

## Sustainable Development



The Company focuses with perseverance on becoming a good role model and developing sustainable business in all respects including economy, society and environment. The Company's intention is to operate the business based on good corporate governance policy and with responsibilities to community, society and environment. The Company aims to create growth in the business along with generating added values to the society and the Company's stakeholders, including shareholders, investors, employees, customers, business partners and related organizations, competitor, debtor, creditor, and community all of public and private. The company gives high importance to socially, economic and environmentally responsible as well as ethical business operations to supporting social activities that will bring long-term benefits to the local communities and the general public. With such practices, the company hopes to see harmonious living between the business sector and the communities and the society. This will enable the entire society to move forward together and finally achieve sustainable growth. The company's Corporate Social Responsibility Policy covers both in-process and after-process business operations.

The Board of Directors of the Company oversees that the business is being operated in accordance with code of ethics and good corporate governance, including being responsible to community, society, and environment. The Company applies its expertise in business and its corporate social responsibility roles in determining the business strategy, which creates synergy between the business and the society. This approach is in line with the Company's vision and mission to grow its business sustainably. The Company's business strategy includes:

## Strategies for sustainable development

### Economy

1. Building brand through relationship with customers, creating impression, satisfaction and bond between the Company and the customers.
2. In cooperation with local and overseas partners, creating opportunities to grow the business, building corporate image, and demonstrating potential of, and standard level of medical services provided by, Thai medical service provider to global citizen.
3. Creating innovation and development in the business to build common values between the business and the society. Not only providing medical treatments, the Company also supports and promotes good health among the citizen of all levels and ages.
4. Developing the Company's personnel on their academic knowledge and specializations in order to increase efficiency of medical treatments provided to customers and ensure that the services provided are in accordance with the code of ethics.
5. Seeking opportunities in investments in order to increase the Company's strengths and continuously generate growth.

### Social Area

1. Develop the quality of life of communities and society with caring and sharing.
2. Participate in social responsibilities on campaign and health promotion activity and promoting of good hygiene.
3. Conduct the business in accordance with the good corporate governance principle with transparent, integrity and ethic including the strict compliance with laws and regulations.

### Environmental Area

1. Preserve the environment, supervise the management and disposal of waste including various contaminants by using efficient technology and continuously monitoring to avoid any impact on the environment.
2. Promote the conservation of energy, natural resources and the environment for the good quality of life of society.
3. Cultivate the consciousness of the Company's personnel to have social and environmental responsibility.



## Company's actions during the COVID-19 pandemic

In 2020, all over the world are faced with the epidemic situation. COVID-19 affects people's daily lives and affects many businesses. Since January 2020, the Thai government has issued measures and urged people to cooperate, the public and private sectors, to take steps to deter and prevent the spread of disease, such as social distancing, refraining from leaving the home, work from home, and strict measures for cross-provincial or international travel, and the imposition of detention when traveling from abroad, which affects a wide range of businesses, especially those that rely on customers or tourists from foreign countries.

The hospitals of the group's Company were affected from this situation and have taken steps to cope with the pandemic situation effectively and in a timely manner in order for the business to operate sustainably and the safety of patients and staffs, the examples of actions are as follows:

1. Preparation of medicines and medical supplies

Due to the pandemic situation, certain medical supplies such as face masks, N95 masks, personal protective equipment (PPE) and alcohol are in short supply. The Company therefore explores the needs of the affiliated hospitals, procures and plans for appropriate use in order to have adequate protection for medical personnel and patients, helping to reduce the risk of infection or transmission

2. Area and infrastructure management to reduce the chance of disease spreading

In the early stages of the pandemic, affiliated hospitals were preparing to accommodate patients, for example, improving ventilation and reorganizing areas for inpatients at risk of COVID-19 infection. For the outpatient patients, we have set up a separate area from the main building to serve at-risk patients who suffer from respiratory symptoms called ARI Clinic (Acute Respiratory Infection Clinic) and provide a service process to reduce exposure. For example, at Thonburi Hospital, a separate drive-in unit is set up to provide examination, treatment and dispensing services for people with fever, cough, sore throat without having to wait and use the services in the main building.

In addition, in the early stages of the pandemic, the Company also prepared a plan to improve the area to build an intensive care unit (ICU) to accommodate patients in the event of a large number of infected persons resulting in inadequate healthcare facilities and medical equipment, respirators.

