

INNOVATIVE HEALTHCARE

Sustainability Performance Report 2023

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Economic Performance*

GRI Standard	Performance	Unit	2020	2021	2022	2023
201-1	Total Revenues	Million Baht	71,491.58	75,718.54	92,975.75	102,153.79
	Total Operating Income	Million Baht	69,057.16	75,713.96	92,968.65	102,110.39
	Total Assets	Million Baht	136,050.30	128,453.60	141,542.86	143,595.95
	Total Liabilities	Million Baht	44,587.55	40,688.69	47,830.07	44,723.47
	Total Equity	Million Baht	91,462.70	87,764.93	93,712.79	98,872.48
	Total Operating Expense	Million Baht	60,532.08	64,490.58	75,983.95	83,218.07
201-1	Total Employee Related Expenses - Salaries and Benefits	Million Baht	16,896.24	18,173.19	21,106.72	24,030.06
201-1	Taxes to government and local government authorities such as income tax, local maintenance tax, property tax and other specific taxes	Million Baht	2,751.38	2,103.37	3,227.15	3,754.55

***See further details of BDMS performance in BDMS 56-1 One Report 2023**

Social Performance

Employee Statistics Non-clinical and Clinical Staff (excluding doctors)

GRI Standard	Performance	Unit	2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female
2-7	Employees by Employment Contract									
	Total Full-Time Employees	Person	31,107		31,217		33,415		36,339	
			5,424	25,683	5,360	25,857	5,763	27,652	6,132	30,207
		%	17.44	82.56	17.17	82.83	17.25	82.75	16.87	83.13
	Thailand	Person	30,801		30,849		33,031		35,921	
			5,327	25,474	5,226	25,623	5,620	27,411	5,976	29,945
	Cambodia	Person	306		368		384		418	
			97	209	134	234	143	241	156	262
	Total Part-Time Employees	Person	5,237		5,663		7,080		7,120	
			1,262	3,975	1,266	4,397	1,568	5,512	1,693	5,427
		%	24.10	75.90	22.36	77.64	22.15	77.85	23.78	76.22
	Thailand	Person	5,167		5,592		7,005		7,052	
			1,236	3,931	1,237	4,355	1,538	5,467	1,667	5,385
	Cambodia	Person	70		71		75		68	
			26	44	29	42	30	45	26	42

Social Performance

Employee Statistics Non-clinical and Clinical Staff (excluding doctors)

GRI Standard	Performance	Unit	2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female
405-1	Diversity of Board of Directors and Employees									
	Diversity of Board of Directors									
	Board of Directors	Person	16		18		18		15	
			14	2	16	2	16	2	13	2
		% of total Board members	87.50	12.50	88.89	11.11	88.89	11.11	86.67	13.33
	Age < 30 years	Person	0		0		0		0	
			0	0	0	0	0	0	0	0
		% 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
	Age 30-50 years	Person	1		1		1		1	
			1	0	1	0	1	0	1	0
		% of total Board members	6.25		5.56		5.56		6.67	
			6.25	0.00	5.56	0.00	5.56	0.00	6.67	0.00
	Age > 50 years	Person	15		17		17		14	
			13	2	15	2	15	2	12	2
		% of total Board members	93.75		94.44		94.44		93.33	
			81.25	12.50	83.33	11.11	83.33	11.11	80.00	13.33

Social Performance

Employee Statistics Non-clinical and Clinical Staff (excluding doctors)

GRI Standard	Performance	Unit	2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female
	Employee Diversity (by Position) (Excluding the President and consultants)									
	All Full-time Employees by Position	Person	31,096		30,844		33,403		36,332	
			5,415	25,681	5,338	25,506	5,754	27,649	6,125	30,207
		% of total employees	17.41	82.59	17.31	82.69	17.23	82.77	16.86	83.14
	All Employees in Management Levels	Person	1,270		1,120		1,396		1,458	
			398	872	333	787	437	959	446	1,012
		% of total employees of same level	31.34	68.66	29.79	70.21	31.30	68.70	30.59	69.41
	Senior Executives (no more than 2 positions below the President)	Person	14		16		12		13	
			12	2	14	2	10	2	10	3
		% of total employees of same level	85.71	14.29	87.50	12.50	83.33	16.67	76.92	23.08
	Age < 30 years	Person	0		0		0		0	
			0	0	0	0	0	0	0	0
		% of total employees of same level	0.00		0.00		0.00		0.00	
			0.00	0.00	0.00	0.00	0.00	0.00	0	0
	Age 30-50 years	Person	1		2		1		1	
			1	0	2	0	1	0	1	0
		% of total employees of same level	7.14		12.50		8.33		7.69	
			7.14	0.00	12.50	0.00	8.33	0.00	7.69	0
	Age > 50 years	Person	13		14		11		12	
			11	2	12	2	9	2	9	3
		% of total employees of same level	92.86		87.50		91.67		92.31	
			78.57	14.29	75.00	12.50	75.00	16.67	69.23	23.08

Social Performance

Employee Statistics Non-clinical and Clinical Staff (excluding doctors)

GRI Standard	Performance	Unit	2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female
	Employees above the Senior Manager Level	Person	237		256		283		283	
			121	116	118	138	145	138	137	146
		% of total employees of same level	51.05	48.95	46.09	53.91	51.24	48.76	48.41	51.59
	Age < 30 years	Person	0		0		0		0	
			0	0	0	0	0	0	0	0
		% of total employees of same level	0.00		0.00		0.00		0.00	
			0.00	0.00	0.00	0.00	0.00	0.00	0	0
	Age 30-50 years	Person	90		85		106		82	
			45	45	33	52	55	51	44	38
		% of total employees of same level	37.97		33.20		37.45		28.98	
			18.99	18.99	12.89	20.31	19.43	18.02	15.55	13.43
	Age > 50 years	Person	147		171		177		201	
			76	71	85	86	90	87	93	108
		% of total employees of same level	62.03		66.80		62.55		71.02	
			32.07	29.96	33.20	33.59	31.80	30.75	32.86	38.16
	Employees in the Middle Manager Level	Person	870		719		898		926	
			240	630	181	538	236	662	241	685
		% of total employees of same level	27.59	72.41	25.17	74.83	26.28	73.72	26.03	73.97
	Age < 30 years	Person	11		5		10		4	
			6	5	3	2	4	6	2	2
		% of total employees of same level	1.26		0.70		1.12		0.44	
			0.69	0.57	0.42	0.28	0.45	0.67	0.22	0.22
	Age 30-50 years	Person	653		462		630		594	
			188	465	119	343	178	452	178	416
		% of total employees of same level	75.06		64.25		70.15		64.15	
			21.61	53.45	16.55	47.70	19.82	50.33	19.22	44.93
	Age > 50 years	Person	206		252		258		328	
			46	160	59	193	54	204	61	267
		% of total employees of same level	23.68		35.05		28.73		35.41	
			5.28	18.39	8.21	26.84	6.01	22.72	6.58	28.83

