	0	0	
403-9	Fatalities rate	number per 1,000,000 hours worked	0.00	0.00	0.00	0.00	0
403-9	Total number of high-consequence work-related injuries	number	0	12	1	0	
403-9	High-consequence work-related Injuries Rate	number per 1,000,000 hours worked	0	0.80	0.05	0.00	
403-9	Total number of recordable work-related injuries	number	43	41	27	46	
403-9	Recordable work-related injuries rate	number per 1,000,000 hours worked	3.43	2.73	1.36	2.18	
403-9	Lost-time Injury Frequency Rate (LTIFR)	number per 1,000,000 hours worked	0.40	0.80	0.15	0.33	0
403-10	Work-related ill health						
403-10	Employees						
403-10	Total number of fatalities	number	0	0	0	0	
403-10	Total number of cases of recordable work-related ill health	number	4	7	39	17	
403-10	Contractors						
403-10	Total number of fatalities	number	0	0	0	0	
403-10	Total number of cases of recordable work-related ill health	number	1	0	6	3	

GHG Emission & Energy							
GRI	Indicators	Unit	2021	2022	2023	2024	Target 2024
GHG Emissions							
	Total GHG emissions (Scope 1 and Scope 2)	Tons CO ₂ eq	104,610.25	242,540.83	184,209.73	196,445.69	
305-1 (a)	Gross direct (Scope 1) GHG emissions	Tons CO ₂ eq	8,674.20	33,688.43	28,899.89	31,975.36	≤ 32,000
305-1 (c)	Total biogenic CO ₂ emissions	Tons CO ₂ eq	0.00	475.15	229.09	368.07	
305-2 (a)	Gross location-based energy indirect (Scope 2) GHG emissions	Tons CO ₂ eq	95,936.05	208,852.40	155,309.84	164,470.33	≤ 180,000
305-2 (b)	Gross market-based energy indirect (Scope 2) GHG emissions ¹	Tons CO ₂ eq	95,936.05	208,852.40	155,309.84	164,470.33	
305-4 (a)	GHG Emissions Intensity (Scope 1 and Scope 2)	Tons CO ₂ eq / Million THB of Revenue	1.38	2.61	1.80	1.80	≤ 2
	EBITDA / GHG Emissions (Scope 1 and Scope 2)	Million THB of EBITDA / Tons CO ₂ eq	0.17	0.09	0.13	0.14	
305-3 (a)	Other indirect (Scope 3) GHG emissions ³	Tons CO ₂ eq	76,329.09*	97,831.45*	158,019.10	450,367.95	
	1. Purchased goods and services	Tons CO ₂ eq		12,102.36	67,730.55	273,412.77	
	2. Capital goods	Tons CO ₂ eq		0	2,873.30	77,194.78	
	3. Fuel- and energy-related activities	Tons CO ₂ eq		50,192.40	31,521.88	34,275.76	
	4. Upstream transportation and distribution	Tons CO ₂ eq		830.44	6,149.66	4,323.76	
	5. Waste generated in operations	Tons CO ₂ eq		9,965.17	17,908.58	14,048.74	
	6. Business travel	Tons CO ₂ eq		4,106.56	1,710.93	15,109.00	
	7. Employee commuting	Tons CO ₂ eq		20,400.00	28,628.55	29,144.57	
	8. Upstream leased assets	Tons CO ₂ eq		0	208.19	203.22	
	9. Downstream transportation and distribution	Tons CO ₂ eq		0	47.73	1,401.01	
	10. Processing of sold products	Tons CO ₂ eq		0	0	0.00	
	11. Use of sold products	Tons CO ₂ eq		0	0	0.00	
	12. End-of-life treatment of sold products	Tons CO ₂ eq		234.52	0	0.00	
	13. Downstream leased assets	Tons CO ₂ eq		0	1,239.73	1,254.35	
	14. Franchises	Tons CO ₂ eq		0	0	0.00	
	15. Investments	Tons CO ₂ eq		0	0	0.00	

GHG Emission & Energy							
GRI	Indicators	Unit	2021	2022	2023	2024	Target 2024
Energy ²							
302-1 (e)	Total energy consumption within the organization	Gigajoule	700,031.93	1,789,482.44	1,331,442.58	1,438,584.75	≤ 1,600,000
		MWh	194,453.47	497,078.85	369,845.46	399,607.19	
302-1 (a)	Total non-renewable energy consumption	Gigajoule	2,361.79	261,801.00	184,597.79	200,333.16	≤ 200,000
		MWh	656.05	72,722.56	51,277.21	55,648.14	
302-1 (c)	Total electricity consumption	Gigajoule	690,877.75	1,501,633.56	1,115,988.35	1,181,929.25	≤ 1,440,000
		MWh	191,910.64	417,120.77	309,997.01	328,313.94	
	Total electricity consumption per total energy consumption	%	98.69	83.91	83.82	82.16	
302-1 (b)	Total renewable energy consumption	Gigajoule	6,792.38	26,047.88	30,856.44	56,322.34	
		MWh	1,886.77	7,235.53	8,571.24	15,645.11	
	Total renewable energy consumption per total energy consumption	%	0.97	1.46	2.32	3.92	≥ 3
302-3 (a)	Energy Consumption Intensity	Total Energy Consumption / Million THB of Revenue	9.25	19.25	13.03	13.15	≤ 18
	Total costs of energy consumption	Million THB	701.70	2,309.11	1,712.08	1,817.48	