3. Increase access to the COVID-19 test to reduce the spread of disease

The outbreak during the early years, many people were worried and needed the COVID-19 test, but at the beginning the test was not extensive enough, causing long queues or limited to group of people who were at risk, the Company therefore added a drive-thru service for infection test at Thonburi 2 Hospital, Thonburi Bamrungmuang Hospital and Sirivej Hospital Chanthaburi to facilitate the patients and to reduce exposure to congestion mixed with a large group of people with quick results. If a large group of people have access to more tests, it will have more opportunity to find the infection and those who are infected will be aware of it faster, reducing the chance of transmission.

4. Implement of cleanliness and disinfecting measures for the safety of personnel and visitors

There is a temperature measurement of people who come to use the service or modify the service process or some equipment to reduce the exposure and clean the touch points such as push buttons of elevators, chairs, door handles, arrange the area to reduce congestion and install alcohol spray and gel to eliminate disease.





## Social Responsibility for Sustainable Development's policy

The Company has set policies, business ethics, and guidelines under Good Corporate Governance and Business Ethics Manual, which can be downloaded from <https://www.thg.co.th/storage/ir/downloads/cg-principle/20190912-thg-cg-ethics-th.pdf>. The group has followed the guidelines and taken the following actions:

### 1. Fair Business Practice

- 1.1 The group conducts business lawfully and there are no legal actions or disputes that would impact trust in, assets and image of THG.
- 1.2 The group conducts business that is beneficial to economy, society and environment such as Jin Wellbeing County Project and innovation called "Phuketcare" which develop on the group's expertise to create economic values and develop society and environment at the same time. This accommodates an aging society, which has become a global problem.
- 1.3 The group has disclosed information memorandum to stakeholders accurately, equally and promptly and in accordance with rules, conditions, and procedures prescribed by SET and SEC regarding submission of information memorandum by listed companies
- 1.4 The group treats stakeholders with fairness, neither taking advantages nor claiming or receiving any benefits unlawfully. Procurement is a department which is prone to corruption. Therefore, the Company has set a procurement policy which is clear and transparent. The guidelines for selection of trade partners are as follows:
  - Prepare register on seller's information upon starting selection process of new seller. No transaction will be performed with any person or juristic person who commits unlawful act.
  - Procurement Department shall consider information on product/service, reliability, before/after sale service, warranty, experience, track records and price prior to proposing to procurement committee for consideration.
  - Prepare quality assessment on seller on a yearly basis from product evaluation form, defect arising from product inspection, and rectification measure proposed by seller upon notification.
- 1.5 The group treats competitors fairly within the competition framework and shall not dishonestly seek confidential information of competitors.



## 2. Anti-Corruption

Directors, executives and employees shall neither carry out nor accept any type of corruption in any event. The Company has set the below guidelines and examined and monitored compliance with the anti-corruption policy on a regular basis to ensure that they are in line with changes in the business and the relevant rules, regulations and laws:

- 2.1 Directors, executives, and employees shall comply with the anti-corruption policy communicated by the Company through various channels such as staff training and the Company’s website and shall not involve in any corruption directly and indirectly.
- 2.2 Directors, executives, and employees shall be careful about receiving entertainment and giving or receiving present and shall strictly comply with giving and receiving of gift and entertainment policy and ensure that it would not affect the decision making in performing their duties and responsibilities.
- 2.3 Procurement, charity donation and money sponsorship shall be in accordance with the Company’s procedures which are transparent and verifiable. Charity donation and money sponsorship policies shall be complied with. The Company gives importance to sufficient and appropriate internal control which allows for compliance of the business with the good corporate governance policy.
- 2.4 Directors, executives, and employees shall not neglect or ignore any act which could be potential corruption relating to the Company and shall notify such act to supervisor or responsible person or through channels according to the Whistle Blowing Policy. Directors, executives, and employees shall provide cooperation in fact-finding and investigation on such matter.
- 2.5 Corruptions are wrongdoings and those who are corrupted shall receive disciplinary actions according to the Company’s regulations and may receive penalties according to the laws if such corruption is considered an illegal act.