Social Performance

Employee Statistics Non-clinical and Clinical Staff (excluding doctors)

GRI Standard	Performance	Unit	2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female
	Employees in the Junior Manager Level	Person	149		129		203		236	
			25	124	20	109	46	157	58	178
		% of total employees of same level	16.78	83.22	15.50	84.50	22.66	77.34	24.58	75.42
	Age < 30 years	Person	1		0		4		6	
			0	1	0	0	0	4	1	5
		% of total employees of same level	0.67		0.00		1.97		2.54	
			0.00	0.67	0.00	0.00	0.00	1.97	0.42	2.12
	Age 30-50 years	Person	113		84		164		183	
			21	92	16	68	40	124	47	136
		% of total employees of same level	75.84		65.12		80.78		77.54	
			14.09	61.75	12.40	52.72	19.70	61.08	19.92	57.62
	Age > 50 years	Person	35		45		35		47	
			4	31	4	41	6	29	10	37
		% of total employees of same level	23.49		34.88		17.25		19.92	
			2.68	20.81	3.10	31.78	2.96	14.29	4.24	15.68
	All Employees in the Operational Level	Person	29,826		29,724		32,007		34,874	
			5,017	24,809	5,005	24,719	5,317	26,690	5,679	29,195
		% of total employees of same level	16.82	83.18	16.84	83.16	16.61	83.39	16.28	83.72
	Age < 30 years	Person	10,426		9,671		11,212		12,588	
			1,432	8,994	1,302	8,369	1,532	9,680	1,678	10,910
		% of total employees of same level	34.96		32.54		35.03		36.10	
			4.80	30.16	4.38	28.16	4.79	30.24	4.82	31.28
	Age 30-50 years	Person	17,461		17,576		18,543		19,528	
			3,150	14,311	3,159	14,417	3,291	15,252	3,439	16,089
		% of total employees of same level	58.54		59.13		57.93		56.00	
			10.56	47.98	10.63	48.50	10.28	47.65	9.86	46.14
	Age > 50 years	Person	1,939		2,477		2,252		2,758	
			435	1,504	544	1,933	494	1,758	562	2,196
		% of total employees of same level	6.50		8.33		7.03		7.91	
			1.46	5.04	1.83	6.50	1.54	5.49	1.61	6.30

Social Performance

Employee Statistics Non-clinical and Clinical Staff (excluding doctors)

GRI Standard	Performance	Unit	2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female
	All Employees in the Manager Level Related to Healthcare (excluding doctors and senior executives)	Person	302		290		349		357	
			24	278	23	267	30	319	29	328
		% of total employees of same level	7.95	92.05	7.93	92.07	8.60	91.40	8.12	91.88
405-1	All Full-time Employees by Work Category	Person	31,107		30,857		33,415		36,339	
			5,424	25,683	5,360	25,497	5,763	27,652	6,132	30,207
		% of total employees	17.44	82.56	17.37	82.63	17.25	82.75	16.87	83.13
	Clinical Staff (excluding doctors) (e.g. nurses, pharmacists, physical therapists, radiologic technologists and medical scientists)	Person	16,780		19,117		18,081		22,067	
			1,138	15,642	1,554	17,563	1,199	16,882	1,573	20,494
		% of total employee in the same function	6.78	93.22	8.13	91.87	6.63	93.37	7.13	92.87
	Age < 30 years	Person	6,625		6,928		7,168		8,938	
			458	6,167	550	6,378	482	6,686	628	8,310
		% of total employee in the same function	39.48		36.24		39.65		40.50	
	Age 30-50 years	Person	9,281		10,760		9,880		11,562	
			618	8,663	881	9,879	651	9,229	838	10,724
		% of total employee in the same function	55.31		56.28		54.64		52.39	
	Age > 50 years	Person	874		1,429		1,033		1,567	
			62	812	123	1,306	66	967	107	1,460
		% of total employee in the same function	5.21		7.48		5.71		7.10	
			0.37	4.84	0.64	6.83	0.37	5.35	0.48	6.62

Social Performance

Employee Statistics Non-clinical and Clinical Staff (excluding doctors)

GRI Standard	Performance	Unit	2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female
	Employees - Support Staff	Person	14,327		11,740		15,334		14,272	
			4,286	10,041	3,806	7,934	4,564	10,770	4,559	9,713
		% of total employee in the same function	29.92	70.08	32.42	67.58	29.76	70.24	31.94	68.06
	Age < 30 years	Person	3,813		2,750		4,058		3,660	
			980	2,833	756	1,994	1,054	3,004	1,053	2,607
		% of total employee in the same function	26.61		23.42		26.46		25.64	
			6.84	19.77	6.44	16.98	6.87	19.59	7.38	18.26
	Age 30-50 years	Person	9,037		7,452		9,566		8,825	
			2,787	6,250	2,462	4,990	2,914	6,652	2,870	5,955
		% of total employee in the same function	63.08		63.48		62.39		61.83	
			19.45	43.62	20.97	42.50	19.00	43.38	20.10	41.73
	Age > 50 years	Person	1,477		1,538		1,710		1,787	
			519	958	588	950	596	1,114	636	1151
		% of total employee in the same function	10.31		13.10		11.15		12.52	
			3.62	6.69	5.01	8.09	3.89	7.26	4.46	8.06
	Diversity of employees									
	Employee in STEM related position (Excluding Doctor)	Person	12,172		13,779		14,583		19,800	
			1,500	10,672	2,443	11,336	1,520	13,063	2,324	17,476
		% of STEM employee	12.32	87.68	17.73	82.27	10.42	89.58	11.74	88.26
	Expatriate Employees (Excluding Doctor)	Person	316		197		576		650	
		% of total employees	1.02		0.64		1.72		1.79	

Social Performance

Employee Statistics Non-clinical and Clinical Staff (excluding doctors)

