

THG AND SUSTAINABLE OPERATIONS

As a publicly listed company on the Stock Exchange of Thailand (SET), THG, also known as Thonburi Healthcare Group, is dedicated to the principle of sustainable development. This entails conducting our business with careful consideration of its economic, social, and environmental impacts.

To ensure that every aspect of our operations is conducted sustainably, the company is firmly committed to transitioning into a digital hospital — pioneering the utilisation of advanced technology to deliver holistic healthcare services encompassing medical treatment, disease prevention and control, as well as health recovery and promotion.

These initiatives are realised through collaborative efforts with stakeholders to ensure balanced value creation throughout the entire value chain. Given that our business is rooted on quality service and internationally recognised expertise, customers benefit from a fresh experience, both in terms of service quality improvements, modern technology, enhanced convenience, and expedited service delivery. These elements aligns with our key strategies aimed at boosting the company's competitiveness through innovative practices and digital technologies. They serve as critical tools to stimulate service-related innovations and foster equal social opportunities by disseminating news, information, and various services through social media channels, contributing to the sustainable advancement of social wellbeing.

SUSTAINABLE BUSINESS DEVELOPMENT

To ensure that our business is developed sustainably, THG has established a clear vision and implemented a long-term plan to drive the company's policies and operations towards the goal of contributing to a sustainable society. The details are as follows:

THG'S VISION FOR SUSTAINABLE DEVELOPMENT

Medical Sustainability:

THG is determined to become a leader in sustainable development in the healthcare industry of ASEAN by 2050.

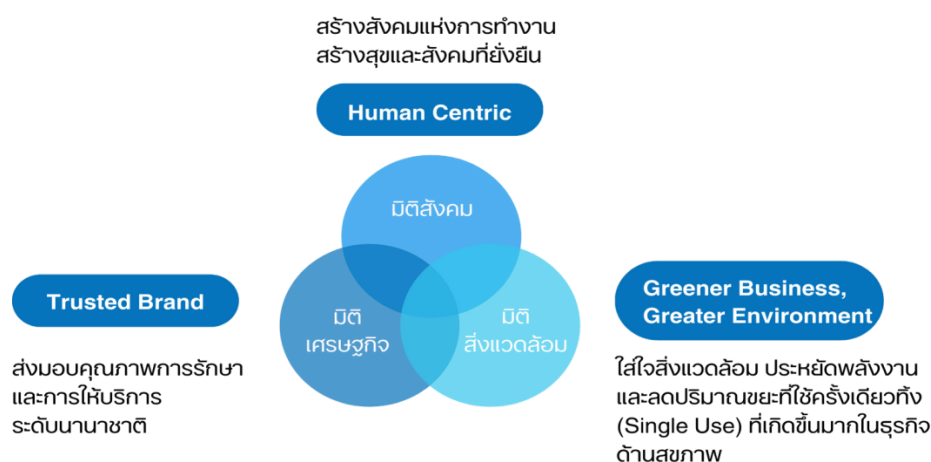
SUSTAINABILITY POLICIES AND OBJECTIVES

Trusted Brand Delivering internationally recognised quality of care and services

Human-Centric Cultivating a workplace culture that promotes happiness and sustains communities

Greener Business, Greener Environment Caring for the environment, conserving energy and reducing single-use waste, a significant issue in the healthcare business

THG prioritised balanced growth that not only benefits all stakeholders but encompasses economic, social, and environmental dimensions. Operating under the international good governance standards, the company is in accord with the Sustainable Development Goals (SDGs) set forth by the global community.



SUSTAINABILITY FRAMEWORK

The company's direction towards sustainable development is consistent with the United Nations' sustainable development goals, reflecting THG's core identity evident throughout our 47-year history. This identity is embodied in three pillars:

T for Trusted Brand: Delivering internationally recognised quality of care and services

Human-Centric: Cultivating a workplace culture that promotes happiness, prioritising human resources development and retention. Our commitment extends to the promotion of sustainable society through community engagement and our dedication to fortifying the Thai public health system.

Greener Business, Greener Environment: Caring for the environment, conserving energy, and reducing single-use waste, a significant issue in the healthcare business.

OPERATING STRATEGIES FOR SUSTAINABLE DEVELOPMENT

Trusted Brand (Economic Dimension)

- Providing trusted healthcare services, supported by high-quality care, modern technology, and expert teams, to meet the healthcare needs of individuals across all age groups, centred around the customer's health and requirements.
- Building the brand by cultivating robust business-to-customer relationships to leave a positive impression, ensuring customer satisfaction, and fostering a sense of loyalty towards the company.
- Joining hands with both domestic and international partners to create opportunities to expand the business, promote a positive image and show Thailand's medical potential and service standards to the international community.
- Dedication to create and develop business to generate mutual value gains for both the business and society. We strive not only to provide medical treatment but also to support people from all walks of life and age groups in achieving good health.