GHG Emission & Energy

GRI	Indicators	Unit	2021	2022	2023	2024	Target 2024
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Remark :

¹Thailand's national electricity provider has an option to provide renewable energy certificate to BDMS energy facilities. However, we do not have any electricity product or supplier-specific data, therefore we use the location-based method with national grid averages to calculate market-based scope 2 emissions.

*BDMS uses Quantis tool to screen relevant scope 3 categories and identify the emissions size of relevant categories based on available data collected.

²Total energy consumption within the organization covers total non-renewable energy consumption, total electricity consumption, and total renewable energy consumption use the method of converting energy to gigajoule (GJ) according to the Department of Alternative Energy Development and Efficiency (DEDE), Ministry of Energy

³Based on GHG Protocol (scopes and emissions across the value chain)

GHG Scope 1 refers to direct emissions from stationary combustion, mobile combustion, and fugitive emissions.

GHG Scope 2 refers to energy indirect emissions from purchased electricity.

GHG Scope 3 refers to indirect emissions from other sources, including

1 : Purchased goods and services. Spend based emission factor were selected to most appropriate factor by consider on relevance activity, regional, and year. Cosmetics was excluded due to emission factor not available. Exclude Royal Phnom Penh Hospital and Royal Angkor International Hospital.

2 : Capital goods: Building materials used in construction, IT and purchased fixed assets; equipment and machinery. Spend based emission factor were selected to most appropriate factor by consider on relevance activity, regional, and year. Exclude Royal Phnom Penh Hospital and Royal Angkor International Hospital.

3 : Fuel and energy-related emissions not included in scope 1 or scope 2: Electricity generation from source to power stations and refining and transportation of the raw fuel sources to organization's sites, prior to combustion.

4 : Upstream transportation and distribution: The third-party transportation of raw materials, documents, and purchased goods for selling in retail from suppliers to our operations. Spend based emission factor were selected to most appropriate factor by consider on relevance activity, regional, and year. Exclude Phyathai and Paolo Hospital Group.

5 : Waste generated in operations: The third-party disposal and treatment of total waste generated.

6 : Business travel: Off-site domestic and international employee travel via air and land travels. Spend based emission factor were selected to most appropriate factor by consider on relevance activity, regional, and year. Exclude Phyathai and Paolo Hospital Group.

7 : Employee commuting: Commuting, through various modes of transportation, by employees in 2023. The survey conduct to collect data more than 95% confidential and calculate to adjust the data to cover 100% of employee population

8 : Upstream Leased Assets: Consider as not significant category. Data can be collected from some asset due to limitation of data measurement task still not be as the routine in every assets.

9 :Downstream transportation and distribution: Consider as not significant category. The third-party transportation of sold products in pharmacy and saline business. Spend based emission factor were selected to most appropriate factor by consider on relevance activity, regional, and year. Exclude Phyathai and Paolo Hospital Group.

10 : Processing of sold products: Not relevant.

11 : Use of sold products: There are a minor activity related to this category is the use of MDI by patient. The emission course from the propellant gas in MDI, anyway there are difficult to measure the accurate amount of emission and the pharmaceutical company trend to replace the propellant to lower GWP gases. BDMS consider as not significant category.

12 : End-of-life treatment of sold products: There are a minor activity related to this category is the disposal of pharmaceutical package after consume by patient. The activity data are difficult to accurately measure and BDMS has the policy to dispense the medicine as needed. BDMS consider as not significant category.

13 : Downstream leased assets: Data can be collected from some asset due to limitation of data measurement task still not be as the routine in every assets. and some data already consolidated and reported in BDMS's scope 1 and scope 2 emissions.

14 : Franchises: Not relevant.

15 : Investments: Consider as not significant category.

