



**จพาร์ตน์**  
CHULARAT HOSPITAL GROUP

**4Q2022**

**Investor Presentation**

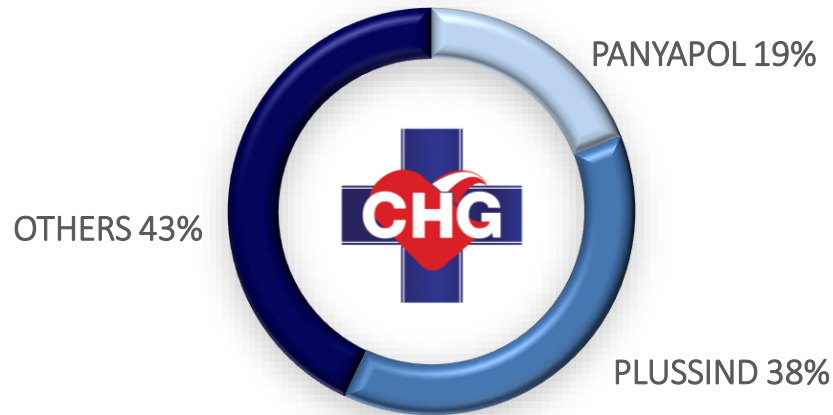
March 2023

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# Our Company

## Current Shareholding Structure



- **Chularat Hospital Public Company Limited (CHG:BK)** was founded in 1986 as a private hospital operator
- Focusing on primary, secondary and tertiary medical cares with international quality standards to meet the needs of the community, the Company strives to be a leader in eastern Thailand, or “The Star of the East”
- CHG’s business can be best classified into the following segments:
  - i. **Healthcare services:** Through our network of hospitals and clinics, CHG provides a comprehensive suite of medical services ranging from heart and cancer treatment to In-Vitro Fertilization solutions
  - ii. **Other businesses:** The Company’s other businesses include the import and distribution of medical devices, Thai traditional medicine and beauty services, and a practical nurse assistant training center, including Hospital Management service and Heart Centers provided to public hospitals.



**6**  
EASTERN  
PROVINCES

**9**  
HOSPITALS

**5**  
CLINICS

**793**  
IPB BEDS

**170**  
OPD ROOMS

**985**  
DOCTORS

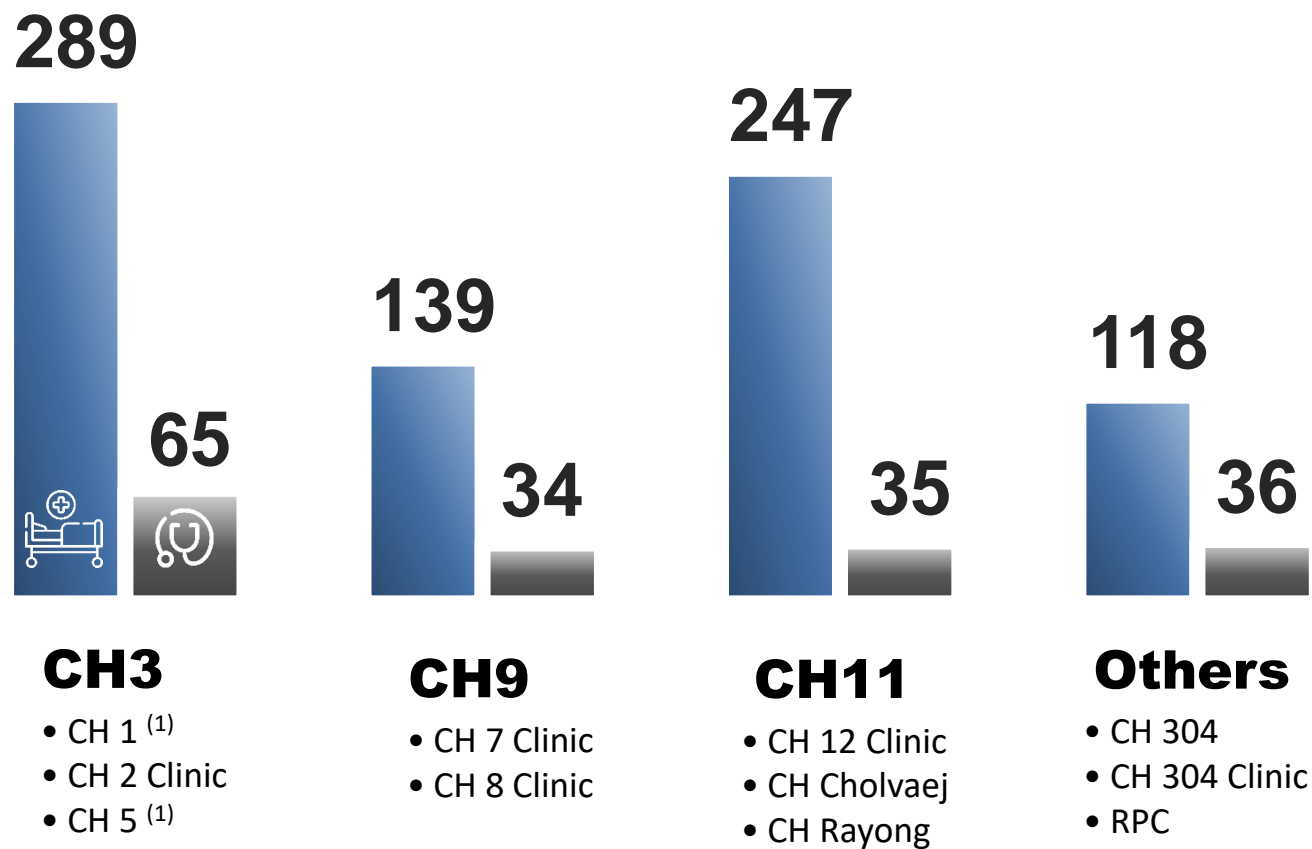
# Our Service Cluster



IPD Beds



OPD Rooms








Note (1): CH1 and CH5 are small size hospitals (< 30 beds)