- Seeking investment opportunities to strengthen the brand and ensure its continued growth, with particular concern on addressing healthcare challenges faced by Thailand and countries in the region, such as the transition towards an ageing society.
- Driving and expanding the business to keep pace with technological advancement, with the aim of becoming a leader in medical innovation and technology.

Human-Centric (Social Dimension)








- Organising regular training and development programmes for physicians, nurses, and staff at all levels, with a primary focus on topics related to business and sustainability.
- Conducting drills regularly to prepare for emergency situations and newly emerging diseases, ensuring that executives, medical personnel, and staff of all levels are equipped with the skills for professional crisis management.
- Developing personnel academically and in specialised areas to enhance treatment efficiency, while reinforcing ethical standards to promote organisational excellence.
- Developing the quality of life for communities and society through attentiveness, care, and a spirit of sharing.
- Contributing to society through campaigns and activities that promote good health and wellbeing.
- Conducting regular training and tests to remind executives, physicians, nurses, and staff of all levels to operate the business under the principles of good governance, transparency, fairness and ethics, while consistently complying with laws and regulations, cultivating a culture of adherence in the process.
- Developing and upgrading the quality of life for physicians, nurses, and staff at all levels to boost job satisfaction and foster a healthy work-life balance, ultimately strengthening organisational commitment.



Greener Business, Greater Environment (Environmental Dimension)

- Establishing a knowledge management system for the disposal of non-hazardous waste, based on best practices from other agencies, to serve as an operational model for all departments within the organisation.
- Taking care of the environment through efficient waste management, particularly contaminated items, utilising effective technology, and continuous monitoring, to prevent adverse environmental impacts.
- Promoting energy, natural resources, and environmental conservation to improve social wellbeing through measures aimed at environmental protection and climate change mitigation, such as energy-saving initiatives and proper waste management.
- Instilling a sense of responsibility in personnel to care for society and the environment.

THG's Sustainable Development Goals: Towards 2029

THG is determined to carry on its mission to promote a compassionate, eco-friendly society and alleviate social disparities, fulfilling its commitment to achieve the SDGs as outlined in the following table:

Pillars	Topics	Key Indicator	Targets	SDGs Alignment
Patients and service recipients	Quality of treatment and services	The hospital has been certified by domestic or international bodies for the quality standards of its medical services.	100%	
	Customer Relations	Customer satisfaction score	> 90%	
	Innovations for sustainability	The number of innovations that are effectively implemented, improved upon, and further developed to the extent that they can ultimately generate tangible business value.	> 5	
	Cyber and data security	Every department operates in accordance with international standards for cyber security and data protection.	100%	 
Business partners	Responsible supply chain management	Every department prioritises Tier-1 business partners to operate within the sustainability framework concerning supply chain management.	100%	  

Pillars	Topics	Key Indicator	Targets	SDGs Alignment
Physicians from all specialities, nurses, and staff	Personnel's health and safety	The number of work-related accidents	0	  
	Human Resources development and retention	Employee Satisfaction Employee turnover rate	> 80% < 15%	  
Community and society	Community engagement	The number of people benefiting from community quality-of-life development	> 9,000 people	  
	Strengthening Thailand's public health system sustainably	The number of physicians produced through collaborative efforts with educational institutions	> 1,200 physicians	   
Everyone	Waste management	Reduction in the volume of non-hazardous waste from every department	> 50%	
	Efficient use of resources and energy conservation	Reduction in the use of non-renewable energy from the implementing year	> 15%	
	Mitigate effect of Climate Change by reducing GHG emission	Reduction in both direct and indirect GHG emissions	> 20%	



Sustainability Approach

The company is committed to promoting the health and wellbeing of our staff as well as the communities in which we operate. The mission is carried out in conjunction with the promotion of ethical business practices, focus on business growth, and adherence to good governance standards, alongside the company's mission, vision and values, as guiding principles in our business operations.

The company acknowledges the significance of climate-related data beyond what is presented in this report in mitigating the impacts of climate change. We are in the process of developing methods to build upon our operations in the previous year, and the progress of these efforts will be included in future reports.

Sustainability Governance

The company's board of directors has assigned the corporate governance committee to oversee the sustainability framework, while the sustainability chief is responsible for monitoring and supervising the Group's sustainability activities.

The company has also set up a sustainability working group comprising top executives from primary business units to monitor the alignment of the company's development and policy implementation with its sustainability strategies. The working group is also tasked with recommending the direction of the sustainability report to the corporate governance committee and the company's board, respectively.

The responsibility of the sustainability working group extends to reviewing, evaluating, and determining the context of sustainability issues, key points, and the scope as well as organisation of topics to be included in the report. The working group will determine the key topics to be included in the report based on recommendations from stakeholders both within and outside the organisation. Meanwhile, the company's board will be informed about these topics, and updated on the progress of the company's sustainability efforts. Decisions regarding sustainability strategies will be made during the company's board meetings.

Details regarding "Driving Business for Sustainability" can be found in THG's 2023 sustainability report.