

## Significant materiality issue impact to external stakeholders

BDMS has evaluated the impacts of material issue on external stakeholders based on impact valuation methodology. This can help the Company aware of both positive and negative impact it may cause to external stakeholders and be able to design and implement appropriate prevention and mitigation plan. Currently, the true value of impact has not been estimated in quantitative results, however, BDMS has set process to measure the impact as follows:

	Innovative Sustainability	Community Engagement	Energy and Climate Change Management
Impacted stakeholders / areas	BDMS is committed to lead the revolution in healthcare by providing innovative care, integrated with Thai hospitality to enhance and wellness. This includes focusing on developing technologies for smart hospitals to deliver the highest quality healthcare services and continuously improve business efficiency. The Company has assessed the impact of such innovation and technology on consumer (patient) and bring its viewpoint/feedback to continuously develop advance technology to foster medical innovation in Thailand, enhancing the country's competitiveness and ensuring the highest quality of health care.	BDMS assessed impact from community engagement and healthcare accessibility, which may generate impacts toward external stakeholders such as in remote areas where patients has inadequate opportunities for early screening and access to appropriate medical care. BDMS aims to enhance and expand access to healthcare services, contributing to the development of medical staff competencies in local hospitals to provide effective treatment for patients. This supports initiatives for Thai society and ensures that disadvantaged individuals receive equitable access to comprehensive healthcare services.	BDMS assessed impact from energy and climate change management, which may generate impacts toward external stakeholders such as environmental, ecosystem and communities living nearby hospitals.
Type of Impact	The artificial intelligence (AI)-based disease screening innovation is the outcome of a collaboration between the Faculty of Medicine Siriraj Hospital, Mahidol University, Perceptra Co., Ltd., a Thai Startup, and the National Competitiveness Enhancement Fund (NCEF). The project aims to develop an AI system for screening chest diseases, with BDMS providing research facilities to test and apply the technology while improving workflows to align with the	BDMS implements initiatives to provide preventive health knowledge (Health Literacy) to stakeholders and communities surrounding BDMS's network hospitals and subsidiaries. The goal is to empower the public with the knowledge and skills necessary to take care of themselves and their communities, promoting good health and reducing potential health risks from accidents or chronic diseases.	BDMS devises measures to address climate change and achieve net zero emissions by emphasizing environmental assessment and management throughout the operations to ensure compliance and minimize environmental impacts from business operations. <b>Positive Impact:</b> Positive impacts from Climate and energy management includes the following:

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	<p>practical operational context in hospitals.</p> <p>Additionally, Bangkok Hospital reinforces its position as a leading medical institution focusing on effective treatment and the quality of life of its patients. It has introduced the "da Vinci Xi" surgical robot, one of the advanced technologies in minimal invasive surgery (MIS). This technology enables precise treatment, particularly for surgeries in complex and hard-to-reach areas, reducing risks for patients during procedures, minimizing pain, and promoting faster recovery after surgery. It also allows surgeons to perform operations with greater precision, especially for complex conditions such as thoracic diseases, abdominal system disorders, urological issues, thymus gland diseases, lung cancer, liver cancer, gynecological conditions, ovarian masses, colorectal disorders, and diseases of the oral cavity and throat, etc.</p> <p><b>Positive Impact:</b></p> <ol style="list-style-type: none"> <li>1. Minimize the workload of radiologists from AI-based disease screening innovation in diagnosis process</li> <li>2. Increase opportunities for early disease detection to ensure prompt medical treatment</li> <li>3. Number of patients receive innovation surgery.</li> <li>4. Number of hospital bed nights required for recovery.</li> </ol>	<p><b>Positive Impact:</b></p> <p>Positive impacts from the initiative "BDMS Strong Heart Initiative: Connecting to Promote Heart Health"</p> <ol style="list-style-type: none"> <li>1. Increase community's access to healthcare services by enhancing access to timely and effective cardiac care for individuals in remote areas</li> <li>2. Facilitate timely treatment through the diagnosis of heart conditions using echocardiography via mobile echo units, allowing for heart health assessments for individuals in remote areas. This enhances access to medical care and reduces waiting times for heart disease patients, aligning with the basic rights established by the government. Additionally, this ensures that surgical procedures are conducted efficiently and include postoperative care through mobile service units and teleconsultation for patients and their families, allowing for a healthy recovery and a return to quality living.</li> <li>3. Enabling local hospitals to independently diagnose heart conditions, thereby enhancing their skills to provide treatment and create opportunities for revenue generation from the transmission of knowledge and the development of medical staff's competencies, generating economic value for the hospitals by</li> </ol>	<ol style="list-style-type: none"> <li>1. BDMS has participated in the Low Emission Support Scheme (LESS), focusing on energy conservation, enhancing energy efficiency, and clean energy such as renewable energy. The initiative aims to reduce greenhouse gas emissions and address the impact of climate change. This effort enhances the organization's environmental operations, enabling it to move towards greater sustainability.</li> <li>2. BDMS implemented the BDMS Green Healthcare in assessing the environmental practices of BDMS's network hospitals and its subsidiaries, with the aim of fostering sustainable organizational development. This encourages participants to enhance their environmental performance based on the assessment results of environmental practices and ratings, fostering a commitment to driving the organization towards its key goal of net zero by 2050.</li> <li>3. BDMS promotes the use of clean energy and reduces energy waste by implementing solar energy systems in hospitals. This initiative helps BDMS achieve energy savings and reduce greenhouse gas (GHG) emissions.</li> <li>4. BDMS implemented hospital air quality sensors to measure temperature, humidity, CO<sub>2</sub>, and PM2.5</li> </ol>