Water							
GRI	Indicators	Unit	2021	2022	2023	2024	Target 2024
303-5 (a)	Total water consumption from all areas	Cubic meters	472,427.49	753,965.62	810,169.39	954,648.90	≤ 900,000
303-5 (b)	Total water consumption from all areas with water stress	Cubic meters	11,108.80	50,654.28	647,610.39	746,201.94	
303-3 (a)	Total water withdrawal from all areas	Cubic meters	2,462,513.42	3,625,977.12	3,749,781.43	4,136,754.42	
	Water Withdrawal by source	Cubic meters	2,406,969.42	3,375,319.12	699,845.34	740,295.76	
	Surface water						
	- Fresh water	Cubic meters	0.00	4,903.00	3,065.00	32,940.15	
	- Other water	Cubic meters	0.00	0.00	0.00	0.00	
	Ground water						
	- Fresh water	Cubic meters	194,295.90	185,132.10	179,321.34	203,715.64	
	- Other water	Cubic meters	0.00	0.00	0.00	0.00	
	Third-Party water						
	- Fresh water	Cubic meters	2,212,673.52	3,185,284.02	517,459.00	503,639.97	
	- Other water	Cubic meters	0.00	0.00	0.00	0.00	
303-3 (b)	Total water withdrawal from all areas with water stress	Cubic meters	55,544.00	250,658.00	3,049,936.09	3,396,458.66	
	Surface water						
	- Fresh water	Cubic meters	0.00	0.00	0.00	0.00	
	- Other water	Cubic meters	0.00	0.00	0.00	0.00	
	Ground water						
	- Fresh water	Cubic meters	0.00	0.00	0.00	21,220.66	
	- Other water	Cubic meters	0.00	0.00	0.00	0.00	
	Third-Party water						
	- Fresh water	Cubic meters	55,544.00	250,658.00	3,049,936.09	3,375,238.00	
	- Other water	Cubic meters	0.00	0.00	0.00	0.00	

Water							
GRI	Indicators	Unit	2021	2022	2023	2024	Target 2024
303-4 (a)	Water Discharge	Cubic meters	1,978,977.13	2,872,011.50	2,939,612.04	3,182,105.52	
	Water Discharge by destination	Cubic meters	1,934,541.93	2,672,007.78	537,286.34	531,848.80	
	Surface water						
	- Fresh water	Cubic meters	1,934,541.93	2,645,489.78	509,587.74	501,942.80	
	- Other water	Cubic meters	0.00	0.00	0.00	0.00	
	Third-Party water						
	- Fresh water	Cubic meters	0.00	26,518.00	27,698.60	29,906.00	
	- Other water	Cubic meters	0.00	0.00	0.00	0.00	
303-4 (c)	Total water discharge to all areas with water stress	Cubic meters	44,435.20	200,003.72	2,402,325.70	2,650,256.72	
	Surface water						
	- Fresh water	Cubic meters	44,435.20	200,003.72	2,402,325.70	2,650,256.72	
	- Other water	Cubic meters	0.00	0.00	0.00	0.00	
	Water Withdrawal Intensity	Cubic meters / Million THB of Revenue	32.52	39.00	36.71	37.81	≤ 38
	Water Consumption Intensity	Cubic meters / Million THB of Revenue	6.93	8.11	7.93	8.73	≤ 8

Remark:

- Freshwater constitutes any water with concentration of total dissolved solids (TDS) equal to or below 1,000 mg/L.
- Other water constitutes any water that has a concentration of total dissolved solids (TDS) higher than 1,000 mg/L.
- Water stress refers to water in an area where the ratio of total annual water withdrawal to total available annual renewable water supply (i.e., baseline water stress) is high (40-80%) or extremely high (>80%), as defined by the World Resources Institute, Aqueduct Water Risk Atlas.

Waste							
GRI	Indicators	Unit	2021	2022	2023	2024	Target 2024
306-3 (a)	Total Weights of Waste	Tons	9,047.98	13,228.43	16,209.82	19,449.69	
	Total Hazardous Waste	Tons	3,127.06	5,293.39	4,938.53	5,158.32	
	Total Non-Hazardous Waste	Tons	5,920.92	7,935.04	11,271.29	14,291.37	
306-4	Total weight of waste diverted from disposal	Tons	1,470.50	1,978.96	2,758.51	3,686.30	
	- Preparation for reuse	Tons	1.30	0.00	81.75	140.34	
	- Recycling	Tons	646.30	1,821.60	2,135.26	2,225.11	
	- Other recovery operations	Tons	822.90	157.35	541.51	1,320.86	
	Percentage of non-hazardous waste diverted from disposal per Total non-hazardous waste	%	24.71	24.50	24.46	25.79	≥ 24
	Total weight of hazardous waste diverted from disposal	Tons	7.40	35.17	1.03	0.23	
	Total weight of hazardous waste diverted from disposal onsite	Tons	0.00	0.00	0.00	0.00	
	- Preparation for reuse	Tons	0.00	0.00	0.00	0.00	
	- Recycling	Tons	0.00	0.00	0.00	0.00	
	- Other recovery operations	Tons	0.00	0.00	0.00	0.00	
	Total weight of hazardous waste diverted from disposal offsite	Tons	7.40	35.17	1.03	0.23	
	- Preparation for reuse	Tons	0.00	0.00	0.00	0.00	
	- Recycling	Tons	7.40	35.17	0.95	0.11	
	- Other recovery operations	Tons	0.00	0.00	0.08	0.12	
	Total weight of non-hazardous waste diverted from disposal	Tons	1,463.10	1,943.79	2,757.49	3,686.07	
	Total weight of non-hazardous waste diverted from disposal onsite	Tons	1.30	49.21	127.98	53.02	
	- Preparation for reuse	Tons	1.30	0.00	0.00	0.00	
	- Recycling	Tons	0.00	0.00	8.32	7.40	
	- Other recovery operations	Tons	0.00	49.21	119.66	45.62	
	Total weight of non-hazardous waste diverted from disposal offsite	Tons	1,461.80	1,894.58	2,629.51	3,633.05	
	- Preparation for reuse	Tons	0.00	0.00	81.75	140.34	
	- Recycling	Tons	638.90	1,786.44	2,126.00	2,217.59	
	- Other recovery operations	Tons	822.90	108.14	421.77	1,275.12	