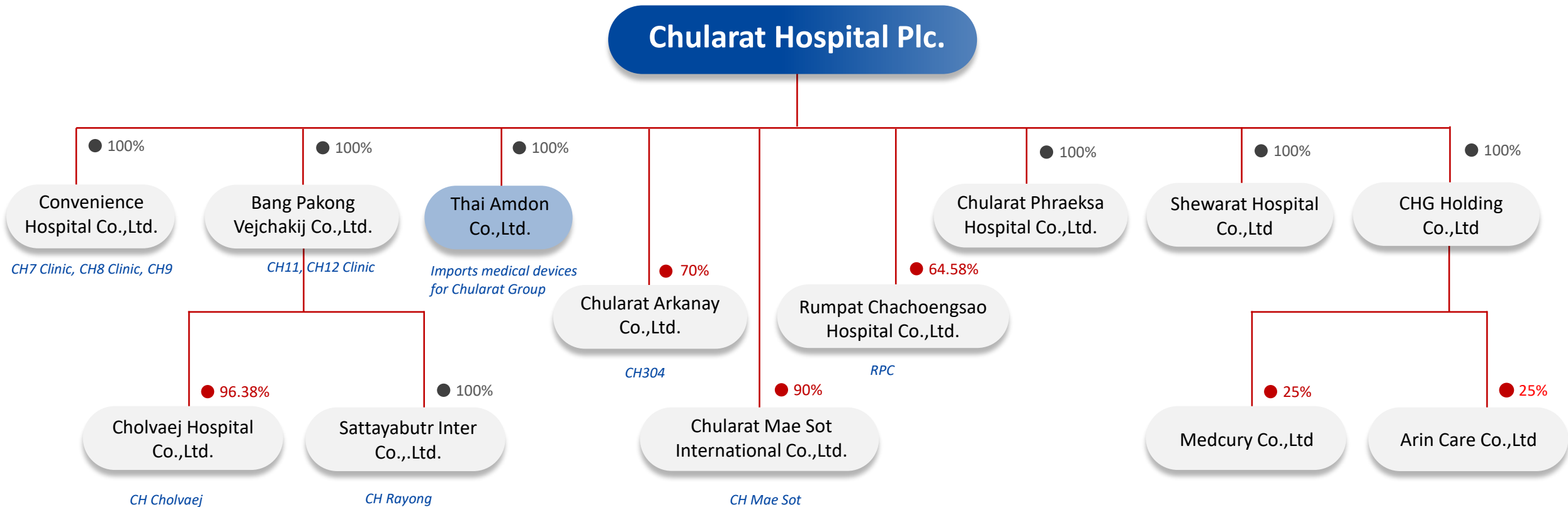


# Our Branch Summary

CHG has demonstrated an ability to expand a portfolio of hospitals and clinics through both greenfield and brownfield projects

Branch	Type	Year Established	OPD Room	IPD BEDS
Chularat 1 Suvarnabhumi	Hospital	1986	5	26
Chularat 2	Clinic	1990	2	-
 Chularat 3 Inter	Hospital	1991	53	237
Chularat 5	Hospital	1994	5	26
Chularat 7	Clinic	1993	1	-
Chularat 8	Clinic	1993	2	-
 Chularat 9	Hospital	1993	31	139
 Chularat 11 Inter	Hospital	1994	21	141
Chularat 12	Clinic	2012	2	-
Chularat Cholvaej	Hospital	2014(M&A)	5	56
Chularat Rayong	Hospital	2016(M&A)	7	50
 Chularat 304 Inter	Hospital	2018	14	59
 RPC	Hospital	2018	20	59
Chularat 304	Clinic	2020	2	-
<b>TOTAL</b>			<b>170</b>	<b>793</b>

# Corporate Structure



# Board of Directors



**Mr. Kriangsak Plussind**  
Chairman of the Board



**Dr. Kumpol Plussind**  
Managing Director



**Mr. Apirum Panyapol**  
Director



**Dr. Wichit Sirithadthamrong**  
Director



**Dr. Suchai Laoveerawat**  
Director



**Mrs. Kobkul Panyapol**  
Director



**Mr. Yanyong Amornphitakkul**  
Director



**Miss Kannikar Plussind**  
Director



**Mr. Manit Jeeradit**  
Independent Director &  
Chairman of Audit Committee



**Mr. Santhat Sanguandikul**  
Independent Director  
& Audit Committee



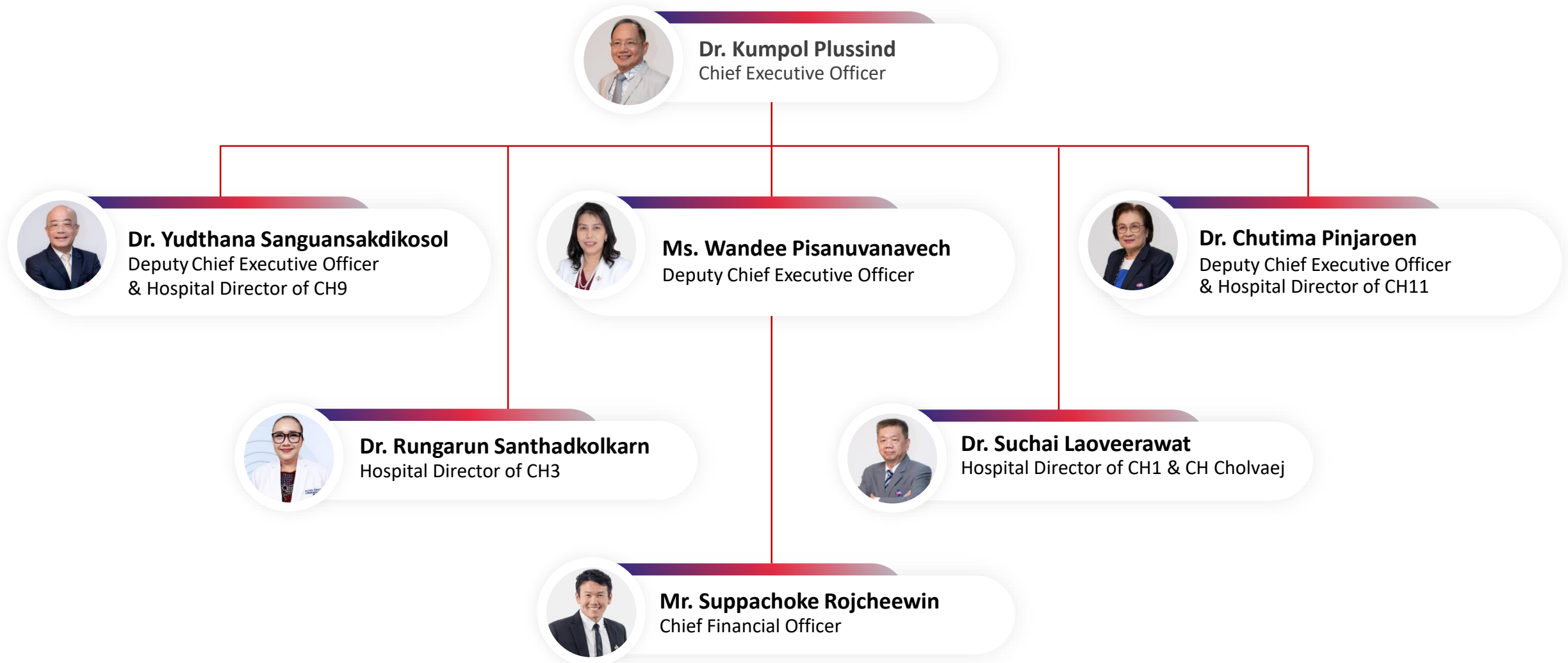
**Mr. Somyos Yanubon**  
Independent Director  
& Audit Committee