The Company and its subsidiaries have communicated such policy to its employees and executives in the form of trainings, circular letters to employees to understand and acknowledge the policy by signing and using the policy as part of orientations to new employees. The policy has been determined as part of employee evaluation in which employees are assessed by taking organization test. The test includes questions relating to ethics, work practice, and anti-corruption policy. It is to provide knowledge to employees regarding policy and good practice in anti-corruption and promote employees to be honest and responsible in their

roles and responsibilities.



In 2021, the Company has communicated and monitored compliance with ethics and anti-corruption practice of associated companies, namely Sirivej Hospital Chanthaburi Company Limited and Ubonrak Hospital Company Limited. Both companies provided trainings, conducted assessment on understanding of employees, included the topic in employee handbook, and requested employees to sign for acknowledgement to ensure 100% compliance.

### 3. Health safety and hygiene at work

The Board of Directors complies with the laws and the relevant industrial standards relating to pollution prevention and health protection and safety of employees at work and third parties who may receive an impact from the business activities. The Board of Directors focuses on continuous development of occupational health and safety procedures. Samples of implementation on such matter are as follows:

#### 3.1 Safety, welfare, and security

The Company managed areas from building structure to adhere to safety standards. It prepared safety system, inspected and monitored the areas. Other matters that were focused including elimination of hazardous chemicals, maintenance of medical tools and equipment, maintenance of electricity and water systems and wastewater treatment to ensure that the systems were ready and sufficient for usage. The systems were examined, maintained, repaired and equipment replacement according to their useful life.

#### 3.2 Emergency management

The Company practiced group accident plans. It also reviewed natural disaster response plan to be prepared and could systematically respond in any situation.

The Company gives importance to health, safety and hygiene at work. In 2020, there was an incident at work which caused 5 employees due to minor accidents such as dropping object on the foot. The average number of days off was 3 days.

### 4. Respect for Human Rights

The Company gives importance to respect for life and human rights which are fundamental for management and development of human resources, including establishing social relations.

Therefore, the Company has a policy to promote respect for basic human rights and equality without discrimination and division with respect of nationality, race, gender, religion, political beliefs or any other types of belief, background, assets, origin or status. The Company promotes and gives opportunities to its employees to express opinion or file complaints relating to violation of human rights such as:

- The management and employees of the Company consist of both women and men whose religion beliefs include Buddhism, Christian and Islam. They can work together in harmony without prejudice. Everybody has the opportunity to be promoted based on his/her performance.
- When having receptions for employees on special occasions such as company anniversary, the Company selects food suitable for all religions and always includes vegetarian.
- The Company does not prohibit political participation and exercising of political rights under the laws by all employees at all levels.

## 5. Fair Treatment of Employees

The Company believes that human resources is the most important factor for business operations which generate values and return to organization. Each of the Company’s operations require knowledge, capabilities and devotions, both physically and mentally, in order to achieve goals and objectives.

The Company has established a guideline for employee treatment. The management shall treat the employee fairly and without bias. The employees shall be encouraged and supported in developing their potentials and improving work efficiency. Compliance of ethics shall be promoted among employees and appropriate level of employee welfare shall be provided. The employees shall be treated with sincerity - their opinion should be heard and suggestions should be given to them as feedback.

In the year 2020, the Company organized the following key activities relating to human resource development:

- 5.1 Annual health examination for employees by providing a health examination program suitable for age of each employee. The Company also offered health examination programs for employees’ families at a special price.
- 5.2 Employee benefits such as healthcare payments, life and accident insurance, child’s tuition fee, other types of monetary support and benefits such as funeral support payments and loan for child’s education.
- 5.3 Trainings useful for employee development including management skills, professional skills and knowledge increase for usage in daily life. Trainings were organized within the organization and by various institutions. The average training hours per person is 23 hours per person per year.
- 5.4 Employees had the opportunities to participate in various activities organized by the group, for instance making merit by offering food to monks on religious days, “Happy Father’s Day...With Love” activity, Songkran festival activity, pouring water on the hands of revered elders and asking for blessing activity, and growing plants activity in honor of His Majesty the King etc.
- 5.5 Taking out Covid-19 insurance policies for employees, executives, and all directors for two consecutive years.
- 5.6 Providing financial support in the form of loans to employees so that the employees could borrow at a low interest rate.
- 5.7 Caring of employees and focusing on responsibilities to stakeholders. The hospital director of Thonburi Hospital conducted Covid-19 test for all employees who travelled to provinces using public transportation by himself and allowed employees to resume work if infection was not found.
- 5.8 Employees may file a complaint or notify any suspicious act relating to violation of rights, fraud, illegal acts, and Corporate Governance and Business Ethics Policy to the Audit Committee who are independent directors via email at [BOD@thg.co.th](mailto:BOD@thg.co.th) or [AC@thg.co.th](mailto:AC@thg.co.th) or Internal Audit Unit at [IA@thg.co.th](mailto:IA@thg.co.th) for inspection according to prescribed procedures and further proposal to the Board of Directors.