GRI Standard	Performance	Unit	2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female
	Employees by Ethnicity (Excluding Doctor)									
	Asian									
	Total number from all level	Person	31,068		30,840		33,390		36,314	
		% of total employees	99.87		99.94		99.92		99.93	
	Total number from management level	Person	1,265		1,113		1,220		1,454	
		% per total employee	99.61		99.38		87.39		99.73	
	Black or African American									
	Total number from all level	Person	4		2		1		2	
		% of total employees	0.01		0.01		0.01		0.01	
	Total number from management level	Person	0		1		0		0	
		% per total employee	0.00		0.09		0.00		0.00	
	Hispanic or Latino									
	Total number from all level	Person	3		0		2		1	
		% of total employees	0.01		0.00		0.01		0.00	
	Total number from management level	Person	0		0		0		0	
		% per total employee	0.00		0.00		0.00		0.00	
	White									
	Total number from all level	Person	32		15		22		22	
		% of total employees	0.10		0.05		0.06		0.06	
	Total number from management level	Person	5		7		7		5	
		% per total employee	0.39		0.62		0.50		0.34	
	Indigenous or Native									
	Total number from all level	Person	0		0		0		0	
		% of total employees	0.00		0.00		0.00		0.00	
	Total number from management level	Person	0		0		0		0	
		% per total employee	0.00		0.00		0.00		0.00	

Social Performance

Employee Statistics Non-clinical and Clinical Staff (excluding doctors)

GRI Standard	Performance	Unit	2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female
401-1	New Hires									
	New Hires Employee	Person	2,958		4,993		9,247		8,823	
			597	2,361	948	4,045	1,569	7,678	1,450	7,373
		% per total employee	9.51		16.00		27.68		24.28	
			1.92	7.59	3.04	12.96	4.70	22.98	3.99	20.29
	Thailand	Person	2,915		4,945		9,181		8,718	
			587	2,328	935	4,010	1,544	7,637	1,412	7,306
		% per total new employment	98.54		99.04		99.29		98.81	
			19.84	78.70	18.73	80.31	16.70	82.58	16.00	82.81
	Age < 30 years	Person	1,807		3,465		6,519		6,178	
			313	1,494	555	2,910	945	5,574	888	5,290
		% per total new employment	61.08		69.40		70.51		70.02	
			10.58	50.51	11.12	58.28	10.22	60.28	10.06	59.96
	Age 30-50 years	Person	1,029		1,386		2,572		2,489	
			244	785	335	1,051	563	2,009	505	1,984
		% per total new employment	34.79		27.76		27.81		28.21	
			8.25	26.54	6.71	21.05	6.09	21.73	5.72	22.49
	Age > 50 years	Person	79		94		90		51	
			30	49	45	49	36	54	19	32
		% per total new employment	2.67		1.88		0.97		0.58	
			1.01	1.66	0.90	0.98	0.39	0.58	0.22	0.36

Social Performance

Employee Statistics Non-clinical and Clinical Staff (excluding doctors)

GRI Standard	Performance	Unit	2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female
	Cambodia	Person	43		48		66		105	
			10	33	13	35	25	41	38	67
		% per total new employment	1.46		0.96		0.71		1.19	
			0.34	1.12	0.26	0.70	0.27	0.44	0.43	0.76
	Age < 30 years	Person	29		37		41		58	
			7	22	10	27	12	29	22	36
		% per total new employment	0.99		0.74		0.44		0.66	
			0.24	0.74	0.20	0.54	0.13	0.31	0.25	0.41
	Age 30-50 years	Person	13		10		21		46	
			3	10	2	8	10	11	16	30
		% per total new employment	0.45		0.20		0.23		0.53	
			0.10	0.34	0.04	0.16	0.11	0.12	0.18	0.35
	Age > 50 years	Person	1		1		4		1	
			0	1	1	0	3	1	0	1
		% per total new employment	0.03		0.02		0.04		0.01	
			0.00	0.03	0.02	0.00	0.03	0.01	0.00	0.01
DJSI 3.4.1	Percentage of open positions filled by internal candidates (internal hires or promotion)	positions	3,698		5,805		10,874			
	Including internal transfer positions and promotion/positions.	positions	673		683		963		2,817	
	Internal Hires or Promotion (%)	% of total vacancies	18.00		11.77		8.86			
	Age < 30 years	Person	133		158		180		833	
			33	100	30	128	35	145	92	741
	Age 30-50 years	Person	479		466		686		1798	
			106	373	98	368	141	545	273	1525
	Age > 50 years	Person	61		59		97		186	
			10	51	17	42	23	74	34	152

Social Performance

Employee Statistics Non-clinical and Clinical Staff (excluding doctors)

GRI Standard	Performance	Unit	2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female
DJSI 3.3.3	Human Capital Return on Investment	Profit/total employee related expense*	1.95		1.62		1.81			
DJSI 3.4.1	Average hiring cost per employee	Baht/Person	35,316.08		37,875.94		39,264.75			
401-1	Turnover									
	Total employee turnover rate	Person	5,181		4,968		6,823		5,734	
			976	4,205	914	4,054	1,196	5,627	1,054	4,680
		% per total employee	16.66		16.10		20.42		15.78	
			3.14	13.52	2.96	13.14	3.58	16.84	2.90	12.88
	Thailand	Person	5,115		4,920		6,770		5,662	
			960	4,155	901	4,019	1,179	5,591	1,028	4,634
		% per total turnover employee	98.73		99.03		99.22		98.74	
			18.53	80.20	18.14	80.90	17.28	81.94	17.92	80.82
	Age < 30 years	Person	2,565		3,460		3,522		3,053	
			436	2,129	527	2,933	501	3,021	470	2,583
		% per total turnover employee	49.51		69.65		51.61		53.24	
			8.42	41.09	10.61	59.04	7.34	44.28	8.21	45.05
	Age 30-50 years	Person	2,113		1,367		2,924		2,307	
			399	1,714	330	1,037	586	2,338	469	1,838
		% per total turnover employee	40.78		27.52		42.86		40.23	
			7.70	33.08	6.64	20.87	8.59	34.27	8.18	32.05
	Age > 50 years	Person	437		93		324		302	
			125	312	44	49	92	232	89	213
		% per total turnover employee	8.43		1.87		4.75		5.27	
			2.41	6.02	0.89	0.99	1.35	3.40	1.55	3.72

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

Social Performance

Employee Statistics Non-clinical and Clinical Staff (excluding doctors)