Waste							
GRI	Indicators	Unit	2021	2022	2023	2024	Target 2024
306-5	Total weight of waste directed to disposal	Tons	7,577.48	11,249.47	13,451.31	15,763.38	≤ 14,000
	- Incineration (with energy recovery)	Tons	398.80	729.19	1,012.47	683.96	
	- Incineration (without energy recovery)	Tons	3,832.18	5,474.92	5,278.24	5,417.54	
	- Landfilling	Tons	3,346.50	5,045.36	7,086.76	9,523.74	
	- Other disposal operations	Tons	0.00	0.00	73.84	138.15	
	Total weight of hazardous waste directed to disposal	Tons	3,119.66	5,258.22	4,937.51	5,158.08	
	Total weight of hazardous waste directed to disposal onsite	Tons	0.00	0.00	7.23	7.39	
	- Incineration (with energy recovery)	Tons	0.00	0.00	0.00	0.00	
	- Incineration (without energy recovery)	Tons	0.00	0.00	7.23	7.39	
	- Landfilling	Tons	0.00	0.00	0.00	0.00	
	- Other disposal operations	Tons	0.00	0.00	0.00	0.00	
	Total weight of hazardous waste directed to disposal offsite	Tons	3,119.66	5,258.22	4,930.27	5,150.69	
	- Incineration (with energy recovery)	Tons	0.00	176.94	134.07	139.95	
	- Incineration (without energy recovery)	Tons	3,114.36	5,070.01	4,732.52	4,995.02	
	- Landfilling	Tons	5.30	11.27	13.19	15.02	
	- Other disposal operations	Tons	0.00	0.00	50.49	0.70	
	Total weight of non-hazardous waste directed to disposal	Tons	4,457.82	5,991.25	8,513.80	10,605.30	
	Total weight of non-hazardous waste directed to disposal onsite	Tons	0.00	0.00	0.00	0.00	
	- Incineration (with energy recovery)	Tons	0.00	0.00	0.00	0.00	
	- Incineration (without energy recovery)	Tons	0.00	0.00	0.00	0.00	
	- Landfilling	Tons	0.00	0.00	0.00	0.00	
	- Other disposal operations	Tons	0.00	0.00	0.00	0.00	
	Total weight of non-hazardous waste directed to disposal offsite	Tons	4,457.82	5,991.25	8,513.80	10,605.30	
	- Incineration (with energy recovery)	Tons	398.80	552.25	878.40	544.01	
	- Incineration (without energy recovery)	Tons	717.82	404.91	538.48	415.13	
	- Landfilling	Tons	3,341.20	5,034.09	7,073.57	9,508.71	
	- Other disposal operations	Tons	0.00	0.00	23.35	137.46	
	Waste Intensity	Tons / Million THB of Revenue	0.12	0.14	0.16	0.18	≤ 0.16