## 6. Consumer Responsibilities

- 6.1 To provide services/products that beneficial to customers in terms of quality and price under appropriate security and technology as well as raising standards continuously.

All hospitals in the group present costs of medicines and medical supplies at cashiers. Customers can use their mobile phones to scan QR Code for more details and the costs are also published on the Ministry of Commerce’s website for examination and comparison by customers. Nine out of 16 local hospitals of Thonburi Healthcare Group opened for services in the year 2019 were rated “green” by the Ministry of Commerce for the most affordable medicine pricing. This illustrates transparency and fairness to customers. Those hospitals include Thonburi 2 Hospital, Roi Et - Thonburi Hospital, Kalasin – Thonburi Hospital, Rajthanee Hospital, Phatara - Thonburi Hospital, Sirivej Hospital Chanthaburi, Thonburi-Chumphon Hospital, Nakhon Christian Hospital, and Trangruampat Hospital.

- 6.2 To comply with terms and conditions which are transparent and equal to customers. In case of inability to comply with, the negotiation shall be made with the customer in advance in order to find solutions and prevent damage.
- 6.3 To procure customer services system and communication channels. To consult on how to solve the problem and to receive complaints to provide customers with the highest satisfaction and to ensure that customers receive excellent quality service.
- 6.4 To disclose information about the service in full and on time and do not distort the facts including to maintain a good and substantial relationship.
- 6.5 To maintain confidentiality of customer information and do not use such information for their own benefit and/or other related persons.
- 6.6 The Company prepares itself for events of emergency such as preparation in the event of mass casualty incident in order to accommodate 5 patients and above at the same time and preparation in the event of new disease such as COVID 19.



- 6.7 Hospitals in the group accept return of medicines and give refund to customers in case of drug allergy. Medicines returned by customers will not be reused and be destroyed for consumer safety.
- 6.8 Promoting health screening unit to the public and activities to provide knowledge by doctors and medical personnel from hospitals within the group to educate people for correct understandings and good health in the long run. During the spread of Covid-19, the Company focused on educating the public through video clips and live on Facebook via the hospital Facebook fan page.
- 6.9 The hospitals in the group focus to provide “Service by Heart” and conduct survey on satisfaction and develop service standard by using AIDET program which is developed to assist on communication and to provide information between service provider and patient or its family in order to analyze the information and identify problems and to improve the services to create good impression of customer to come to use the service again. This program has been followed up every month. In 2019, the satisfaction rate of OPD patients was 84% and IPD patients was 93% which were higher than the criteria determined by the Company.

## 7. Environmental Protection

The Company realizes the importance of environment to human living. At the same time, our society has been giving more importance to environmental conservation and the implementation in accordance with the ISO standard ISO 9001: 2015

The Company has established an environmental policy as guidelines for conducting its business operations with exercise of due care and diligence in order to prevent or minimize environmental impact to nearby communities. The Company determines to control both water and air pollution by controlling quantity of wastewater released from building and exhaust from exhaust pipe. In addition, the Company promotes waste segregation and recycle in order to reduce quantity of garbage, the examples of implementation are as follows: 4k

- 7.1 Effective sewage treatment system and the quality of wastewater is in accordance with the standard of the Pollution Control Department. The sludge circulating pump has been installed from the sedimentation pond into the septic tank and this pump will be turned on once a week and the sediment is pumped once a year to reduce the sediment and wastes to prevent them from the sewage treatment system.
- 7.2 Green rooftop project of Friend in Need (of“PA”) Volunteers Foundation by separating of UHT boxes to build rooftop and educational materials for poor people.
- 7.3 Waste separation project to reduce pollution and global warming by providing bin for each type of waste in the areas outside building and parking area to promote the proper disposal of garbage and classifying waste in order for the safety of collection of the responsible staff.
- 7.4 “ENV good things to tell” project by providing staffs of the Environment Committee together with ENV network to survey departments in all areas of the hospital covering environment topic and the objective is the staffs shall be part of the environment management and it shall beneficial to departments including to develop environment continually.
- 7.5 Say No to Plastic Bag Project
  - “Stop using foam box for food packing” campaign and to use biodegradable boxes instead and to promote the staffs to bring their own box for purchasing food in hospital’s canteen in replacement of plastic bags.
  - Promoting staffs to reduce wastes by requesting the staffs to bring container such as food carrier instead of plastic bag or foam box and it also promote the staffs to use cloth bag instead of plastic bag by providing cloth bag for reusing and returning.