GRI Standard	Performance	Unit	2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female
	Cambodia	Person	66		48		53		72	
			16	50	13	35	17	36	26	46
		% per total turnover employee	1.27		0.97		0.78		1.26	
			0.31	0.97	0.27	0.70	0.25	0.53	0.45	0.81
	Age < 30 years	Person	29		37		24		33	
			7	22	10	27	9	15	14	19
		% per total turnover employee	0.56		0.74		0.35		0.58	
			0.14	0.42	0.20	0.54	0.13	0.22	0.25	0.33
	Age 30-50 years	Person	35		10		27		38	
			9	26	2	8	6	21	11	27
		% per total turnover employee	0.68		0.20		0.40		0.66	
			0.17	0.51	0.04	0.16	0.09	0.31	0.19	0.47
	Age > 50 years	Person	2		1		2		1	
			0	2	1	0	2	0	1	0
		% per total turnover employee	0.04		0.02		0.03		0.02	
			0.00	0.04	0.02	0.00	0.03	0.00	0.02	0.00

Social Performance

Employee Statistics Non-clinical and Clinical Staff (excluding doctors)

GRI Standard	Performance	Unit	2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female
	Voluntary employee turnover rate	Person	3,660		4,079		5,507		5,017	
			599	3,061	692	3,387	923	4,584	853	4,164
		% per total employee	11.77		13.11		16.48		13.81	
			1.93	9.84	2.22	10.89	2.76	13.72	2.35	11.46
	Thailand	Person	3,602		4,046		5,465		4,948	
			586	3,016	683	3,363	909	4,556	829	4,119
		% per total voluntary turnover employee	98.42		99.19		99.24		98.62	
			16.01	82.40	16.74	82.45	16.51	82.73	16.52	82.10
	Age < 30 years	Person	2,077		2,238		2,979		2,802	
			338	1,739	356	1,882	427	2,552	409	2,393
		% per total voluntary turnover employee	56.75		54.87		54.10		55.85	
			9.23	47.51	8.73	46.14	7.75	46.34	8.15	47.70
	Age 30-50 years	Person	1,462		1,750		2,411		2,067	
			235	1,227	316	1,434	459	1,952	394	1,673
		% per total voluntary turnover employee	39.95		42.90		43.78		41.20	
			6.42	33.52	7.75	35.16	8.33	35.45	7.85	33.35
	Age >50 years	Person	63		58		75		79	
			13	50	11	47	23	52	26	53
		% per total voluntary turnover employee	1.72		1.42		1.36		1.57	
			0.36	1.37	0.27	1.15	0.42	0.94	0.52	1.05

Social Performance

Employee Statistics Non-clinical and Clinical Staff (excluding doctors)

GRI Standard	Performance	Unit	2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female
	Cambodia	Person	58		33		42		69	
			13	45	9	24	14	28	24	45
		% per total voluntary turnover employee	1.58		0.81		0.76		1.38	
			0.36	1.23	0.22	0.59	0.25	0.51	0.48	0.90
	Age < 30 years	Person	27		18		22		33	
			6	21	6	12	9	13	14	19
		% per total voluntary turnover employee	0.74		0.44		0.40		0.66	
			0.16	0.57	0.15	0.29	0.16	0.24	0.28	0.38
	Age 30-50 years	Person	29		13		20		36	
			7	22	2	11	5	15	10	26
		% per total voluntary turnover employee	0.79		0.32		0.36		0.72	
			0.19	0.60	0.05	0.27	0.09	0.27	0.20	0.52
	Age > 50 years	Person	2		2		0		0	
			0	2	1	1	0	0	0	0
		% per total voluntary turnover employee	0.05		0.05		0.00		0.00	
			0.00	0.05	0.02	0.02	0.00	0.00	0.00	0.00

Social Performance

Employee Statistics Non-clinical and Clinical Staff (excluding doctors)

GRI Standard	Performance	Unit	2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female
404-1	Training & Education									
	Full-time Employee Training Hour	Average training hour per person	39		34		35		57	
			40	37	36	32	35	35	57	57
	Nurse	Average training hour per person	44		44		48		73	
			47	40	50	38	48	48	73	73
	Other Healthcare Professionals (e.g. Pharmacist, physical therapists, medical equipment technicians)	Average training hour per person	43		36		30		51	
			44	41	36	36	30	30	51	51
	Support Staff	Average training hour per person	30		23		28		46	
			30	30	22	23	28	28	46	46
	Average amount spent per FTE on training and development	Baht	2,134.00		1,406.00		2,013.00			
	Employee Engagement									
	Employee Engagement	%Employee Engagement	75		82		83		84	
			75	75	82	82	83	83	84	84
		% target	75		82		83		84	

Social Performance

Clinical Staff (only doctors)

GRI Standard	Performance	Unit	2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female
	Doctors by Employment Contract									
2-7 2-8	Total Full-Time Doctors	Person	2,980		2,980		2,977		3,242	
			1,565	1,415	1,549	1,431	1,551	1,426	1,666	1,576
		%	52.52	47.48	51.98	48.02	52.10	47.90	51.39	48.61
	Thailand	Person	2,936		2,954		2,951		3,193	
			1,535	1,401	1,531	1,423	1,532	1,419	1,634	1,559
		% of total doctor	98.52		99.13		99.13		98.49	
			51.51	47.01	51.38	47.75	51.46	47.67	50.40	48.09
	Age < 30 years	Person	59		34		26		44	
			22	37	11	23	10	16	20	24
		% of total doctor	1.98		1.14		0.87		1.36	
			0.74	1.24	0.37	0.77	0.34	0.54	0.62	0.74
	Age 30-50 years	Person	1,985		1,979		1,953		2,089	
			902	1,083	883	1,096	872	1,081	913	1,176
		% of total doctor	66.61		66.41		65.60		64.44	
			30.27	36.34	29.63	36.78	29.29	36.31	28.17	36.27
	Age > 50 years	Person	892		941		972		1,060	
			611	281	637	304	650	322	701	359
		% of total doctor	29.93		31.58		32.65		32.70	
			20.50	9.43	21.38	10.20	21.83	10.82	21.63	11.07

Social Performance

Clinical Staff (only doctors)

