

Performance Summary of Material Issues

BDMS has set short and long-term sustainability targets for environmental, social, and governance dimensions and disclosed the sustainability performance of our materiality issues. In 2023, the main achievements and progress of BDMS's targets and work plan were as follows:

Material Issues	Indicator	Targets Year 2050	Targets Year 2030	Performance Year 2023
Governance				
Corporate Governance	Business with an excellence level in corporate governance at a national or international level	100%	100%	100%
Information Security and Privacy	Business networks operate according to international privacy and information security standards	100%	100%	85%
Service Quality and Patient Safety	Hospitals certified by Thailand and International Healthcare Standard	100%	100%	100%
Innovation and Collaboration	Launch innovation development projects (accumulation)	100% (5,600)	29% (1,600)	14% (781)
Supply Chain Management	Critical Tier1 Suppliers by the importance level for operations concerning supply chain sustainability	100%	100%	100%
Social				
Human Capital Development and Retention	Achieve an employee engagement rate compared with all employees	85%	85%	84%
Customer Relationship Management	Reach a customer satisfaction rate	90%	85%	93.81%
Community Engagement	Organize initiatives for healthcare access for the communities nationwide (accumulation)	100% (15,000)	30% (4,500)	12% (1,748)
Occupational Health and Well-Being	Work related injury frequency rate	0	0	0.63
Respect of Human Rights	Comprehensive inspection of human rights to encompass every business unit	100%	100%	100%
Environment				
Energy and Climate Change Management	Net-Zero greenhouse gas emissions (Scope 1 and Scope 2)	100%	30%	24.05%
Circular Economy	Non-hazardous waste is utilized	50%	30%	24.46%
Water Stewardship	Reduce water consumption per Baht revenue, compared with the base year 2022	10%	10%	5.88%