**Dr. Pinit Kullavanijaya**  
Independent Director

*“BODs of CHG assembling specialists  
in medical services with specialists  
in finance and business management.”*

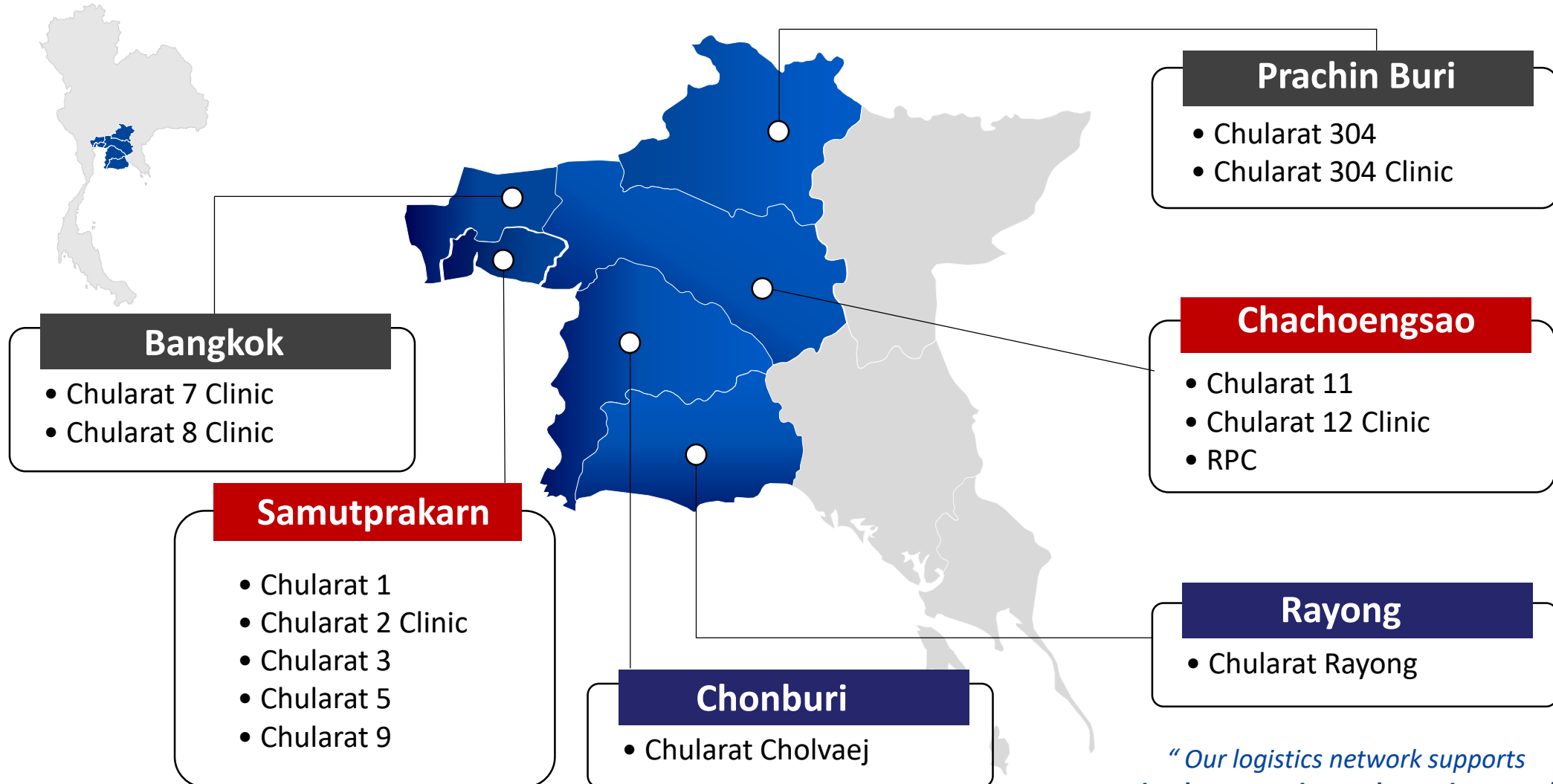
# Our Management





# Star of the EAST

CHG has developed a robust ecosystem of medical assets in Eastern Thailand

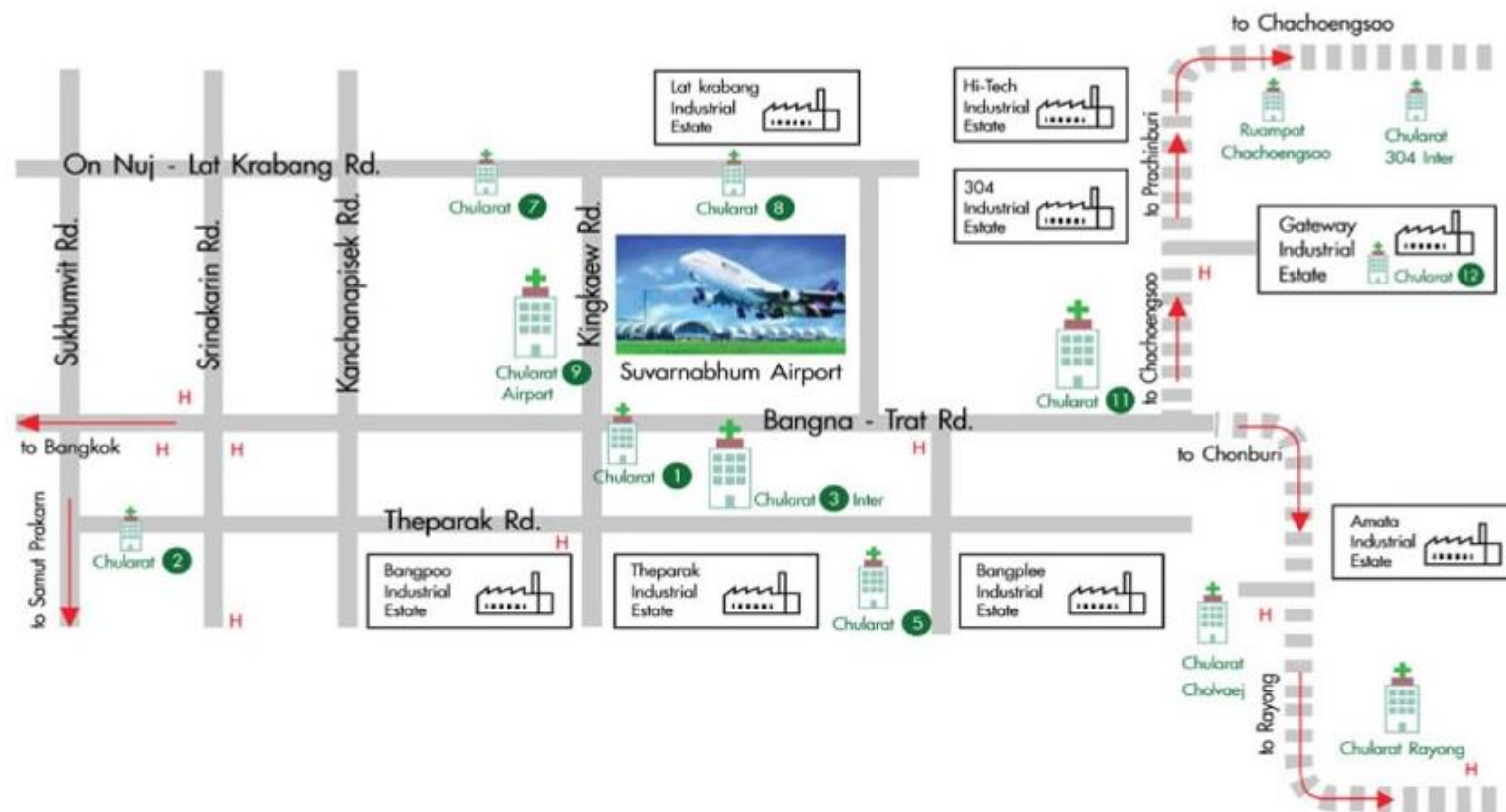


*"Our logistics network supports timely preventive and curative cares".*

# Service Area Map

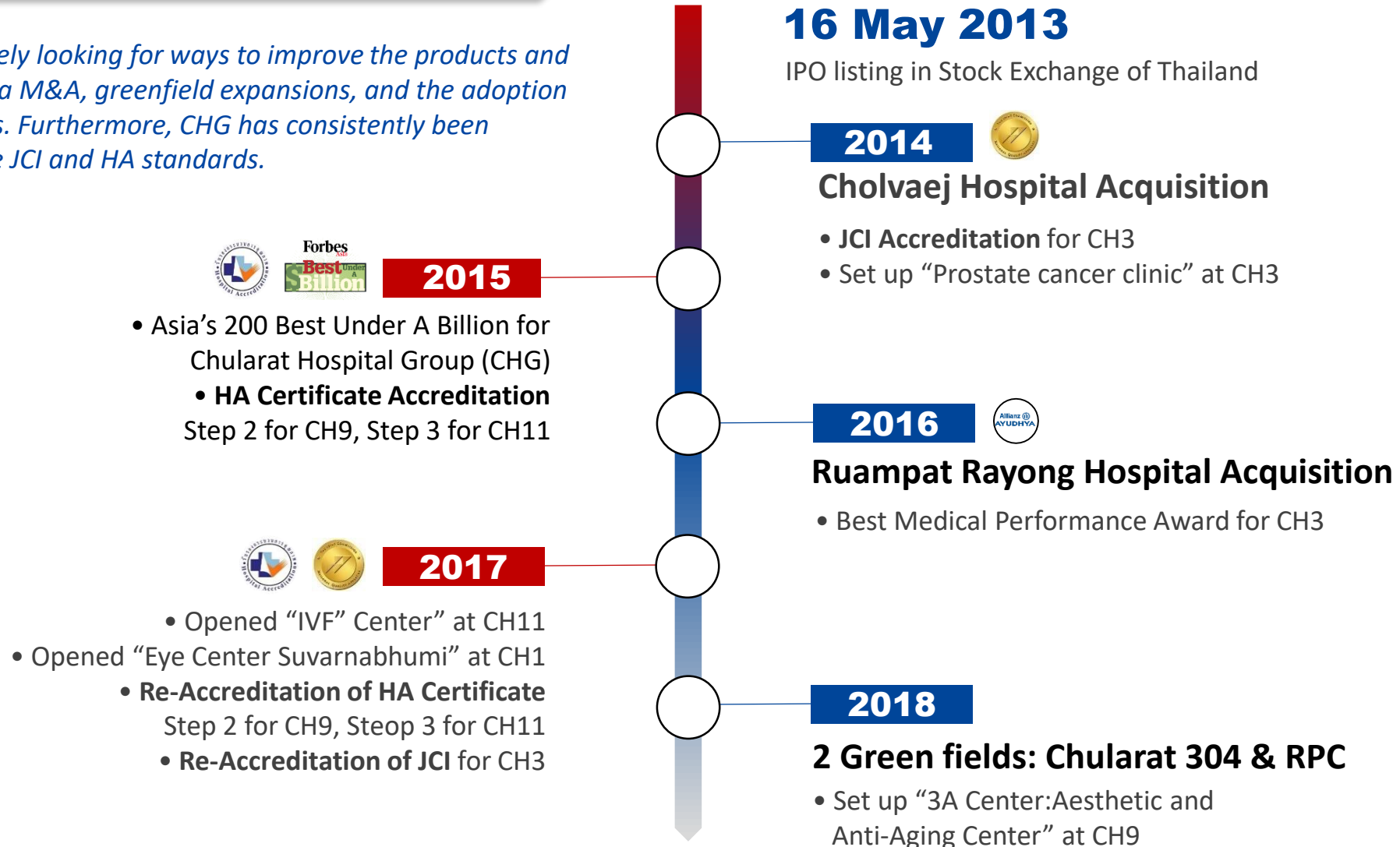
*CHG's hospitals and clinics are strategically located near key assets such as the Suvarnabhumi International Airport, industrial estates and residential areas*

“ Key Service Area of Chularat Hospital Group include Samut Prakarn, Chachoengsao, Chonburi, Prachinburi, Sa Kaeo and Rayong provinces, as well as eastern Bangkok And nearby Suvarnabhumi Airport. ”



# Key Milestones

CHG has been actively looking for ways to improve the products and services offerings via M&A, greenfield expansions, and the adoption of new technologies. Furthermore, CHG has consistently been re-accredited by the JCI and HA standards.