GRI Standard	Performance	Unit	2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female
	Cambodia	Person	44		26		26		49	
			30	14	18	8	19	7	32	17
		% of total doctor	1.48		0.87		0.87		1.51	
			1.01	0.47	0.60	0.27	0.64	0.24	0.99	0.52
	Age < 30 years	Person	0		1		2		3	
			0	0	1	0	2	0	3	0
		% of total doctor	0.00		0.03		0.07		0.09	
			0.00	0.00	0.03	0.00	0.07	0.00	0.09	0.00
	Age 30-50 years	Person	38		21		19		38	
			27	11	16	5	15	4	25	13
		% of total doctor	1.28		0.70		0.64		1.18	
			0.91	0.37	0.54	0.17	0.50	0.13	0.77	0.41
	Age > 50 years	Person	6		4		5		8	
			3	3	1	3	2	3	4	4
		% of total doctor	0.20		0.13		0.17		0.24	
			0.10	0.10	0.03	0.10	0.07	0.10	0.12	0.12

Social Performance

Clinical Staff (only doctors)

GRI Standard	Performance	Unit	2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female
	Total Part-Time Doctors	Person	9,550		8,466		9,071		9,651	
			5,168	4,382	4,621	3,845	4,789	4,282	5,211	4,440
		%	54.12	45.88	54.58	45.42	52.79	47.21	53.99	46.01
	Thailand	Person	9,503		8,419		9,021		9,595	
			5,132	4,371	4,581	3,838	4,746	3,975	5,164	4,431
		% of total part-time doctors	99.51		99.44		99.45		99.42	
			53.74	45.77	54.11	45.33	52.32	47.13	53.51	45.91
	Age < 30 years	Person	703		371		381		401	
			325	378	175	196	197	184	192	209
		% of total part-time doctors	7.36		4.38		4.20		4.16	
			3.40	3.96	2.07	2.32	2.17	2.03	1.99	2.17
	Age 30-50 years	Person	7,096		6,324		6,907		7,416	
			3,607	3,489	3,202	3,122	3,349	3,558	3,762	3,654
		% of total part-time doctors	74.30		74.70		76.14		76.84	
			37.77	36.53	37.82	36.88	36.92	39.22	38.98	37.86
	Age > 50 years	Person	1,704		1,724		1,733		1,778	
			1,200	504	1,204	520	1,200	533	1,210	568
		% of total part-time doctors	17.84		20.36		19.10		18.42	
			12.57	5.28	14.22	6.14	13.23	5.87	12.54	5.88
	Cambodia	Person	47		47		50		56	
			36	11	40	7	43	7	47	9
		% of total part-time doctors	0.49		0.56		0.55		0.58	
			0.38	0.12	0.49	0.08	0.47	0.08	0.49	0.09
	Age < 30 years	Person	1		1		0		3	
			1	0	1	0	0	0	1	2
		% of total part-time doctors	0.01		0.01		0.00		0.03	
			0.01	0.00	0.01	0.00	0.00	0.00	0.01	0.02
	Age 30-50 years	Person	40		40		44		44	
			30	10	34	6	38	6	38	6
		% of total part-time doctors	0.42		0.47		0.49		0.46	
			0.31	0.10	0.40	0.07	0.42	0.07	0.40	0.06
	Age > 50 years	Person	6		6		6		9	
			5	1	5	1	5	1	8	1
		% of total part-time doctors	0.06		0.07		0.07		0.09	
			0.05	0.01	0.06	0.01	0.06	0.01	0.08	0.01

Social Performance

Clinical Staff (only doctors)

GRI Standard	Performance	Unit	2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female
401-1	New Hires									
	New Hires Full-time Doctor	Person	252		239		256		382	
			116	136	115	124	136	120	166	216
		% per total Full-time Doctor	8.46		8.02		8.60		11.78	
			3.89	4.56	3.86	4.16	4.57	4.03	5.12	6.66
	Thailand	Person	246		233		254		380	
			112	134	111	122	134	120	165	215
		% per total new hires full-time doctor	97.62		97.49		99.22		99.48	
			44.44	53.17	46.44	51.05	52.34	46.88	43.20	56.28
	Cambodia	Person	6		6		2		2	
			4	2	4	2	2	0	1	1
		% per total new hires full-time doctor	2.38		2.51		0.78		0.52	
			1.59	0.79	1.67	0.84	0.78	0.00	0.26	0.26
	Turnover									
	Total Full-time Doctor turnover rate	Person	281		231		235		218	
			156	125	125	106	116	119	103	115
		% per total Full-time Doctor	9.43		7.75		7.89		6.72	
			5.23	4.19	4.19	3.56	3.90	4.00	3.17	3.55
	Thailand	Person	261		227		233		217	
			145	116	121	106	115	118	102	115
		% per total turnover Full-time doctor	92.88		98.27		99.16		99.54	
			51.60	41.28	52.38	45.89	48.94	50.21	46.79	52.75
	Cambodia	Person	20		4		2		1	
			11	9	4	0	1	1	1	0
		% per total turnover Full-time doctor	7.12		1.73		0.84		0.46	
			3.91	3.20	1.73	0.00	0.42	0.42	0.46	0.00

Social Performance

Clinical Staff (only doctors)

GRI Standard	Performance	Unit	2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female
	Total Full-time Doctor voluntary turnover rate	Person	266		226		234		218	
			149	117	123	103	116	118	103	115
		% per total Full-time Doctor	8.93		7.58		7.86		6.72	
			5.00	3.93	4.13	3.46	3.90	3.96	3.17	3.55
	Thailand	Person	247		222		232		217	
			138	109	119	103	115	117	102	115
		% per total full-time doctor voluntary turnover	87.90		96.10		98.72		99.54	
			49.11	38.79	51.52	44.59	48.94	49.79	46.79	52.75
	Cambodia	Person	19		4		2		1	
			11	8	4	0	1	1	1	0
		% per total full-time doctor voluntary turnover	6.76		1.73		0.84		0.46	
			3.91	2.85	1.73	0.00	0.42	0.42	0.46	0.00

Social Performance

Clinical Staff (only doctors)

GRI Standard	Performance	Unit	2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female
404-1	Doctor Training & Education									
	Continuing Medical Education of doctor	Average training credits per doctor per year	29.00		33.00		44.50		44.76	
			29.00	29.00	32.00	34.00	43.40	45.60	44.41	45.12
		Target training credits per doctor per year	20.00		20.00		20.00		20.00	
	Doctor Engagement									
	Doctor Engagement	% Doctor Engagement	82.36		83.76		84.14		84.29	
			83.06	81.66	84.27	83.25	84.44	83.84	84.66	83.92
		%Target	82.00		83.00		84.00		80.00	