## 8. Energy Saving

The Company has concerned on the energy saving by promoting the using of energy with value and in full efficiency in order to receive the best benefit. Examples of actions relating to this matter include:

- Appointment of the Energy Conservation Committee at Thonburi Hospital.
- Changing air conditioners to magnetic system which was the oil free system to reduce the using of energy at less 30% and to reduce the maintenance cost.
- Providing a knowledge on energy saving to staffs such as turning off air conditioner during lunchbreak, using staircase instead of elevator, etc.
- New employee orientations relating to energy conservation in order to build awareness on energy saving.

In addition, the project on environment protection of the Company's group which was for energy saving at the same time.

## 9. Community Participation and Development

The Company focused on the activity regarding the caring and responsibility of all stakeholders of society. It was a part of the business operation. The Company and its subsidiaries have organized the activity for public interest by supporting the business partners, entrepreneurs and customers to participant in returning to society together. This activity focused on the using of resources and knowledges to create the benefit to society and stakeholders including the environment protection of local community and providing the health knowledge and organizing activity for general public to aware of health protection which will result in growing together of all sectors, the example of activities in the past year are as follows:

### Promoting health knowledge, Raise awareness and self-protection measures to the community

- **Activities to educate the community**

Thonburi 2 Hospital organized activities to provide healthcare knowledge to a total of 5 contract partners and schools in Thawi Watthana District, namely 10 participants from Hummingbird International Kindergarten, 35 participants from Denla Rama V School and 50 participants from Plearnpattana School, Central Plaza Pinklao and Central Plaza Salaya to educate and create understandings, build awareness and prepare response measures, and reduce risk of infection. Participants were encouraged to frequently wash hands, wear protective masks and ensure that they were far from Covid-19 infection.



- Project to change health habits in order to reduce risk of hypertension, hyperlipidemia and diabetes among monks at Burapa Temple in Ubon Ratchathani Province.



- **Activities to promote healthcare**

Thonburi Bamrungmuang Hospital and Rajyindee Hospital organized activities to promote hand washing to prevent diseases in schools in the communities. Rajyindee Hospital in Songkhla had a walk rally to promote hand washing and wearing of protective masks. Gel alcohol was handed out in tourist areas.

- **Health screening unit for the community**

The community was encouraged to understand and become aware of healthcare. Preliminary health check should be conducted on a regular basis to screen risk of diabetes, heart disease, paresis, and paralysis etc.



- **Influenza vaccination for monks in Thawi Watthana District**

Thonburi 2 Hospital, in cooperation with Thammasapa Foundation, provided vaccines to monks in Thawi Watthana District under the project “Smiling for Good Health.” Thonburi 2 Hospital sent a unit to provide influenza vaccination for monks in 9 temples and 148 monks received such vaccination.



- **Blood Donation Activities**



Organized every year by hospitals within the group such as Thonburi 2 Hospital. The public and hospital personnel jointly donated blood with total quantity of 223 units.

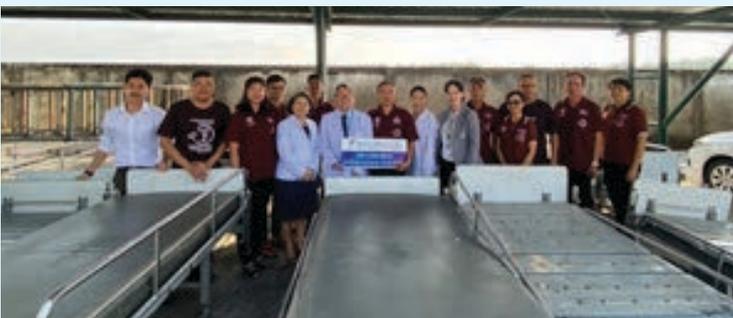
**Building good relationship with community and donations to support and assist the disadvantaged and disaster victims**

- Volunteer project for community development**

The Company assisted in developing the community in respect of creating clean and livable environments. This was to promote quality of life of people in the community. For instance, Thonburi Hospital, in cooperation with Bangkok Noi Thonburi community, organized activities such as an activity called “Doing good for Nation, Religion and King” under which temples were cleaned to improve environment and scenery.