# Key Milestones



**2019**

## Investment in Ruampat Mae Sot International

- Awarded Thailand Top's Corporate Brand 2019
- **Re-accreditation of HA Certificate** Step 2 for CH9, Step 3 for CH11
- Awarded Muang Thai Life Assurance Award and Allianz Ayudhya Best Medical Performance for CH9



**2021**

- Awarded Thailand Top's Corporate Brand 2021
- Opened "Heart Centers" at public Hospitals
- Provided "Management Service" to public hospital and medical center
- **Re-accreditation of HA Certificate** Step 2 for CH9
- **Accreditation of HA Certificate** Step 2 for RPC

**2020**



- Awarded Thailand Top's Corporate Brand 2020
- **Re-accreditation of JCI** for CH3
- Awarded "Favorite Hospital 2020" from the Ministry of Labor

**2022**



- Awarded "Best Medical Utilization Award" from AIA for CH3
- Awarded "Favorite Hospital 2022" from the Ministry of Labor
- Awarded "SET Awards 2022 – Business Excellence"
- 1) Outstanding Company Performance Awards,
- 2) Outstanding CEO Awards
- 3) Best Company Performance Awards
- **Re-accreditation of HA Certificate** Step 3 for CH11
- **Re-accreditation of HA Certificate** Step 2 for RPC

