

Stakeholder	Expectation	Response to Expectation	Communication
Regulator	<ul style="list-style-type: none"> ✓ Conduct fair business ✓ Comply with rules, laws, and regulations 	<ul style="list-style-type: none"> ✓ Comply with the good corporate governance policy ✓ Not being prosecuted for unethical conduct ✓ No complaints from stakeholders 	<ul style="list-style-type: none"> ✓ Meeting, talking, clarifying
Mass media	<ul style="list-style-type: none"> ✓ Provide accurate and clear information 	<ul style="list-style-type: none"> ✓ It is a hospital with ethics and is recognized to be able to treat complex cases ✓ Provide accurate and clear information/news 	<ul style="list-style-type: none"> ✓ Meeting to provide information and news
Independent organization	<ul style="list-style-type: none"> ✓ Conduct business with fairness ✓ Provide accurate and clear information 	<ul style="list-style-type: none"> ✓ It is a hospital with ethics and is recognized to be able to treat complex cases ✓ Provide accurate and clear information. ✓ Cooperate with the organization to help society 	<ul style="list-style-type: none"> ✓ Participating in activities with various organizations to help society

Sustainability Management in Environmental Area

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:

1) Energy Management

The Company has always been aware of and value energy saving. A working group on energy management was established to plan the energy management operation in accordance with the hospital's energy conservation policy since 2019 with a commitment to continually improve energy efficiency to be a model organization that excels in energy efficiency as an example to both government agencies and private sector. Thonburi Hospital, therefore, engaged an independent consultant in the energy sector from consulting center of Ministry of Finance to advise on energy management in 2022 by performing the followings:

- ✓ Establish a new energy management working group
- ✓ Assess the initial energy management status (Energy Management Matrix: EMM) based on past 2-3 years energy operations
- ✓ Evaluate the potential of energy management
- ✓ Set a target and implement 1.5% more energy saving than previous year.

In 2022, the goal has been set to reduce energy consumption by 1.5% from the previous year with ongoing energy measures as follows:

- ✓ Change the Filling of all four Cooling Towers.
- ✓ Replace all four cooling tower impellers.
- ✓ Changing to LED bulbs within the hospital. It is a continuation measure from 2020, which has already changed from 84% this year to complete 100%.
- ✓ Installation of additional Power Meters and Energy Monitoring to help control and manage energy consumption more efficiently.
- ✓ Organize training plans and activities to promote energy conservation, and more than 1,000 employees are interested in participating in the activity

2) Water Management

- ✓ Drinking water/water system - the hospital has a plan to check drinking water / water for use according to drinking water standards announced by the Ministry of Public Health and tap water standards according to the announcement of the Department of Health. In addition, coliform testing will be conducted in drinking water service points every 6 months.
- ✓ 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 There is a schedule of care, maintenance, and quality check of the treated water by the internal department every day, and inspection by outside agencies every 2 months according to the Enhancement and Conservation of National Environmental Quality Act B.E. 2535 (1992) according to the size of type A medical facility. The BOD (Biological Oxygen Demand is the determination of the amount of oxygen used by bacteria to breathe) of the hospital passed all standard criteria.

3) Waste and Pollution Management

- ✓ 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.
- ✓ 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 for the safety of collection of the responsible staff.
- ✓ Say No to Plastic Bag Project
- ✓ Provide knowledge and campaign for the stop for the use of 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.
- ✓ Provide knowledge and campaign for 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.
- ✓ Thonburi 2 Hospital has an initiative for 2023. We will implement a waste reduction project. In addition, reducing the amount of greenhouse gas emissions will also help reduce the amount of waste, which is another critical problem of the country.

4) The Environment Committee has established a group "ENV NETWORK" since 2018, where at least 1 person from every department must apply to be a member of ENV NETWORK. The objective is for all departments to participate in environmental management, as well as to have continuous environmental development.

