

## Corporate Sustainability Development Policy

### Chularat Hospital Public Company Limited

#### Corporate Vision and Commitment

Chularat Hospital Public Company Limited and its subsidiaries (the “Company”) is committed to becoming a leading healthcare provider of internationally recognized medical services, delivering medical excellence and earning the trust of all service recipients/patients. The Company leverages advanced medical technologies and efficient business network management to ensure high-quality services, while upholding principles of sustainable development. The Company firmly believes that conducting business based on good governance, and a commitment to social and environmental responsibility not only mitigates risks but also creates new opportunities, drives sustainable organizational growth, and generates long-term value for all stakeholders.

The Company upholds operational standards throughout its entire value chain, ensuring full compliance with relevant regulations and aligning its practices with internationally recognized sustainability principles, including the United Nations Sustainable Development Goals (SDGs). The Company’s strategies and operational guidelines are based on good corporate governance, aiming to foster engagement with all stakeholders, support business performance, manage environmental impacts, and promote the health and well-being of both employees and the broader community.

#### Objective

To establish guidelines for managing the Company in accordance with sustainable development principles, fostering engagement with all stakeholder groups, and maintaining a balanced approach to managing economic, social, and environmental impacts.

#### Roles and Responsibilities

##### Board of Directors

- Review and evaluate the Company’s sustainability policies and management approaches, including stakeholder engagement, key sustainability issues, and annual sustainability reporting practices.
- Support internal operations to ensure alignment with the Company’s sustainability objectives and adherence to internationally recognized sustainability principles.

- The Chief Executive Officer (President) shall present the Company's sustainability performance to the Board of Directors, facilitating a review of sustainability policies, management strategies, stakeholder engagement, key sustainability issues, and the practices for annual sustainability reporting.
- Consider feedback and guidance from the Board regarding sustainability management policies to communicate and implement collaboratively with the Company's Sustainability Committee.

**Corporate Sustainability Development Committee (CSD Committee):**

- The Corporate Sustainability Development Committee is chaired by the Chief Executive Officer (President) and comprises the Chief Medical Officer, Chief Operating Officer, Chief Administrative Officer, Chief Financial Officer, and the Chief of Corporate Social Development.
- The Chief of Corporate Social Development is responsible for reporting performance and providing recommendations on sustainability initiatives and outcomes to the Corporate Sustainability Development Committee.
- The Corporate Sustainability Development Committee appoints and delegates the Corporate Social Development Department to effectively implement sustainability initiatives across the Company's business groups.
- The Corporate Sustainability Development Committee is responsible for reviewing, defining, and supporting the implementation of Company's sustainability policies, objectives, strategies, and management approaches, including stakeholder engagement and key sustainability issues.
- The Corporate Sustainability Development Committee reviews, endorses, and approves the preparation and disclosure of the Company's annual sustainability report.
- The Chief Executive Officer (President), as Chair of the Corporate Sustainability Development Committee, reports the Company's sustainability performance to the Board of Directors for review and acknowledgment of sustainability policies and management practices.

**Corporate Social Development Department and Representatives from each Business Group**

- The Corporate Social Development (CSD) Department is responsible for coordinating, communicating, and driving the implementation of sustainability policies, practices, and strategic objectives across the Company's business groups.
- Each business group appoints designated representatives to coordinate with the CSD Department, receive guidance, and jointly implement sustainability initiatives.

- Designated representatives from each business group should be senior executives or personnel capable of driving cross-functional sustainability initiatives within the business group, including but not limited to: medical services, human resources, occupational health, safety and environment, procurement, research and development, corporate social responsibility/sustainability, and corporate marketing.
- The Corporate Social Development (CSD) Department, together with the designated representatives from each business group, develops and implements an effective sustainability management system across the Company.
- The Corporate Social Development (CSD) Department provides guidance to designated representatives from each business group in preparing supporting documents, manuals, and/or technical standard procedures necessary to implement the Company's sustainability policies and practices.
- The Corporate Social Development (CSD) Department also advises these representatives in promoting knowledge, communication, and fostering a culture of sustainability throughout the Company.
- Designated representatives from each business group monitor progress against sustainability targets, verify data accuracy, consolidate and analyze information, review and plan operational improvements, and report progress to the Corporate Social Development (CSD) Department on a quarterly basis or as requested by the Corporate Sustainability Development Committee.
- The Corporate Social Development (CSD) Department is responsible for preparing the Company's Sustainability Report in accordance with international standards. This involves gathering, validating, and consolidating data from representatives of each business group. The report conveys the Company's sustainability policies, strategies, objectives, and performance progress to the public, while promoting stakeholder engagement to drive continuous improvement in sustainability practices.
- The Corporate Social Development (CSD) Department presents the Company's sustainability performance and the draft Sustainability Report to the Corporate Sustainability Development Committee for review, approval, and authorization for publication.

#### **All Employees**

- Understand the concept of sustainability within the context of the Company.
- Acknowledge and effectively adhere to the Company's sustainability policies, strategies, goals, and performance indicators, and report progress to the designated business group representatives.

