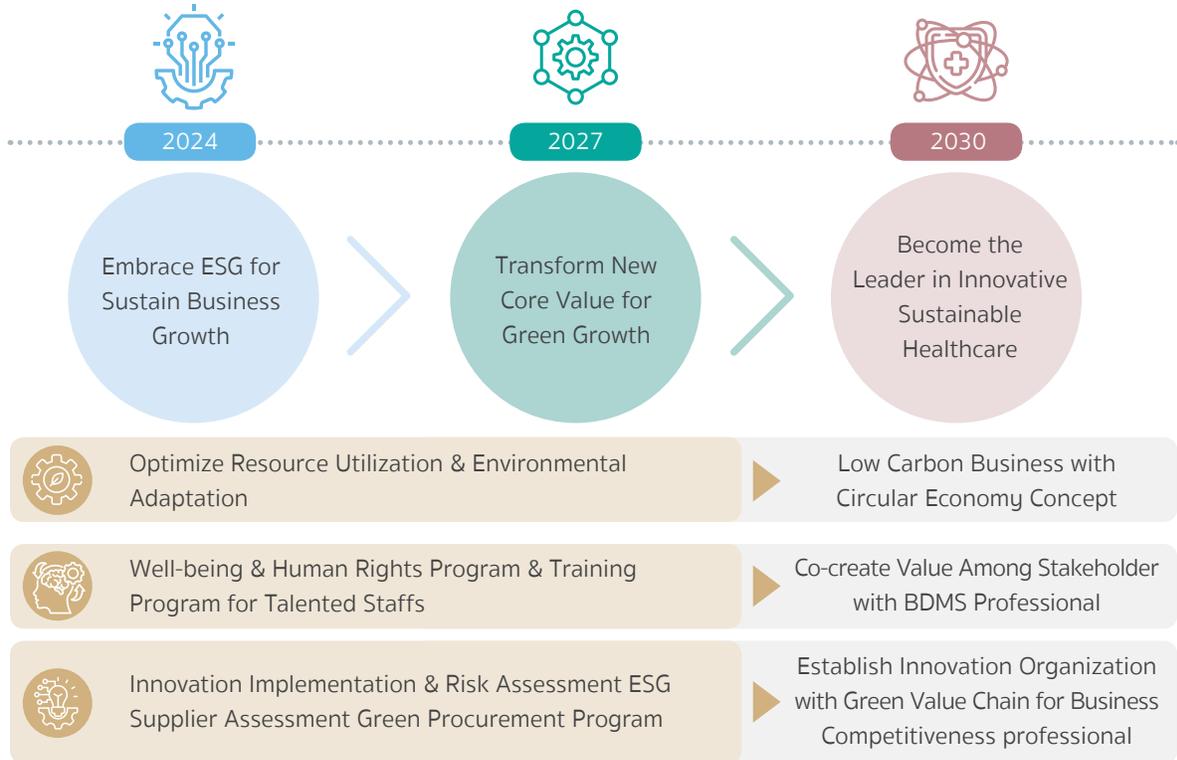
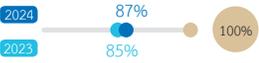
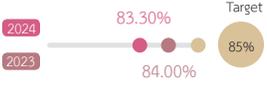
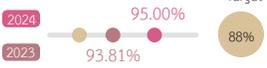
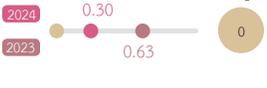
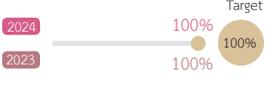
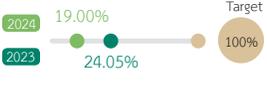
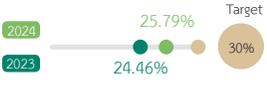


BDMS Towards Sustainable Healthcare



Progress Towards BDMS Sustainability Goals 2030

BDMS Sustainability Goals	Indicator	Base Year	Progress in 2024	Key Performance in 2024	Supporting the SDGs
 <p>Corporate Governance</p>	100% of businesses evaluated at an excellent level in corporate governance by national or international institutions.	2022	On Track 		 
 <p>Information Security and Privacy</p>	100% of business networks operate according to international privacy and information security standards.	2022	On Track 		   
 <p>Service Quality and Patient Safety</p>	100% of hospitals certified by national and international healthcare standards.	2022	On Track 		 
 <p>Innovative Sustainability</p>	Launch a total of 1,600 innovative initiatives.	2022	Beyond Target 		  
 <p>Supply Chain Management</p>	100% of critical suppliers undergone ESG risk assessments.	2022	On Track 		   

BDMS Sustainability Goals	Indicator	Base Year	Progress in 2024	Key Performance in 2024	Supporting the SDGs
 <p>Human Capital Development and Retention</p>	Achieve an employee engagement rate of 85%	2022	On Track 		   
 <p>Customer Relationship Management</p>	Reach a customer satisfaction rate of no less than 88% .	2022	Beyond Target 		
 <p>Community Engagement</p>	Organize 4,500 initiatives related to healthcare access for the communities across Thailand.	2022	On Track 		
 <p>Occupational Health and Safety</p>	Achieve zero Work-related Injury Frequency Rate.	2022	On Process 		  
 <p>Respecting of Human Rights</p>	100% of comprehensive human rights due diligence conducted in all business units.	2022	On Track 		   
 <p>Energy and Climate Change Management</p>	Achieve carbon neutrality (Scope 1+2)	2022	On Track 		  
 <p>Circular Economy</p>	30% of all non-hazardous waste recycled.	2022	On Track 		
 <p>Water Stewardship</p>	Reduce the water consumption by 10% per Baht revenue compared with the base year 2022.	2022	On Track 	