Social Performance

Occupational Health and Safety

GRI Standard	Performance	Unit	2020	2021	2022	2023
403-9	Work-related injuries					
403-9	Employees					
403-9	Total number of fatalities	number	0	0	0	0
403-9	Fatalities rate	number per 1,000,000 hours worked	0	0	0	0
403-9	Total number of high-consequence work-related injuries	number	0	0	16	37
403-9	High-consequence work-related Injuries Rate	number per 1,000,000 hours worked	0	0	0.20	0.42
403-9	Total number of recordable work-related injuries	number	345	296	382	452
403-9	Recordable work-related injuries rate	number per 1,000,000 hours worked	6.98	6.02	4.89	5.10
	Lost-time Injury Frequency Rate (LTIFR)	number per 1,000,000 hours worked	0.01	0.02	0.20	0.63
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	0	0	0
403-9	Total number of high-consequence work-related injuries	number	0	0	12	1
403-9	High-consequence work-related Injuries Rate	number per 1,000,000 hours worked	0	0	0.80	0.05
403-9	Total number of recordable work-related injuries	number	34	43	41	27
403-9	Recordable work-related injuries rate	number per 1,000,000 hours worked	2.64	3.43	2.73	1.36
	Lost-time Injury Frequency Rate (LTIFR)	number per 1,000,000 hours worked	0.47	0.40	0.80	0.15
403-10	Work-related ill health					
403-10	Employee					
403-10	Total number of fatalities	number	0	0	0	0
403-10	Total number of cases of recordable work-related ill health	number	0	4	7	39
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	3	1	0	6

Environment Performance

GRI Standard	Performance	Unit	2020	2021	2022	2023
GHG Emissions						
	Total GHG emissions (Scope 1 + 2)	Tons CO ₂ eq	104,150.45	104,610.25	242,540.83	184,209.73
305-1	Gross direct (Scope 1) GHG emissions	Tons CO ₂ eq	7,717.09	8,674.20	33,688.43	28,899.89
305-1	Total biogenic CO ₂ emissions	Tons CO ₂ eq	0.00	0.00	475.15	229.09
305-2	Gross location-based energy indirect (Scope 2) GHG emissions	Tons CO ₂ eq	96,433.36	95,936.05	208,852.40	155,309.84
305-2	Gross market-based energy indirect (Scope 2) GHG emissions*	Tons CO ₂ eq	96,433.36	95,936.05	208,852.40	155,309.84
305-4	GHG Emissions Intensity (Scope 1 + 2)	Tons CO ₂ per Million Baht	1.46	1.38	2.61	1.80
Energy						
302-1	Total energy consumption within the organization	Gigajoule	701,586.52	700,031.93	1,789,482.45	1,331,442.58
302-1	Total non-renewable fuel consumption	Gigajoule	4,373.69	2,361.79	261,801.00	184,597.79
302-1	Total electricity purchased for consumption	Gigajoule	694,459.06	690,877.75	1,501,633.56	1,115,988.35
302-1	Total renewable energy consumption	Gigajoule	2,753.77	6,792.38	26,047.88	30,856.44
302-3	Energy Consumption Intensity	Gigajoule per Million Baht	9.81	9.25	19.25	13.03
	Total costs of energy consumption	Million Baht	703.95	701.70	2,309.11	1,712.08

Remark:

*Thailand'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.

Environment Performance

GRI Standard	Performance	Unit	2020	2021	2022	2023
Water						
303-5	Total water consumption from all areas	m ³	473,052.04	472,427.49	753,965.62	810,169.39
	Total water consumption from all areas with water stress	m ³	11,115.80	11,108.80	50,654.28	647,610.39
303-3	Total water withdrawal from all areas	m ³	2,494,338.96	2,462,513.42	3,625,977.12	3,749,781.43
	Water Withdrawal by source	m ³	2,438,759.96	2,406,969.42	3,375,319.12	699,845.34
	Surface water					
	- Fresh water (≤1,000 mg/L Total Dissolved Solids)	m ³	0.00	0.00	4,903.00	3,065.00
	- Other water (>1,000 mg/L Total Dissolved Solids)	m ³	0.00	0.00	0.00	0.00
	Ground water					
	- Fresh water (≤1,000 mg/L Total Dissolved Solids)	m ³	179,531.20	194,295.90	185,132.10	179,321.34
	- Other water (>1,000 mg/L Total Dissolved Solids)	m ³	0.00	0.00	0.00	0.00
	Third-Party water					
	- Fresh water (≤1,000 mg/L Total Dissolved Solids)	m ³	2,259,228.76	2,212,673.52	3,185,284.02	517,459.00
	- Other water (>1,000 mg/L Total Dissolved Solids)	m ³	0.00	0.00	0.00	0.00
	Total water withdrawal from all areas with water stress	m ³	55,579.00	55,544.00	250,658.00	3,049,936.09
	Third-Party water					
	- Fresh water (≤1,000 mg/L Total Dissolved Solids)	m ³	55,579.00	55,544.00	250,658.00	3,049,936.09
	- Other water (>1,000 mg/L Total Dissolved Solids)	m ³	0.00	0.00	0.00	0.00

Environment Performance

GRI Standard	Performance	Unit	2020	2021	2022	2023
303-4	Water Discharge	m ³	2,010,171.12	1,978,977.13	2,872,011.50	2,939,612.04
	Water Discharge by destination	m ³	1,965,707.92	1,934,541.93	2,672,007.78	537,286.34
	Surface water					
	- Fresh water (≤1,000 mg/L Total Dissolved Solids)	m ³	1,965,707.92	1,934,541.93	2,645,489.78	509,578.74
	- Other water (>1,000 mg/L Total Dissolved Solids)	m ³	0.00	0.00	0.00	0.00
	Third-party water					
	- Fresh water (≤1,000 mg/L Total Dissolved Solids)	m ³	0.00	0.00	26,518.00	27,698.60
	- Other water (>1,000 mg/L Total Dissolved Solids)	m ³	0.00	0.00	0.00	0.00
	Total water discharge to all areas with water stress	m ³	44,463.20	44,435.20	200,003.72	2,402,325.70
	Surface water					
	- Fresh water (≤1,000 mg/L Total Dissolved Solids)	m ³	44,463.20	44,435.20	200,003.72	2,402,325.70
	- Other water (>1,000 mg/L Total Dissolved Solids)	m ³	0.00	0.00	0.00	0.00
	Water Withdrawal Intensity	m ³ per Million Baht	34.89	32.5	39.00	36.71
	Water Consumption Intensity	m ³ per Million Baht	6.77	6.39	8.11	7.93