BDMS Reporting Boundary									
Economic and Human Capital: 81 sites (100%) discloses the performance of BDMS and its subsidiaries in Thailand and overseas.									
No.	Hospital / Company	Environment				Social			
		(GHG, Energy, Water, Waste)				(Occupational Health)			
		2021	2022	2023	2024	2021	2022	2023	2024
Bangkok Hospital Group									
1	Bangkok Hospital	●	●	●	●	●	●	●	●
2	Bangkok Hospital Hua Hin	●	●	●	●	●	●	●	●
3	Bangkok Hospital Sanamchan		●	●	●		●	●	●
4	Bangkok Hospital Muangraj		●	●	●		●	●	●
5	Bangkok Hospital Phetchaburi		●	●	●		●	●	●
6	Bangkok Hospital Pattaya	●	●	●	●	●	●	●	●
7	Bangkok Hospital Rayong	●	●	●	●	●	●	●	●
8	Bangkok Rayong Cancer Hospital			●	●			●	●
9	Bangkok Hospital Pluakdaeng				●				●
10	Bangkok Hospital Chanthaburi	●	●	●	●	●	●	●	●
11	Bangkok Hospital Trat		●	●	●		●	●	●
12	Koh Chang International Hospital		●	●	●		●	●	●
13	Bangkok Hospital Chiang Mai	●	●	●	●	●	●	●	●
14	Bangkok Hospital Ratchasima	●	●	●	●	●	●	●	●
15	Bangkok Hospital Pakchong		●	●	●		●	●	●
16	Bangkok Hospital Udon		●	●	●		●	●	●
17	Bangkok Hospital Phitsanulok		●	●	●		●	●	●
18	Bangkok Hospital Khon Kaen		●	●	●		●	●	●
19	Bangkok Hospital Phuket	●	●	●	●	●	●	●	●
20	Bangkok Hospital Hat Yai	●	●	●	●	●	●	●	●
21	Bangkok Hospital Samui		●	●	●		●	●	●

No.	Hospital / Company	Environment				Social			
		(GHG, Energy, Water, Waste)				(Occupational Health)			
		2021	2022	2023	2024	2021	2022	2023	2024
22	Bangkok Hospital Surat		●	●	●		●	●	●
23	Phangan International Hospital		●	●	●		●	●	●
24	Bangkok Hospital Chiang Rai		●	●	●		●	●	●
25	Bangkok Hospital Siriroj	●	●	●	●	●	●	●	●
Samitivej Group									
26	Samitivej Sukhumvit Hospital	●	●	●	●	●	●	●	●
27	Japanese Hospital by Samitivej		●	●	●		●	●	●
28	Samitivej Srinakarin Hospital	●	●	●	●	●	●	●	●
29	Samitivej Sriracha Hospital	●	●	●	●	●	●	●	●
30	Samitivej Thonburi Hospital		●	●	●		●	●	●
31	Samitivej Chonburi Hospital		●	●	●		●	●	●
32	Samitivej Chinatown Hospital		●	●	●		●	●	●
BNH									
33	BNH Hospital	●	●	●	●	●	●	●	●
Royal Hospital Group									
34	Royal Angkor International Hospital		●	●	●		●	●	●
35	Royal Phnom Penh Hospital		●	●	●		●	●	●

No.	Hospital / Company	Environment				Social			
		(GHG, Energy, Water, Waste)				(Occupational Health)			
		2021	2022	2023	2024	2021	2022	2023	2024
Phyathai Hospital Group									
36	Phyathai 1 Hospital	●	●	●	●	●	●	●	●
37	Phyathai 2 Hospital	●	●	●	●	●	●	●	●
38	Phyathai 3 Hospital	●	●	●	●	●	●	●	●
39	Phyathai Sriracha Hospital	●	●	●	●	●	●	●	●
40	Phyathai Nawamin Hospital	●	●	●	●	●	●	●	●
Paolo Hospital Group									
41	Paolo Hospital Phaholyothin	●	●	●	●	●	●	●	●
42	Paolo Hospital Rangsit		●	●	●		●	●	●
43	Paolo Hospital Kaset		●	●	●		●	●	●
44	Paolo Hospital Samutprakan		●	●	●		●	●	●
45	Paolo Hospital Chokchai 4		●	●	●		●	●	●
46	Paolo Hospital Phrapradaeng		●	●	●		●	●	●
Community Hospital									
47	Sri Rayong Hospital		●	●	●		●	●	●
48	Tepakorn Hospital		●	●	●		●	●	●
49	Dibuk Hospital		●	●	●		●	●	●
50	Jomtien Hospital		●	●	●		●	●	●

No.	Hospital / Company	Environment				Social			
		(GHG, Energy, Water, Waste)				(Occupational Health)			
		2021	2022	2023	2024	2021	2022	2023	2024
Business Related to Medical Services									
51	BDMS Wellness Clinic Co.,Ltd.		●	●	●		●	●	●
52	BDMS Silver Co.,Ltd.								
53	A.N.B. Laboratories Co.,Ltd.		●	●	●		●	●	●
54	The Medic Pharma Co.,Ltd.		●	●	●		●	●	●
55	Save Drug Center Co.,Ltd.		●	●	●		●	●	●
56	Drpharma Health Technology Co.,Ltd.								
57	National Healthcare Systems Co.,Ltd.		●	●	●		●	●	●
58	N Health Pathology Co.,Ltd.						●	●	●
59	N Health Cambodia Co.,Ltd. (Cambodia)								
60	N Health Myanmar Co.,Ltd. (Myanmar)								
61	N Health Novogene Genomic Co.,Ltd.						●	●	●
62	Bio Molecular Laboratories (Thailand) Co.,Ltd.						●	●	●
63	Greenline Synergy Co.,Ltd.								
64	Bangkok Helicopter Services Co.,Ltd.								
65	Irving Sheridan SE Co.,Ltd.								
66	First Health Food Co.,Ltd								
67	Prasit Patana PCL.								
68	Royal Bangkok Healthcare Co.,Ltd.								
69	Bangkok Save Drug Co.,Ltd.								