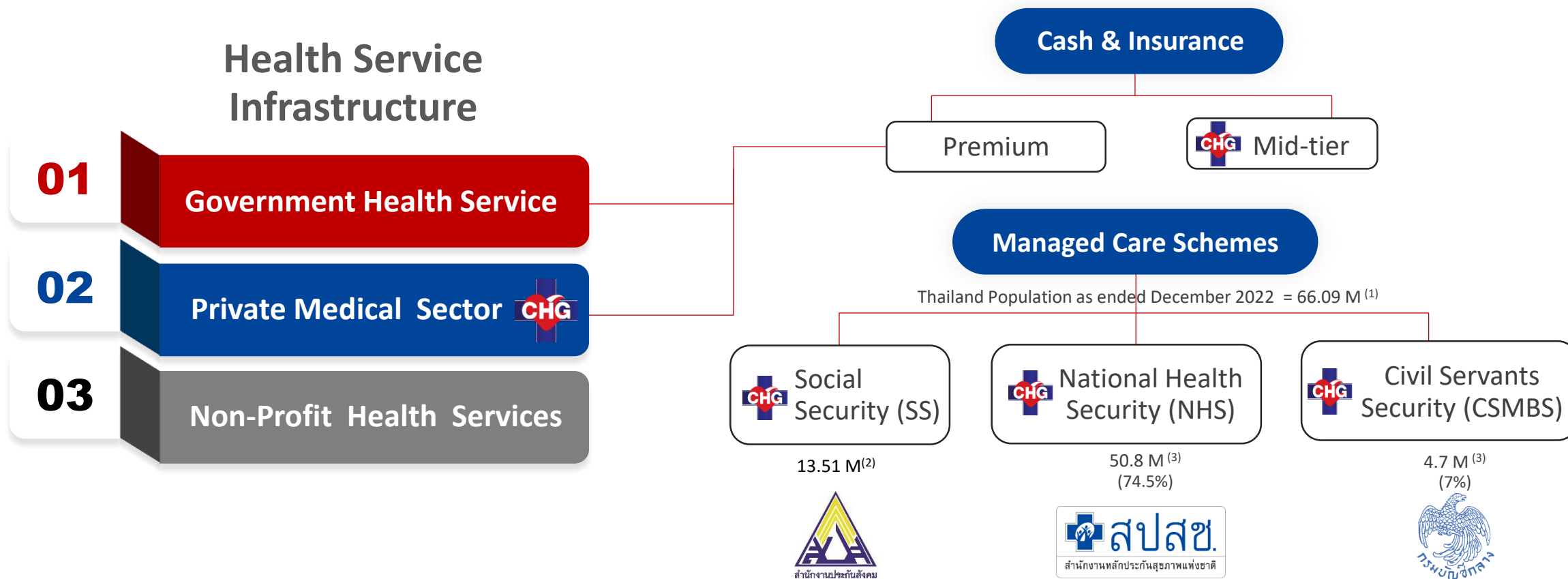


# Our Investment highlights

- 1 Thailand's leading healthcare service provider
- 2 Strategically located assets complemented by an advanced logistic network
- 3 Revenues are diversified and supported by Government policies
- 4 Strong business fundamentals with robust historical performance
- 5 Dedicated long term growth plan with clear expansionary blueprint
- 6 CHG, built to serve

# Healthcare System in Thailand

CHG is in the private medical sector focusing on Mid-Tier markets



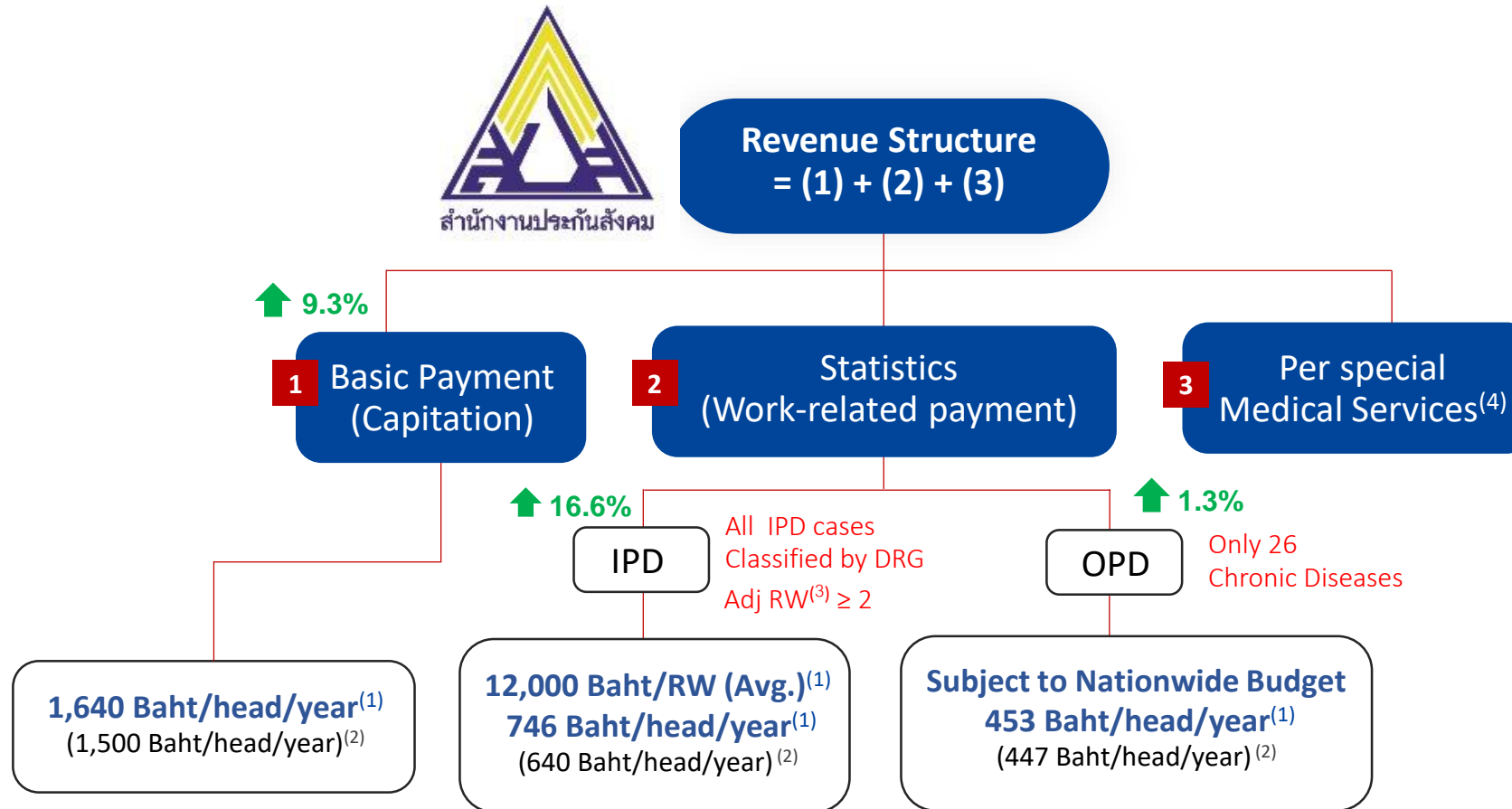
CHG is **NOT** a primary service provider under NHSO.  
 (CH3 is a referral center for heart disease.)