- Donations to governmental agencies for provision to those in need**



- Donations to neighboring area affected by the Covid-19 pandemic



For examples, communities near Thonburi Hospital, Thonburi 2 Hospital, Thonburi Bamrungmuang Hospital and Rajyindee Hospital.

Thonburi Healthcare Group

- Donation of drinking water and dry food to disaster victims in Nakhon Si Thammarat Province



Rajyindee Hospital in Songkhla Province and Thonburi Thungsong Hospital in Nakhon Si Thammarat Province were in Nakhon Si Thammarat Province to donate drinking water and dry food to disaster victims.

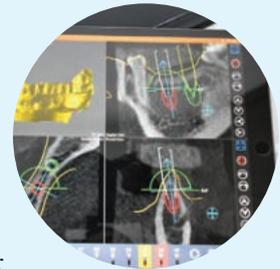
## 10. Innovation and Transfer of Innovation Developed Through Operations Responsible for Society, Environment and Stakeholders

The Company supports innovations developed both through internal process and through cooperation between organizations. Not only development of new things through new methods, innovations but also include changes to idea or production in order to create value-added products or services. The objective of innovations is to create changes in a positive way, so that better things shall be created and productivity shall be increased, which shall ultimately result in maximum benefits to the society.

Transfer of innovation is considered a socially responsible activity. The communication and notification to stakeholders for acknowledgement, both directly and indirectly, through various channels of communication, is necessary to ensure that the Company's information shall be distributed to, and shall reach, all stakeholders.

The examples of innovation that the Company has supported and promoted to its employees to have initiative idea for benefits of stakeholders are as follows:

- 1) **Super Safe Blanket** which will be used with a large number of health checkup customers in order to feel safe and private for using the service resulting in the convenient and efficiency before using the service and it also reduce the waiting time. The customer has satisfied and this product has been developed to use with other patients in many ways in the hospital and in the treatment OPD room.
- 2) **Healthcare of Cancer Patient**, the cancer center has organized the healthcare system for cancer patients with personal nurse.
- 3) **Knowledge Sharing in Caring of Continuous Patient Group** through Home Health Care Channel and at present, it has been expanded to "Scan QR Code" for advice of caring of each patient.
- 4) **Eiffel Tower**, the urine bag hanging device which will prevent the urine bag to contact the floor. It shall help the patient after operation to have more convenient to perform daily activity and walking exercise. This device has been used in nurse department and rehabilitation center
- 5) **Kangaroo Pants** has received the innovation award 1st prize in area of nursing the neuropathy patient and patients with urinary catheterization. This pant will help patients to ambulate and prevent hematuria which will reduce UTI. The patients have satisfied and cooperated to do ambulate. This pant has registered the petty patent already.
- 6) **Fall Off Shirt** has registered the petty patent since January 2014 and it has been used in nurse department.
- 7) **Innovation for expansion of lifetime of Board Control Main Power On-Off for Operation**, the main power has been removed into the side of device and installed the breaker on-off for using easier and there was no request of repairment of lamp for operation in part of Board Control. It has been installed in all operation rooms including sleep lab.
- 8) **Miracle Hand**, the device to take filter of dialysis liquid core.
- 9) **Drug label with other languages**, this service has been provided to Myanmar, Cambodian and Chinese patients of OPD and IPD
- 10) **Red Blood Cells Rescue Can**, it will help adjust the time to keep blood stable from 30 minutes to 8 hours in order to reduce the loss of blood.
- 11) **KOL (YUTH): Knowledge Out Lab (Yearly Update Thonburi Hospital)**, knowledge out lab through intranet which will have accurate result and will reduce the communication through telephone.
- 12) **Nutrition Assessment through Food Lab**, it will help adjust food to in line with symptom of each patient and medical treatment plan of doctor such as high cholesterol patient, hyperglycemia. It has been evaluated from time to time.