5) Management to reduce Greenhouse Gas

The Company attaches great importance to the problem of Climate Change and therefore sent Thonburi 2 Hospital to participated in the “Carbon offset activities expansion project to support the voluntary carbon sector in the country, 9th Year” organized by the Greenhouse Gas Management Organization (Public Organization - TGO) and the Center of Expertise on Environmentally Friendly Business Strategy, Faculty of Environment, Kasetsart University (VGREEN). The Company was selected to be a model for a low-carbon social service business towards carbon neutrality which will estimate the amount of greenhouse gas emissions according to the organization's Carbon Footprint Assessment Guidelines (CFO: Carbon Footprint for Organization) In 2022, Thonburi 2 Hospital had a total greenhouse gas emission of 3,795 tons of carbon dioxide and has offset carbon by acquiring carbon credits from greenhouse gas reduction projects to offset the amount of the organization's greenhouse gas emissions and was announced for carbon label registration from Thailand Greenhouse Gas Management Organization on August 23, 2022.



The company will start finding ways and set a goal to reduce the amount of greenhouse gas emissions in the following year. Using the data from year 2022 as the base year.

3.4 Social Responsibilities for Sustainable Development's policy

The Company has set policies, business ethics, and guidelines under Good Corporate Governance. The group has followed the guidelines and taken the following actions:

1) Fair Business Practice

- 1.1) THG 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 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) 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:

2.1) 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.

2.2) 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 2021, there were incidents at work which caused four employees to take days off due to accidents from cutting from sharp objects, slipping, falling, and chemicals evaporating into the eyes of the employees. The average number of days off was 1.5 days.

3) 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.
- The Company's group has supported the employment of the underprivileged people (the disabled), totaling 20 people.

4) 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 2022, the Company organized the following key activities relating to human resource development:

- 4.1) 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.
- 4.2) 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.
- 4.3) 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 24.10 hours per person per year increased from the previous year at an average of 12 hours per person per year due to the spread of COVID-19 in the previous year, employees had to take care of more patients.
- 4.4) 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.
- 4.5) The company has hired a consultant to survey Employee Engagement since 2020, ready to analyze and recommend ways to improve and develop employee engagement to be more effective. The Employee Engagement Index has a better trend. Moreover, the resignation rate decreased compared to the previous year.
- 4.6) The company has employed and terminated with equity and fairness according to the agreed requirements in the work regulations.
- 4.7) The company has appointed a welfare committee. Which consist of 50% of company representatives and 50% of staff representatives. To represent employees in consultation with employers in negotiating employee benefits.
- 4.8) The Company organizes two training courses for leadership development to promote knowledge and skills of middle management and create a new generation of successors in line with the organization strategic direction:
 - 4.8.1) Initiation of talent management course called 'Longju NEXT', Volume 1 (18 November 2022 -11 February 2023).
It is an Onsite, Site Visit, Online Mentoring course of 38 participants from the company and affiliated hospitals.
 - 4.8.2) Initiation of 'Grow with Your strength' 1 day course. With 30 participants from the company and affiliated hospitals
- 4.9) Taking out Covid-19 insurance policies for employees, executives, and all directors.
- 4.10) Providing financial support in the form of loans to employees so that the employees could borrow at a low interest rate.
- 4.11) Employees may file a complaint or notify any suspicious act relating to violation of rights, fraud, illegal acts, and Corporate Governance Policy to the Audit Committee who are independent directors via email at BOD@thg.co.th or AC@thg.co.th or Internal Audit Unit at IA@thg.co.th for inspection according to prescribed procedures and further proposal to the Board of Directors.

5. Consumer Responsibilities

- 5.1) 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.
- 5.2) 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.
- 5.3) 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.
- 5.4) 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.
- 5.5) To maintain confidentiality of customer information and do not use such information for their own benefit and/or other related persons.
- 5.6) The company discloses the privacy policy and guidelines on the treatment of personal information of customers according to the Personal Data Protection Act on the company's website (<https://www.thg.co.th/th/privacy-policy>).
- 5.7) 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.
- 5.8) 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.
- 5.9) 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.
- 5.10) Thonburi Hospital received the Thailand Social Award 2023 in the category of 'Best Brand Performance on Social Media' by Pantip. In the category of 'Highest Quality', a brand that shares knowledge and answer valuable questions on the Pantip.com channel.
- 5.11) The hospitals in the group focus to provide "Service by Heart" and conduct survey on satisfaction and develop service standard 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.

Satisfaction rate of IPD patients			Satisfaction rate of OPD patients		
2020	2021	2022	2020	2021	2022
91.722	93.26	94.65	87.96	89.09	87.73

*. In 2021, the satisfaction rate excludes Thonburi Hospital due to the hospital refrain from surveying patient satisfaction during the severe COVID-19 outbreak in order to maintain distance with service users.