## **Sustainability Development Practices**

The Company adopts internationally recognized sustainability management processes, integrating them into core operations and embedding them as part of the organizational strategy and culture. This approach also encompasses the governance of sustainability-related activities, as outlined below:

### **1. Stakeholder Engagement**

- The Board of Directors, the CEO, or the Corporate Sustainability Development Committee actively participate in stakeholder engagement processes, in collaboration with the Company's sustainability network committee and senior management, by establishing governance frameworks, operational strategies, and business decision-making processes.
- The Board of Directors, the CEO, or the Corporate Sustainability Development Committee ensure that stakeholder engagement and responsiveness are integrated into Company policies or business processes, such as risk analysis, materiality assessments, and the setting of operational targets.
- The Corporate Sustainability Development Committee, together with the Corporate Social Development (CSD) Department, allocates resources and prepares personnel to ensure that stakeholder engagement activities are conducted effectively.
- The Corporate Sustainability Development Committee, in collaboration with the Corporate Social Development (CSD) Department, establishes guidelines for identifying stakeholder expectations and concerns, mapping potential stakeholder groups, and managing risks within the stakeholder engagement process, in order to support the development of effective engagement strategies.
- The Corporate Sustainability Development Committee defines metrics or evaluation methods to assess the effectiveness of stakeholder engagement processes and communicates the results transparently and continuously to both internal and external stakeholders.
- The Corporate Sustainability Development Committee, in collaboration with the Corporate Social Development (CSD) Department, reviews the stakeholder engagement process to jointly develop approaches for continuous improvement in engagement activities.

### **2. Materiality Assessment**

- The Corporate Sustainability Development Committee, the Corporate Social Development (CSD) Department, business group representatives, and relevant personnel oversee the process of identifying and assessing material sustainability issues across business operations, including risk assessment and compliance with applicable requirements, internal policies, and operational manuals.

- The Corporate Sustainability Development Committee, together with the Corporate Social Development (CSD) Department, allocates resources and prepares personnel to ensure the effective assessment of material sustainability issues.
- The Corporate Sustainability Development Committee, in collaboration with the Corporate Social Development (CSD) Department, discloses material sustainability issues along with appropriate evaluation criteria, clearly defined scope, and timelines.

### 3. Responsiveness of Materiality

- The Corporate Sustainability Development Committee, together with the Corporate Social Development (CSD) Department, business group representatives, and relevant personnel, oversees the process of responding to material sustainability issues and communicating with relevant stakeholders. This process is integrated into the Company's business operations, including risk assessment, compliance, and strategic planning.
- The Corporate Sustainability Development Committee, in coordination with the Corporate Social Development (CSD) Department, ensures adequate resource allocation and workforce preparedness to effectively address material sustainability issues.
- The Corporate Sustainability Development Committee, the Corporate Social Development (CSD) Department, business group representatives, and relevant personnel implement responses to material sustainability issues and communicate these responses to stakeholders in a timely and appropriate manner. Where applicable, stakeholder approval of response measures may be sought.

### 4. Impact of Materiality

- The Corporate Sustainability Development Committee, the Corporate Social Development (CSD) Department, business group representatives, and relevant personnel oversee the management of direct and indirect impacts arising from material sustainability issues, integrating these processes into the Company's business operations, including risk assessment, compliance, strategic planning, and operational management.
- The Corporate Sustainability Development Committee, in collaboration with the Corporate Social Development (CSD) Department, allocates resources and ensures personnel readiness to effectively manage the impacts of material sustainability issues.
- The Corporate Sustainability Development Committee, in collaboration with the Corporate Social Development (CSD) Department, oversees and communicates the management of impacts from material

sustainability issues to internal and external stakeholders in a transparent, well-founded, and accountable manner, with outcomes measurable qualitatively, quantitatively, and financially.

## 5. Communication

- The Corporate Sustainability Development Committee, together with the Corporate Social Development (CSD) Department, communicates the Company's management approaches, performance, and progress to the public through the Company's Sustainability Report, prepared in accordance with international reporting frameworks such as the Global Reporting Initiative (GRI) Standards.

## Training

The Company shall provide training to ensure that personnel possess foundational knowledge and understanding of sustainability principles and the Company's sustainability goals. Training may be conducted through online platforms or classroom-based sessions, as appropriate.

## References and Related Policies

Chularat Hospital Public Company Limited's Sustainability Development Policy is aligned with the Accountability Principles (2018) and integrates related policies that guide the Company's sustainability management across economic, environmental, and social dimensions. All relevant policies are publicly disclosed on the Company's website.

## Policy Review

The Corporate Social Development (CSD) Department shall review this policy every three years or whenever changes occur. The results of the review will be submitted to the Corporate Sustainability Development Committee for approval. Once approved, the Committee shall present the policy to the Board of Directors for review and formal ratification.

The Company commits to regularly reviewing this policy and updating related practices to ensure that all business operations remain fully aligned with the principles of sustainable development.