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	<p><b>Negative Impact:</b></p> <ol style="list-style-type: none"> <li>The AI-based disease screening innovation may require a specialized medical workforce to implement AI in healthcare for diagnostic workflows. A limited workforce could impact the consistency of these workflows, potentially reducing the effectiveness of diagnosis and treatment. BDMS may need to tailor educational contents for medical workforces to ensure they are well-prepared for AI-integrated workflows.</li> </ol>	<p>achieving an income.</p> <p><b>Negative Impact:</b></p> <ol style="list-style-type: none"> <li>The transmission of knowledge and the development of medical staff competencies are essential for ensuring the effectiveness and safety of patient treatment. In situations where medical staff have limited time to fully understand and comply with medical protocols, and where there is a shortage of medical equipment in community hospitals, there is a potential risk of errors in patient treatment that may not align with BDMS standard protocols. Therefore, BDMS must implement strict measures to ensure the effective transmission of knowledge and the continuous development of medical staff competencies.</li> </ol>	<p>levels using advancements in IoT technology. This initiative helps reduce energy consumption and minimize complaints regarding indoor air quality.</p> <p><b>Negative Impact:</b></p> <ol style="list-style-type: none"> <li>GHG emissions from operations cause impact on community standard of living and environment such as human health and economic damage.</li> </ol>
<b>Output Metric</b>	<ol style="list-style-type: none"> <li>Timely diagnosis detection and treatment rate</li> <li>Labor cost from workload of radiologists</li> <li>Number of patients receive innovation surgery</li> <li>Number of hospital bed nights required for recovery</li> </ol>	<ol style="list-style-type: none"> <li>Number of initiatives on preventive healthcare and health literacy for communities in Thailand are expected to be launched annually.</li> <li>Generating economic value from local hospitals</li> </ol>	<ol style="list-style-type: none"> <li>Total of annual GHG emissions</li> <li>Number of initiatives on energy efficiency, GHG reduction</li> </ol>
<b>Impact Valuation</b>	<ol style="list-style-type: none"> <li>Health costs avoided due to innovation detection.</li> <li>Health cost avoided due to innovation surgery</li> <li>Quality life year gained from a new medical treatment vs. standard of care</li> <li>Capacity and cost reduced in workload of radiologists</li> </ol>	<ol style="list-style-type: none"> <li>Improve healthcare literacy/awareness</li> <li>Health costs avoided due to healthcare service (e.g., free health check-up) provided by BDMS</li> </ol>	<ol style="list-style-type: none"> <li>Avoidance of Social cost of carbon due to GHG reduction from environmental management practices</li> <li>Health costs avoided to quantify reduction cost in healthcare that participants can save from the treatments of air pollution diseases</li> </ol>

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<b>Impact Metric</b>	1. Healthcare cost reduction (Baht/person) 2. Quality life year gained from a new medical treatment vs. standard of care (year/person) 3. Labor cost reduction (Baht/person)	1. Healthcare literacy improvement rate (number of persons with healthcare literacy improvement/ total community members) 2. Healthcare costs reduction (Baht/person)	1. Social cost of carbon: (Baht/tones CO <sub>2</sub> e) 2. Healthcare costs reduction (Baht/person)