Note (1): The Bureau of Registration Administration (BORA), Department of Provincial Administration as ended December 2022

Note (2): Number of insured person under article #33 (Obligation) and #39 (Voluntary) as of December 2022

Note (3): Health and Welfare Survey 2019, National Statistical Office

# Revenue from Social Security System



Note (1): Effective date : 1 Jan 2020

Note (2): SSO payment rate/budget during July 2017 – Dec. 2019

Note (3): Relative Weight, a measure of the average cost of caring for individual patients.

Note (4): High Cost equipment, Dental care, One-Day Surgery (ODS), etc.

# Our Services

*CHG provides a comprehensive suite of medical services across various fields*



## Medical Services

- **General Medicine** with various subspecialties
- **Expertise:** Heart center, Stroke Center, Cancer Center, Hand & Microsurgery, MIS, NICU & IVF center, Rehabilitation, etc.

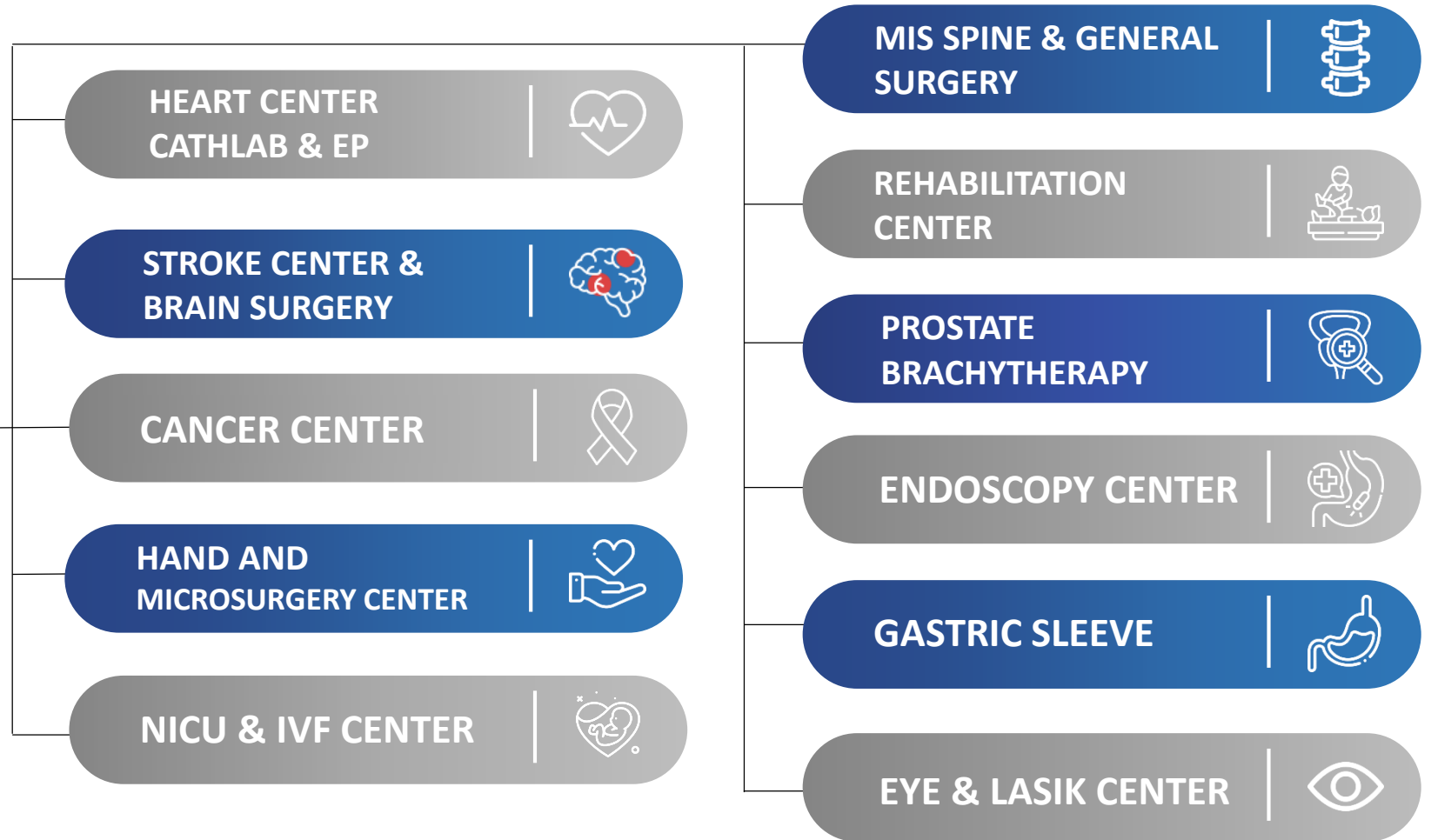


## Alternative Services

- Laser & beauty center
- Spa & Thai Traditional Medicine
- Chinese Traditional Medicine (Acupuncture)
- Anti-aging Services