Environment Performance

GRI Standard	Performance	Unit	2020	2021	2022	2023
Waste						
306-3	Total Weights of Waste	Tons	7,863.84	9,047.98	13,228.43	16,209.82
	Total Hazardous Waste	Tons	2,260.10	3,127.06	5,293.39	4,938.53
	Total Non-Hazardous Waste	Tons	5,603.73	5,920.92	7,935.04	11,271.29
306-4	Total weight of waste diverted from disposal	Tons	1,119.82	1,470.50	1,978.96	2,758.51
	Total weight of hazardous waste diverted from disposal	Tons	19.78	7.40	35.17	1.03
	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	19.78	7.40	35.17	1.03
	- Preparation for reuse	Tons	0.00	0.00	0.00	0.00
	- Recycling	Tons	19.78	7.40	35.17	0.95
	- Other recovery operations	Tons	0.00	0.00	0.00	0.08
	Total weight of non-hazardous waste diverted	Tons	1,100.04	1,463.10	1,943.79	2,757.49
	Total weight of non-hazardous waste diverted from disposal onsite	Tons	1.35	1.30	49.21	127.98
	- Preparation for reuse	Tons	1.19	1.30	0.00	0.00
	- Recycling	Tons	0.00	0.00	0.00	8.32
	- Other recovery operations	Tons	0.16	0.00	49.21	119.66
	Total weight of non-hazardous waste diverted from disposal offsite	Tons	1,098.69	1,461.80	1,894.58	2,629.51
	- Preparation for reuse	Tons	0.00	0.00	0.00	81.75
	- Recycling	Tons	620.83	638.90	1,786.44	2,126.00
	- Other recovery operations	Tons	477.86	822.90	108.14	421.77

Environment Performance

GRI Standard	Performance	Unit	2020	2021	2022	2023
306-5	Total weight of waste directed to disposal	Tons	6,744.01	7,577.48	11,249.47	13,451.31
	Total weight of hazardous waste directed to disposal	Tons	2,240.32	3,119.66	5,258.22	4,928.69
	Total weight of hazardous waste directed to disposal onsite	Tons	0.00	0.00	0.00	7.23
	- Incineration (with energy recovery)	Tons	0.00	0.00	0.00	0.00
	- Incineration (without energy recovery)	Tons	0.00	0.00	0.00	7.23
	- 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	2,240.32	3,119.66	5,258.22	4,930.27
	- Incineration (with energy recovery)	Tons	0.00	0.00	176.94	134.07
	- Incineration (without energy recovery)	Tons	2,234.84	3,114.36	5,070.01	4,732.52
	- Landfilling	Tons	5.49	5.30	11.27	13.19
	- Other disposal operations	Tons	0.00	0.00	0.00	50.49
	Total weight of non-hazardous waste directed to disposal	Tons	4,503.69	4,457.82	5,991.25	8,513.80
	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	4,503.69	4,457.82	5,991.25	8,513.80
	- Incineration (with energy recovery)	Tons	345.78	398.80	552.25	878.40
	- Incineration (without energy recovery)	Tons	748.33	717.82	404.91	538.48
	- Landfilling	Tons	3,409.58	3,341.20	5,034.09	7,073.57
	- Other disposal operations	Tons	0.00	0.00	0.00	23.35
	Waste Intensity	Tons per Million Baht	0.11	0.12	0.14	0.16

Environment Performance

2023 Environmental Target

	Unit	Performance	Target
GHG Emissions Scope 1	Tons CO ₂ eq	28,899.89	≤ 32,000.00
GHG Emissions Scope 2	Tons CO ₂ eq	155,309.84	≤ 198400.00
GHG Emissions Intensity	Tons CO ₂ eq/Million Baht	1.80	≤ 2.48
Non-renewable Fuel Consumption	Gigajoule	1,331,442.58	≤ 1,656,887.00
Renewable Fuel Consumption	Gigajoule	30,856.44	≥ 20,000.00
Energy Consumption Intensity	Gigajoule/Million Baht	13.03	≤ 18.29
Water Consumption	m ³	810,169.39	≤ 716,100.00
Water Withdrawal Intensity	m ³ /Million Baht	36.71	≤ 38.61
Waste Directed To Disposal	Tons	16,209.82	≤ 11,000.00
Waste Intensity	Tons/Million Baht	0.16	≤ 0.14

GRI Content Index (GRI Standard 2021)

Statement of use	Bangkok Dusit medical Services PLC has reported in accordance with the GRI Standards for the period of 1 st January 2023 to 31 st December 2023
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	-

GRI Standard	Disclosure	Location	Omission / Remark
General Disclosures / Corporate Governance			
GRI 2: General Disclosures 2021	2-1 Organizational details	BDMS SD Report 2023, page 171	
	2-2 Entities included in the organization's sustainability reporting	BDMS SD Report 2023, page 175	
	2-3 Reporting period, frequency and contact point	BDMS SD Report 2023, page 174	
	2-4 Restatements of information	BDMS SD Report 2023, page 16, 174	
	2-5 External assurance	BDMS SD Report 2023, page 177	
	2-6 Activities, value chain and other business relationships	BDMS SD Report 2023, page 83, 173	
	2-7 Employees	Sustainability Performance Report 2023, page 4-18	
	2-8 Workers who are not employees	Sustainability Performance Report 2023, page 19-24	
	2-9 Governance structure and composition	BDMS SD Report 2023, page 21-22	See further details in BDMS One Report at https://investor.bangkokhospital.com/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.bangkokhospital.com/en/downloads/one-report
	2-11 Chair of the highest governance body	See Remark	See further details in BDMS One Report at https://investor.bangkokhospital.com/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.bangkokhospital.com/en/downloads/one-report
	2-13 Delegation of responsibility for managing impacts	See Remark	See further details in BDMS One Report at https://investor.bangkokhospital.com/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.bangkokhospital.com/en/downloads/one-report
	2-15 Conflicts of interest	See Remark	See further details in BDMS One Report at https://investor.bangkokhospital.com/en/downloads/one-report
	2-16 Communication of critical concerns	See Remark	See further details in BDMS One Report at https://investor.bangkokhospital.com/en/downloads/one-report

GRI Content Index (GRI Standard 2021)