No.	Hospital / Company	Environment				Social			
		(GHG, Energy, Water, Waste)				(Occupational Health)			
		2021	2022	2023	2024	2021	2022	2023	2024
70	BDMS Inter Pte.Ltd. (Singapore)								
71	N Health Asia Pte.Ltd. (Singapore)								
72	BDMS Training Co.,Ltd.								
73	Bangkok Health Insurance Co.,Ltd.								
74	Bangkok Premier Life Insurance Co.,Ltd.								
75	BDMS Accounting Co.,Ltd.								
76	BDMS Property Management Co.,Ltd.								
77	BDMS Wellness Resort Co.,Ltd.								
78	Digital Health Venture Co.,Ltd.								
79	Health Plaza Co.,Ltd.								
80	Samawat Health Co.,Ltd.								
81	BDMS Arabia Limited (The Kingdom of Saudi Arabia)								
Coverage (%)		20	53	54	55	20	56	57	58
% Compared to business operations		100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

Remark :

- NR = Non-Relevance (The data is not relevant or has no significance to the overall performance of BDMS or is not included this year) or Office/Investment/Sales/Service where the collection of environmental, safety and occupational illness data is not necessary to BDMS
- Newly hospitals or companies (less than 3 years) is not required to incorporate data into BDMS

GRI Content Index			
Statement of use	Bangkok Dusit medical Services PLC has reported in accordance with the GRI Standards for the period of 1st January 2024 to 31st December 2024		
GRI 1 used	GRI 1: Foundation 2021		
Applicable GRI Sector Standard(s)	-		
GRI	Disclosure	Location	Omission / Remark
General Disclosures / Corporate Governance			
GRI 2: General Disclosures 2021	2-1 Organizational details	BDMS SR 2024, page 14	
	2-2 Entities included in the organization's sustainability reporting	BDMS SR 2024, page 228	
	2-3 Reporting period, frequency and contact point	BDMS SR 2024, page 227	
	2-4 Restatements of information	BDMS SR 2024, page 26, 227	
	2-5 External assurance	BDMS SR 2024, page 231	
	2-6 Activities, value chain and other business relationships	BDMS SR 2024, page 17, 110	
	2-7 Employees	See Employee sheet in this document	
	2-8 Workers who are not employees	See Employee sheet in this document	
	2-9 Governance structure and composition	BDMS SR 2024, page 38	See further details in BDMS One Report at https://investor.bdms.co.th/en/downloads/one-report
	2-10 Nomination and selection of the highest governance body	See Remark	See further details in BDMS One Report at https://investor.bdms.co.th/en/downloads/one-report
	2-11 Chair of the highest governance body	See Remark	See further details in BDMS One Report at https://investor.bdms.co.th/en/downloads/one-report
	2-12 Role of the highest governance body in overseeing the management of impacts	See Remark	See further details in BDMS One Report at https://investor.bdms.co.th/en/downloads/one-report
	2-13 Delegation of responsibility for managing impacts	See Remark	See further details in BDMS One Report at https://investor.bdms.co.th/en/downloads/one-report
	2-14 Role of the highest governance body in sustainability reporting	See Remark	See further details in BDMS One Report at https://investor.bdms.co.th/en/downloads/one-report
	2-15 Conflicts of interest	See Remark	See further details in BDMS One Report at https://investor.bdms.co.th/en/downloads/one-report
	2-16 Communication of critical concerns	See Remark	See further details in BDMS One Report at https://investor.bdms.co.th/en/downloads/one-report
	2-17 Collective knowledge of the highest governance body	See Remark	See further details in BDMS One Report at https://investor.bdms.co.th/en/downloads/one-report
	2-18 Evaluation of the performance of the highest governance body	See Remark	See further details in BDMS One Report at https://investor.bdms.co.th/en/downloads/one-report
	2-19 Remuneration policies	See Remark	See further details in BDMS One Report at https://investor.bdms.co.th/en/downloads/one-report
	2-20 Process to determine remuneration	See Remark	See further details in BDMS One Report at https://investor.bdms.co.th/en/downloads/one-report
	2-21 Annual total compensation ratio	See Omission	This information is not disclosed due to confidentiality constraints.
	2-22 Statement on sustainable development strategy	BDMS SR 2024, page 4	
	2-23 Policy commitments	BDMS SR 2024, page 43, 45, 114, 174, 188, 199	See further details of each policy at https://investor.bdms.co.th/en/sustainability/corporate-governance
	2-24 Embedding policy commitments	See Remark	See details in each policy as prescribed in GRI 2-23
	2-25 Processes to remediate negative impacts	BDMS SR 2024, page 45-46	
	2-26 Mechanisms for seeking advice and raising concerns	BDMS SR 2024, page 45-46	
	2-27 Compliance with laws and regulations	BDMS SR 2024, page 47, 81	
	2-28 Membership associations	BDMS SR 2024, page 16, 201	
	2-29 Approach to stakeholder engagement	BDMS SR 2024, page 26-32	
	2-30 Collective bargaining agreements	BDMS SR 2024, page 193	