6) 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.

In 2021, the Company organized an innovation competition event to promote and encourage employees in the group to create innovations. There are incentive prizes worth more than Baht 230,000. Employees presented up to 20 projects in the competition, both as teams and as individuals.

In the past, the Company has promoted and encouraged employees to take initiatives and create many innovations, for example:

- 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.

7) Contribution to the development of community or society

The company prioritize activities that take care of all stakeholders of society. It is regarded as a part of the business operations of the company and its subsidiaries, therefore, organized public activities by encouraging business partners, entrepreneurs and customers to participate by giving back to society together. The activities organized will focus on the use of existing knowledge and resource that must create benefits for society and stakeholders, both taking care of the environment in surrounding communities educate health. Organize activities for the general public to be aware of health care. Which will enable all sectors to grow together sustainably. Examples of activities in the past year are as follows:

Vaccination against COVID-19

Hospitals in the THG network provide vaccination services for people aged 12 years and over and vulnerable people who have not yet received the primary vaccine or booster shot. To be a part of helping build immunity for the people in the country and giving people the opportunity to have access to vaccines that are effective and safe. That is by focusing on providing vaccination services in communities surrounding hospitals in Bangkok and more than 18 network hospitals nationwide.



• COVID-19 screening service

Another social service of hospitals under the THG group is the co-organization of COVID-19 screening points to prevent the spread of the disease. Take part in bringing society back to normal, for instance, setting up screening points in the communal area, supporting event organizations, and checking groups of students before returning to school.



• Enhance knowledge of self-care for people.

The company is aware of the importance of promoting good health for people in society. Therefore the company organized activities inside and outside of the hospital and on online media, including the JS 100 radio program “Volunteer Doctor Solving Health Problems”. On the topic of first aid, Cardiopulmonary resuscitation (CPR), COVID-19 prevention of COVID-19 and influenza. Also, education on more specific diseases, such as diabetes, silent threats from non-communicable diseases (NCDs), and educational activities for new mothers.



• Health advice and check-up service

Affiliated hospitals provide primary health check-up services to people in nearby communities. Fingertip sugar testing, blood pressure measurement, bone mass measurement, and recommendations on muscle stretches by physical therapists. Along with providing primary health care advice. Including in-depth health checks such as ECG examinations.



The company issued the seventh special medical unit volunteer in honor of His Majesty the King, Queen Mother Her Majesty Queen Sirikit. Medical volunteers

gave a preliminary heart examination to hundreds of monks, nuns and the general public at Wat Bot, Pathum Thani Province.



• Supporting medical personnel and ambulance car

The company takes part in taking care of the safety of life by supporting emergency ambulances and medical personnel to take care of the safety of participants in various activities, such as the “Senior Charity Football Tournament”, “Hatyai Extreme Festival 2022”, etc.





• Accepting blood donations

Blood donation is crucial to help patients survive. In various situations, such as surgical procedures, cancer treatment, chronic illness, and treating other diseases, the company attaches great importance to this activity.

• Flood relief

The flood once again highly caused damage in Thailand in the year 2022. There are 58 provinces affected by flooding. Ubonrak Thonburi Hospital delivered assistance to victims in Ubon Ratchathani province to alleviate the suffering of the people.



• Rehabilitation of bedridden patients

Thonburi Bamrungmuang Hospital sent a physiotherapist out to encourage, give advice, and do physiotherapy for bedridden patients once a week. To help restore the body and mind of patients who have the potential to walk again. It enabled patients to return to self-reliance, have a better quality of life, and reduce the workload on the family.



• Participate in local cultural and religious activities

Affiliated hospitals are in many areas of the country, and cultural diversity in local areas exists. Therefore, affiliated hospitals have cooperated with the community to support cultural and religious activities, for instance, the Kathin Ceremony at Khok Samankhun Temple. In addition, the hospital's personnel have volunteered to clean areas in nearby communities.



• Support of necessary items and donations

The company has supported essential items for communities. Including support for protection in terms of life and safety, such as supporting accident insurance policies for officers working in the rescue foundation. (Mittraphap Samakkhi Foundation, Songkhla Province). Moreover, giving general medicine cabinets for communal areas, for instance, for local Temples around Thonburi Bamrungmuang Hospital. As well as donating money to the Thai Red Cross Society to support various missions.