- 13) **Nutrisurvey**, it will provide knowledge on low cholesterol by using program with patient. It has received the award on research and development of well-being of Thai people with good health of Thai Dietetic Association.
- 14) **Nutrition by Social Media**, it has provided knowledge on nutrition and therapeutic nutrition through graphic information in form of easy understanding which is part of health promotion under the name of “Nutrition by Social Media” through visual storytelling cause to exchange knowledge and can apply to daily life.
- 15) **Innovation “Phuket Care” for the Aged Society in Future.**



King’s Prajadhipok Award of 2017 for the local administrative organization that have transparent and promote the participation of people which received by the Phuket Administrative Organization was the announcement of success of the project “Phuket Care” under the project “Sufficiency Health of Ten Thousand Beds Hospital” for supporting and caring of chronic patients in Phuket Province. Phuket Administrative Organization together with Village Health Volunteer of Phuket by having doctors and Public Health Team of Thonburi Healthcare Group Public Company Limited as the service provider of Hospital of Phuket Administrative Organization for more than five years, has been providing the services with well received by the public under the professional standard.



The concept of new management gives the first opportunity for private sector to jointly provide the public health services of Phuket Administrative Organization. The public health services by private hospital at the public place of public sector is the cooperation creatively and energetically for the benefit of the disadvantaged people which creates the aggressive position for health promoting. It has a preliminary health screening and follow up of risk patients and patients in complications including reporting of results to the hospital if sickness occurs of which it will facilitate patients to meet doctor efficiency. This strategy helps to reduce the burden of congestion of public health services of the hospitals in Phuket Province resulting in the doctors and nurses have more time to promote healthcare to the public.



From the lesson learn of the Phuket Care for the Aged Society by using the community-based long term care system whereby the aged people in the service area can submit his or her intention to receive this services from the public health service center of public sector and local administrative organization that have the integration of information technology system and the system that supports persons in family and community to participate in taking care of such aged people. The local administrative organization will support allowance of aged people, disabled people, compensation of Village Health Volunteer, Healthcare Fund and Rehabilitation Fund according to the laws. For the Ministry of Social Development and Human Security, it will support the budget for the establishment of the aged people fund and welfare of disabled people and disadvantaged people and the national saving fund and for National Health Security Office, it will support the health promotion together with the local administrative organization for the establishment of healthcare fund for community according to Section 39 (2) of the National Health Security Act, B.E. 2545 (2002).



The main mechanism of the capital of community is Village Health Volunteer and temple. School is the spirit center of community and training center for people in family and community to have skills for taking care of the aged people efficiency. The role of the medical team will follow the Phuket care model which is the providing of preliminary health screening, follow up of risk patients and patients in non-communicable disease: NCD. In addition, the community will organize the rehabilitation center and day care center in the community for the bedridden patient during people in family goes for work outside.

Ten Thousand Beds Hospital of Phuket Model that Thonburi Healthcare Group Public Company Limited (THG) creates innovation with Phuket Administrative Organization where the community can take care chronic patients and disabled people of which it is the light at the end of the tunnel that solve the problem of Thai Society which has to support a lot of budget to take care the aged people in the future