# Area of Expertise



# Area of Expertise



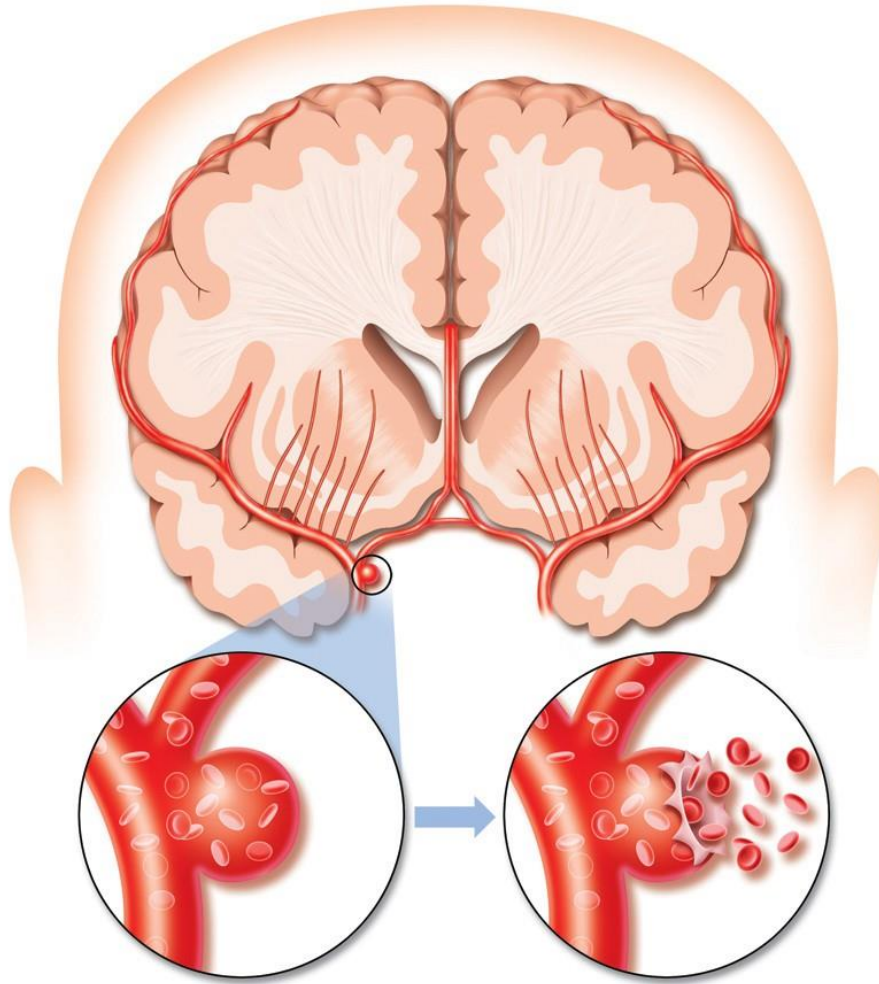


# One Stop Service Heart Center

- Cardiac Rehabilitation
- Coronary Artery Catheterization/  
Percutaneous Coronary Intervention (CAG-PCI)
- Minimal Invasive Valve Surgery
- Electrophysiology Studies (EPS)
- Aortic Aneurysm
- Atrial Septal Defect (ASD)
- Coronary Artery Bypass Grafting (CABG)

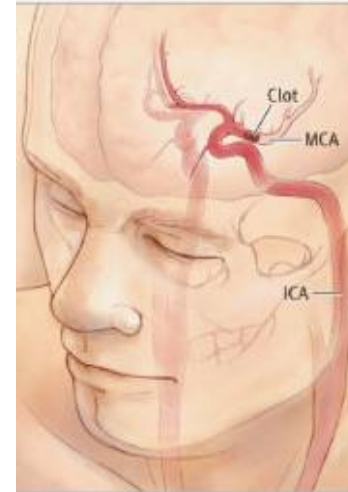


# Stroke Center (24 hrs.)



**Mechanical Thrombectomy**

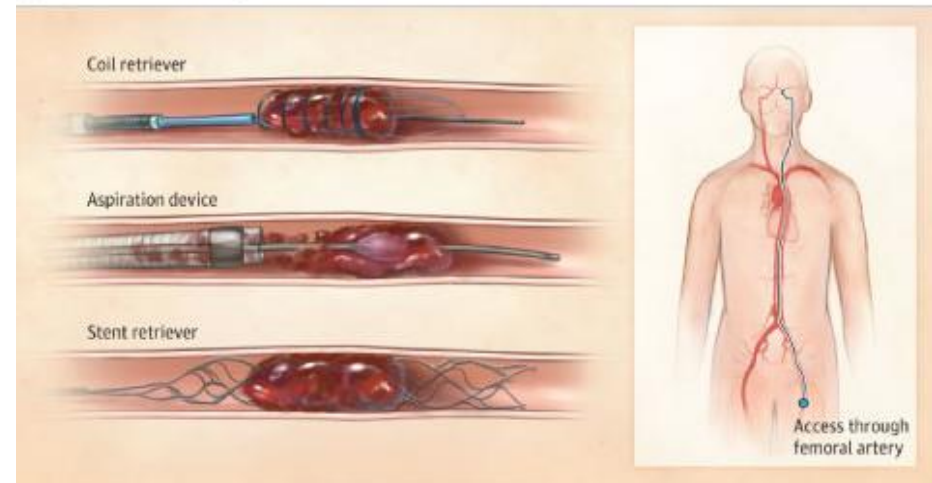
**A** Left MCA occlusion



**B** Cerebral angiogram before (left) and after (right) mechanical thrombectomy of a proximal artery occlusion in the left MCA



**C** Mechanical thrombectomy devices





# Cancer Center

Immunotherapy

Brachytherapy

Radiotherapy

Prostate Cancer

# Hand and Microsurgery Center

*“ What we hope for is not only helping the patients’ Organs replanted, but also making them functional. ”*