GRI	Disclosure	Location	Omission / Remark
Material Topics			
GRI 3: Material Topics 2021	3-1 Process to determine material topics	BDMS SR 2024, page 26-32	✓ External Assurance
	3-2 List of material topics	BDMS SR 2024, page 26-32	
	3-3 Management of material topics	See details in each chapter	
Service Quality and Patient Safety			
GRI 3: Material Topics 2021	3-3 Management of material topics	BDMS SR 2024, page 86	
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	BDMS SR 2024, page 84	
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	BDMS SR 2024, page 95	
	417-2 Incidents of non-compliance concerning product and service information and labeling	BDMS SR 2024, page 95	
	417-3 Incidents of non-compliance concerning marketing communications	BDMS SR 2024, page 95	
GRI Not Applicable	BDMS accreditation result	BDMS SR 2024, page 91	
Innovation and Technology of Sustainability			
GRI 3: Material Topics 2021	3-3 Management of material topics	BDMS SR 2024, page 102	
GRI Not Applicable	Number of innovation development projects.	BDMS SR 2024, page 101	
Information Security and Privacy			
GRI 3: Material Topics 2021	3-3 Management of material topics	BDMS SR 2024, page 72	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	BDMS SR 2024, page 73	
Supply Chain Management			
GRI 3: Material Topics 2021	3-3 Management of material topics	BDMS SR 2024, page 110	
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	BDMS SR 2024, page 114	
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	BDMS SR 2024, page 114	
Customer Relationship Management			
GRI 3: Material Topics 2021	3-3 Management of material topics	BDMS SR 2024, page 146	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	BDMS SR 2024, page 73	
GRI Not Applicable	Patient's perception towards service behaviors	BDMS SR 2024, page 147	
Human Rights Management			
GRI 3: Material Topics 2021	3-3 Management of material topics	BDMS SR 2024, page 102	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Sustainability Performance Report 2024, page 4-18	
GRI 412: Human Rights Assessment 2016	412-1 Operations that have been subject to human rights reviews or impact assessments	BDMS SR 2024, page 140	
	412-2 Employee training on human rights policies or procedures	BDMS SR 2024, page 144	
	412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	BDMS SR 2024, page 146	

GRI	Disclosure	Location	Omission / Remark
Community Engagement			
GRI 3: Material Topics 2021	3-3 Management of material topics	BDMS SR 2024, page 154	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	See Economic sheet in this document	
Human Capital Development and Retention			
GRI 3: Material Topics 2021	3-3 Management of material topics	BDMS SR 2024, page 126	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	See Employee sheet in this document	
	401-2 Benefits provided to full-time employees that are not provided to temporary or parttime employees	BDMS SR 2024, page 139-140	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	See Employee sheet in this document	
	404-2 Programs for upgrading employee skills and transition assistance programs	BDMS SR 2024, page 131	
	404-3 Percentage of employees receiving regular performance and career development reviews	See Employee sheet in this document	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	See Employee sheet in this document	
Occupational Health and Safety			
GRI 3: Material Topics 2021	3-3 Management of material topics	BDMS SR 2024, page 174	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	BDMS SR 2024, page 174-181	
	403-2 Hazard identification, risk assessment, and incident investigation	BDMS SR 2024, page 174-181	
	403-3 Occupational health services	BDMS SR 2024, page 174-181	
	403-4 Worker participation, consultation, and communication on occupational health and safety	BDMS SR 2024, page 174-181	
	403-5 Worker training on occupational health and safety	BDMS SR 2024, page 174-181	
	403-6 Promotion of worker health	BDMS SR 2024, page 174-181	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	BDMS SR 2024, page 174-181	
	403-9 Work-related injuries	See Occupational Health and Safety sheet in this document	✓ External Assurance
	403-10 Work-related ill health	See Occupational Health and Safety sheet in this document	
	Energy and Climate Change Management		
GRI 3: Material Topics 2021	3-3 Management of material topics	BDMS SR 2024, page 199	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	See GHG&Energy sheet in this document	✓ External Assurance
	302-3 Energy intensity	See GHG&Energy sheet in this document	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	See GHG&Energy sheet in this document	✓ External Assurance
	305-2 Energy indirect (Scope 2) GHG emissions	See GHG&Energy sheet in this document	✓ External Assurance
	305-3 Other indirect (Scope 3) GHG emissions	See GHG&Energy sheet in this document	✓ External Assurance
	305-4 GHG emissions intensity	See GHG&Energy sheet in this document	