## Awards and certificates of the Company and its subsidiaries

1. Thonburi Hospital, Thonburi 2 Hospital, Rajyindee Hospital, Ubonrak Thonburi Hospital were awarded the Hospital Accreditation as hospitals with standard health care and medical services by the Healthcare Accreditation Institute (Public Organization).
2. Thonburi 2 Hospital received a certificate from Nonthaburi Provincial Administrative Organization as organization which provided social contribution in respect of medical services and training course on suitable technology and environment for physical and mental health of elderly.
3. Thonburi 2 Hospital was awarded for quality standard in setting up intensive care unit for stroke patients (Stroke Unit) by Department of Medical Service, Ministry of Public Health.
4. in Wellbeing County Project was awarded “Honorable Mention” from 2018 Environments for Aging Design Showcase by EFA Magazine in the United States. The project was one of the seven projects, and the only project from Asia, selected from 36 other senior residence projects across the world which met the acceptance criteria in creating functional and attractive living environments that meet the needs of aging population. The projects were evaluated based on criteria including health care and safety of residence, aesthetics, and innovation.
5. Jin Wellbeing County Project was awarded Best Senior Living Development and Highly Commended for Universal Design Development as project with outstanding design and responding to aging population lifestyle from Property Guru Thailand Property Awards.
6. Jin Wellbeing County, the model city of health for community of retired people and family has received the “Friendly Design Awards 2019” from the Friendly Design For All Foundation which organized the Thailand Friendly Design Expo and Health Innovation for All No. 4 or Thailand Friendly Design Expo 2019, as the community and initial location of friendly design which was created for public interest to support the aging society and to promote equality of disabled patients, wheelchair users, including everyone, all ages, all physical conditions that make it accessible and able to use with convenience, modern, safe, fair, and equally.
7. Patalung Thonburi Heart Center was awarded by National Health Security Office, Ministry of Public Health for quality standard in provision of diagnosis, treatment coronary angiogram, cardiac catheterization, and cardiac surgery.
8. Thonburi hospital has received the Hospital Accreditation Certification in accordance with the hospital standard and healthcare in the HA National Forum No. 20.
9. Thonburi hospital has received the Platinum Hospital Quality Award from AIA in year 2014.
10. Thonburi hospital has received the Excellent Healthcare Management Award from Muang Thai Life Assurance in year 2015.
11. Thonburi hospital has received the Fast Service, Good Quality and Understanding the Need of Customers Award from Muang Thai Life Assurance in year 2015.
12. Thonburi hospital has received the Award Winning for the Excellent of Management and Medical Service from AZAY in year 2015.
13. Thonburi hospital has received the Runner up Award for the Excellent of Health Checkup Service from AZAY in year 2015.
14. Thonburi hospital has received the Service Appreciation Award from AZAY in year 2016.
15. Thonburi hospital has received the Certification in Energy Management 2013 for Controlled Building TSIC-ID: 86101-0016 for the completeness and accuracy in accordance with the regulation of Ministry of Energy.
16. Thonburi hospital has received the Certification in Quality of Water in accordance with World Health Organization in year 1993.
17. Thonburi Hospital received Hospital of the Year Award from The Healthcare Asia Awards 2019 in Singapore.
18. Thonburi Bamrungmuang Hospital received Clinical Service Initiative of the Year Award from The Healthcare Asia Awards 2019 in Singapore.

## Additional Guideline for the Prevention of Involvement in Corruption

The Company has procured the Internal Audit Department to monitor the internal audit system, risk management and corporate governance and to provide suggestion from time to time by auditing in accordance with the annual internal audit plan which has been approved by the Audit Committee and reporting the result of audit in key issues and suggestion to the Audit Committee.

The Risk Management Committee has determined the guideline for assessment of risk from internal corruption to determine the anti-internal corruption measure in order for efficient implementation and support of complying with the guideline for monitoring and evaluating the implementation of the anti-corruption policy within the organization including providing the suggestions, control measure or prevention guideline for such risk together with following up the evaluation to improve the plan from time to time to reduce the risk to the acceptable level and reporting it to the Board of Directors regularly.

The Company has determined the guideline to monitor for prevention and following up of risk on corruption within the organization as follows:

1. The Company provides channels for receiving clues or complaints regarding violation, illegal actions or business ethics of the Company or doubt in financial report or internal control system. The Company has policy on whistle-blower protection, and it will keep the information of whistle-blower as confidential. The Company also has measure to review and determine the disciplinary actions and/or legal actions. If the Company is able to contact the whistle-blower, the Company will inform its action in writing.
2. The Company has procured to have internal audit, assessment of internal control system and risk management which cover important working systems to protect and to follow up the risk on corruption including providing the suggestion in relation to the appropriate solution.
3. If after the fact finding, it finds that the audited information or complaint may have evidence to believe that there have transactions or actions that may significantly impact the financial status and Company's performance including violation or wrongful actions relating to legal or business ethics of the Company, the Audit Committee shall inform the Board of Directors to carry out improvements within the time frame that the Audit Committee deems appropriate.
4. The department heads are responsible for monitoring the operations, correction of errors (if any) and report to the authority respectively.
5. The Company has determined that the managements and employees shall perform and evaluate their performance in relation to the good corporate governance principle and Company's business ethics including the anti-corruption in the organization policy regularly.
6. The Company has determined the guideline to follow up the performance assessment in accordance with the guideline for preventing corruption in the organization.