GRI Standard	Disclosure	Location	Omission / Remark
General Disclosures / Corporate Governance			
GRI 2: General Disclosures 2021	2-17 Collective knowledge of the highest governance body	See Remark	See further details in BDMS One Report at https://investor.bangkokhospital.com/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.bangkokhospital.com/en/downloads/one-report
	2-19 Remuneration policies	See Remark	See further details in BDMS One Report at https://investor.bangkokhospital.com/en/downloads/one-report
	2-20 Process to determine remuneration	See Remark	See further details in BDMS One Report at https://investor.bangkokhospital.com/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 SD Report 2023, page 2	
	2-23 Policy commitments	BDMS SD Report 2023, page 24, 25, 37, 56, 58, 84, 92, 131, 134, 140, 150	See further details of each policy at https://investor.bangkokhospital.com/en/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 SD Report 2023, page 33-34	
	2-26 Mechanisms for seeking advice and raising concerns	BDMS SD Report 2023, page 33-34	
	2-27 Compliance with laws and regulations	BDMS SD Report 2023, page 35, 56	
	2-28 Membership associations	BDMS SD Report 2023, page 172	
	2-29 Approach to stakeholder engagement	BDMS SD Report 2023, page 16-19	
	2-30 Collective bargaining agreements	BDMS SD Report 2023, page 146	
Material Topics			
GRI 3: Material Topics 2021	3-1 Process to determine material topics	BDMS SD Report 2023, page 16-19	✓ External Assurance
	3-2 List of material topics	BDMS SD Report 2023, page 16-19	
	3-3 Management of material topics	See details in each chapter	

GRI Content Index (GRI Standard 2021)

GRI Standard	Disclosure	Location	Omission / Remark
Service Quality and Patient Safety			
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	BDMS SD Report 2023, page 62	
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	See Remark	See further details at https://www.bdms.co.th/sustainability/Sustainability-2/csd6
	417-2 Incidents of non-compliance concerning product and service information and labeling	See Remark	See further details at https://www.bdms.co.th/sustainability/Sustainability-2/csd6
	417-3 Incidents of non-compliance concerning marketing communications	See Remark	See further details at https://www.bdms.co.th/sustainability/Sustainability-2/csd6
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	BDMS SD Report 2023, page 36, 52	
GRI Not Applicable	BDMS accreditation result	BDMS SD Report 2023, page 66	
Innovation and Technology of Sustainability			
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	BDMS SD Report 2023, page 36, 52	
GRI Not Applicable	Number of innovation development projects.	BDMS SD Report 2023, page 72	
Information Security and Privacy			
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	BDMS SD Report 2023, page 36, 52	
Supply Chain Management			
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	BDMS SD Report 2023, page 83	
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	BDMS SD Report 2023, page 83	
Customer Relationship Management			
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	BDMS SD Report 2023, page 36, 52	
GRI Not Applicable	Patient's perception towards service behaviors	BDMS SD Report 2023, page 110	

GRI Content Index (GRI Standard 2021)

GRI Standard	Disclosure	Location	Omission / Remark
Human Rights Management			
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Sustainability Performance Report 2023, page 4-18	
GRI 412: Human Rights Assessment 2016	412-1 Operations that have been subject to human rights reviews or impact assessments	BDMS SD Report 2023, page 140	
	412-2 Employee training on human rights policies or procedures	BDMS SD Report 2023, page 144	
	412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	BDMS SD Report 2023, page 146	
Community Engagement			
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Sustainability Performance Report 2023, page 3	
Human Capital Development and Retention			
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Sustainability Performance Report 2023, page 12-17	
	401-2 Benefits provided to full-time employees that are not provided to temporary or parttime employees	BDMS SD Report 2023, page 101-102	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Sustainability Performance Report 2023, page 18	
	404-2 Programs for upgrading employee skills and transition assistance programs	BDMS SD Report 2023, page 93	
	404-3 Percentage of employees receiving regular performance and career development reviews	BDMS SD Report 2023, page 97 Sustainability Performance Report 2023, page 18	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Sustainability Performance Report 2023, page 4-18	

GRI Content Index (GRI Standard 2021)

GRI Standard	Disclosure	Location	Omission / Remark
Occupational Health and Safety			
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	BDMS SD Report 2023, page 131-135	
	403-2 Hazard identification, risk assessment, and incident investigation	BDMS SD Report 2023, page 131-135	
	403-3 Occupational health services	BDMS SD Report 2023, page 131-135	
	403-4 Worker participation, consultation, and communication on occupational health and safety	BDMS SD Report 2023, page 131-135	
	403-5 Worker training on occupational health and safety	BDMS SD Report 2023, page 131-135	
	403-6 Promotion of worker health	BDMS SD Report 2023, page 131-135	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	BDMS SD Report 2023, page 131-135	
	403-9 Work-related injuries	Sustainability Performance Report 2023, page 25	✓ External Assurance
	403-10 Work-related ill health	Sustainability Performance Report 2023, page 25	

GRI Content Index (GRI Standard 2021)

GRI Standard	Disclosure	Location	Omission / Remark
Energy and Climate Change Management			
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Sustainability Performance Report 2023, page 26	✓ External Assurance
	302-3 Energy intensity	Sustainability Performance Report 2023, page 26	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Sustainability Performance Report 2023, page 26	✓ External Assurance
	305-2 Energy indirect (Scope 2) GHG emissions	Sustainability Performance Report 2023, page 26	✓ External Assurance
	305-3 Other indirect (Scope 3) GHG emissions	Sustainability Performance Report 2023, page 26	
	305-4 GHG emissions intensity	Sustainability Performance Report 2023, page 26	
Waste Management			
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	BDMS SD Report 2023, page 157-158	
	306-3 Waste generated	Sustainability Performance Report 2023, page 29	✓ External Assurance
	306-4 Waste diverted from disposal	Sustainability Performance Report 2023, page 29	✓ External Assurance
	306-5 Waste directed to disposal	Sustainability Performance Report 2023, page 30	✓ External Assurance
Water Stewardship			
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	BDMS SD Report 2023, page 163-166	
	303-2 Management of water discharge-related impacts	BDMS SD Report 2023, page 163-166	
	303-3 Water withdrawal	Sustainability Performance Report 2023, page 27	
	303-4 Water discharge	Sustainability Performance Report 2023, page 28	
	303-5 Water consumption	Sustainability Performance Report 2023, page 27	✓ External Assurance