GRI	Disclosure	Location	Omission / Remark
Waste Management			
GRI 3: Material Topics 2021	3-3 Management of material topics	BDMS SR 2024, page 211	
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	BDMS SR 2024, page 212-216	
	306-3 Waste generated	See Waste sheet in this document	✓ External Assurance
	306-4 Waste diverted from disposal	See Waste sheet in this document	✓ External Assurance
	306-5 Waste directed to disposal	See Waste sheet in this document	✓ External Assurance
Water Stewardship			
GRI 3: Material Topics 2021	3-3 Management of material topics	BDMS SR 2024, page 221	
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	BDMS SR 2024, page 222-225	
	303-2 Management of water discharge-related impacts	BDMS SR 2024, page 222-225	
	303-3 Water withdrawal	See Water sheet in this document	
	303-4 Water discharge	See Water sheet in this document	
	303-5 Water consumption	See Water sheet in this document	✓ External Assurance

Sustainability Disclosure Topics & Metrics			
Topic	Metric	Our Response / Location Reference	Code
Energy Management	(1) Total energy consumed, (2) percentage grid electricity and (3) percentage renewable	See GHG&Energy sheet in this document	HC-DY-130a.1
Waste Management	Total amount of medical waste: percentage (a) incinerated, (b) recycled or treated and (c) landfilled	Omitted	HC-DY-150a.1
	Total amount of: (1) hazardous and (2) non-hazardous pharmaceutical waste, percentage (a) incinerated, (b) recycled or treated and (c) landfilled	Omitted	HC-DY-150a.2
Patient Privacy & Electronic Health Records	Description of policies and practices to secure customers' personal health data records and other personal data	Information Security Management Policy BDMS SR 2024, page 81-82	HC-DY-230a.2
	(1) Number of data breaches,(2) percentage involving (a) personal data only and (b) personal health data, (3) number of customers affected in each category, (a) personal data only and (b) personal health data	BDMS SR 2024, page 73	HC-DY-230a.3
	Total amount of monetary losses as a result of legal proceedings associated with data security and privacy	Omitted	HC-DY-230a.4
Access for Low-Income Patients	Discussion of strategy to manage the mix of patient insurance status	Omitted	HC-DY-240a.1
Quality of Care & Patient Satisfaction	Number of serious reportable events	Omitted	HC-DY-250a.2
	Hospital-acquired condition rates per hospital	Omitted	HC-DY-250a.3
	Number of (1) unplanned and (2) total readmissions per hospital	Omitted	HC-DY-250a.6
Management of Controlled Substances	Description of policies and practices to manage the number of prescriptions issued for controlled substances	Omitted	HC-DY-260a.1

Sustainability Disclosure Topics & Metrics			
Pricing & Billing Transparency	Description of policies or initiatives to ensure that patients are adequately informed about price before undergoing a procedure	Medication price	HC-DY-270a.1
	Discussion of how pricing information for services is made publicly available	Omitted	HC-DY-270a.2
	Number of the entity's 25 most common services for which pricing information is publicly available, percentage of total services performed (by volume) that these represent	Omitted	HC-DY-270a.3
Workforce Health & Safety	Total recordable incident rate (TRIR) for (a) direct employees and (b) contract employees	See Occupational Health and Safety sheet in this document	HC-DY-320a.1
Employee Recruitment, Development & Retention	(1) Voluntary and (2) involuntary turnover rate for: (a) physicians, (b) non-physician health care practitioners, and (c) all other employees	See Employee sheet in this document	HC-DY-330a.1
	Description of talent recruitment and retention efforts for health care practitioners	See Employee sheet in this document	HC-DY-330a.2
Climate Change Impacts on Human Health & Infrastructure	Description of policies and practices to address: (1) the physical risks because of an increased frequency and intensity of extreme weather events,	BDMS TCFD 2024	HC-DY-450a.1
	(2) changes in the morbidity and mortality rates of illnesses and diseases associated with climate change and	Omitted	
	(3) emergency preparedness and response	BDMS TCFD 2024	
Fraud & Unnecessary Procedures	Total amount of monetary losses as a result of legal proceedings associated with medical fraud 3	Omitted	HC-DY-510a.1

Activity Metrics		
Activity Metrics	2024	Code
Number of facilities (Hospital)	58	HC-DY-000.A
Number of beds	8,841	
Number of inpatient admissions	1,638,485	HC-DY-000.B
Number of outpatient visits	12,719,885	