Dr. Wichit Siritatthamrong, MD



# Neurosurgery and Spine Center

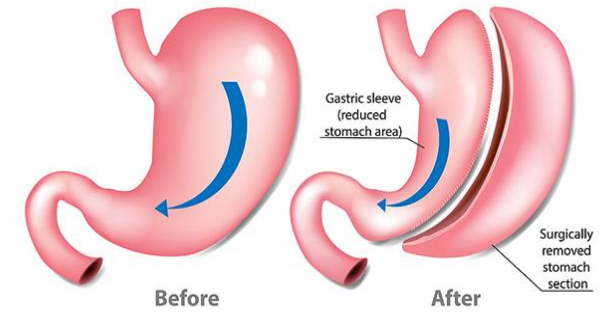




# Gastric sleeve



SLEEVE GASTRECTOMY



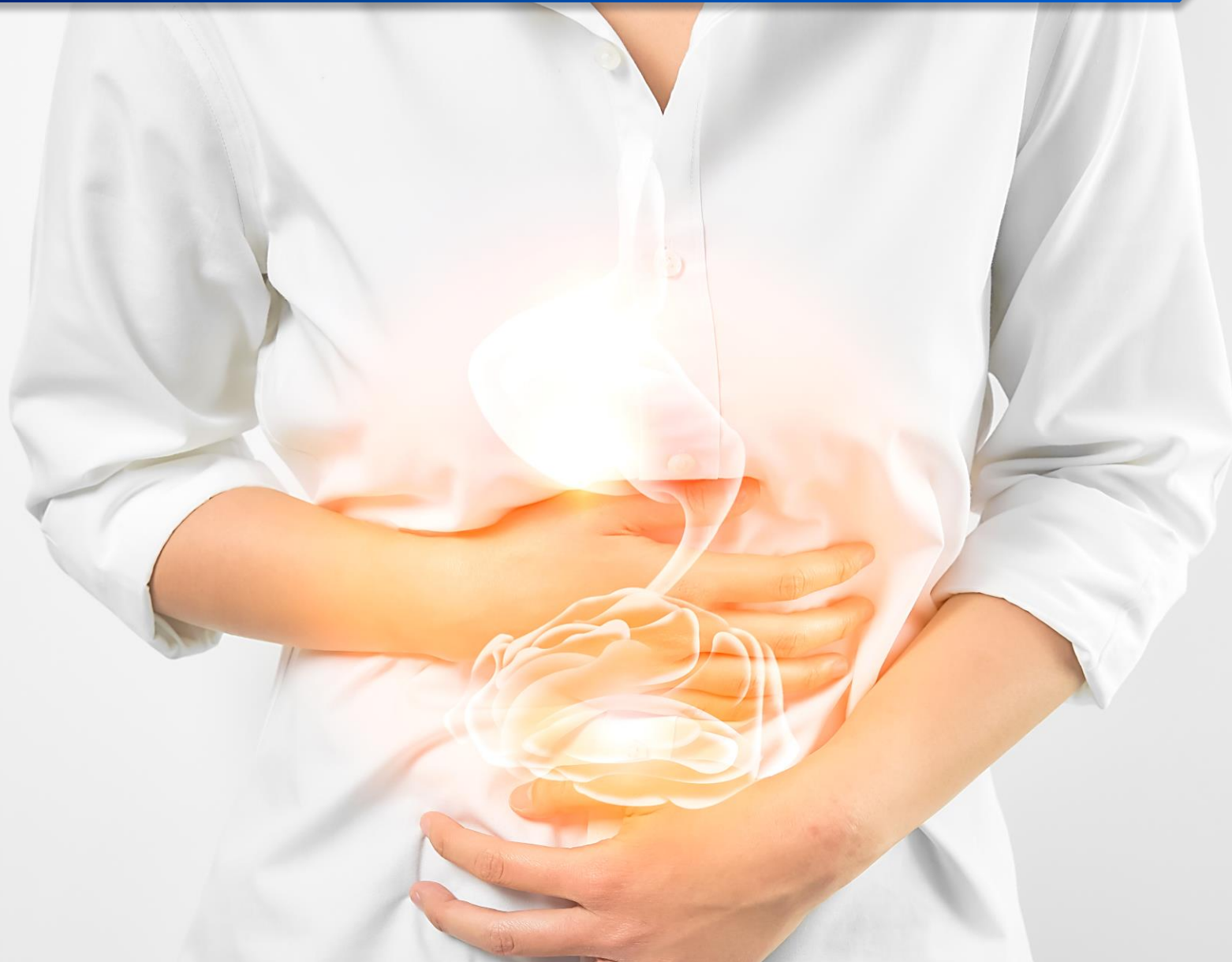
“After surgery part of stomach removed”



# One Day Surgery (ODS)



# Gastrointestinal and Liver Center (Digestive Disease)





# Management Service

*Aside from our own operations, CHG provides management services to public hospital and medical center.  
These operations provide additional sources of income for the Company.*



## Pattaya City Hospital

1-year contract (2021)  
3-year contract (2022-2024)



## Koh Lan Medical Center

2-year contract (2021-2022)  
3-year contract (2023-2025)



# Heart Centers

*Aside from our own operations, CHG also operate 3 heart centers in 3 provincial public hospitals (with 500-700 beds). These operations provide additional sources of income for the Company*



## Sirindhorn Hospital

- 3-year contract (2021-2023)
- Started booking revenue in late 2Q 2021

## Samutprakarn Hospital

- 3-year contract (2021-2023)
- Started booking revenue in 4Q 2021

## Rayong Hospital

- 1-year contract (2022)
- 1-year contract (2023)
- Started booking revenue in 1Q 2022

*CHG's Medical and Support Team fully support the patients 24 hours a day to ensure a timely care and treatment. (Medical Equipment & Devices and Medical Team are provided by CHG.)*



# Century Care Nursing Home

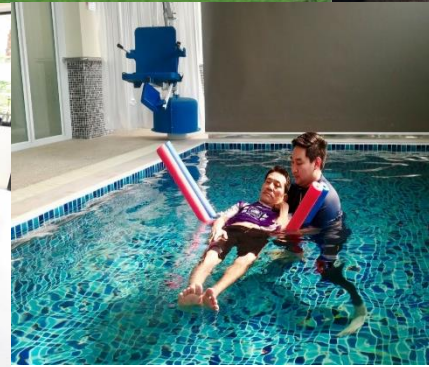
Century Care offers a variety of senior living services and care, both short term and long term. Well equipped with multidisciplinary team and advance medical equipment, Century Care provides standardized healthcare and rehabilitation services for the elderly, including stroke patient care, post surgery care and specific care.



Robotic Gait Training



Circuit Exercise



Hydrotherapy



Physical Therapy





# Investment in HealthTech

With our commitment to provide the best medical care and services to our customers/patients, we have invested in 2 HealthTech Startups, namely Meducy and Arin Care, with the objectives to increase our operational efficiency both front office and back office, quality healthcare accessibility, cost management while taking into consideration our responsibility towards the community, society and environment.



**KEY SOLUTION FOR HEALTHCARE INDUSTRY**  
FROM COMPANY FUNDAMENTAL TO ADDITIONAL BENEFIT FROM OUR SOLUTION



Arincare ช่วยให้เภสัชกร  
และผู้ประกอบการร้านขายยา  
ทำงานง่าย เพิ่มยอดขาย  
ดูแลคนไข้ได้ดียิ่งขึ้น

สมัครใช้งานฟรี



Digital Pharmacy Solution | Pharma Marketplace | e-Referral & e-Prescription



**ระบบบริหารร้านขายยาและเภสัชกรรม**  
**Digital Pharmacy Solution ครอบคลุม**  
ซื้อ ขาย จัดการ ครบจบในที่เดียว

- ✓ บริหารสต็อกสินค้า
- ✓ ระบบขายหน้าร้าน POS
- ✓ ระบบ e-Prescription และ e-Referral
- ✓ ข้อมูลลูกค้าและประวัติคนไข้
- ✓ รายงาน ขาย, รายงานการขาย และรายงานคลังสินค้า และอื่นๆ อีกมากมาย

ทำไมร้านขายยาไทยเลือกใช้ Arincare



ลดต้นทุน ช่วยบริหาร  
จัดการธุรกิจให้ดีขึ้น



สร้างยอดขายเพิ่มรายได้



ดูแลคนไข้  
ใส่ใจลูกค้าได้ดียิ่งขึ้น

# Customer Group

CHG's customer group can be best segmented into A-Class and Government policies

## A-Class

1. Cash
2. Corporate Contract & Insurance
3. Motor Vehicle Protection Act 1992
4. Worker Compensation Fund (WCF)

## Government Welfare

1. Social Security System (SSO)
2. National Health Security System (NHSO)<sup>(1)</sup>
3. Civil Servants (Elective Case – 42 Diseases)
4. UCEP (Emergency Case)



Note (1): CH3 is a referral for heart disease (NOT a primary service provider under NHSO Scheme)

# Customer Group and Payment Basis



## A-Class

### 1. Self Pay

- Individual Patients in nearby areas

- Cash or credit card, based on actual medical treatment

### 2. Corporate Contract & Insurance

- Companies/plants in nearby area
- Insurance companies having medical Service contract with Chularat Group

- Credit, based on actual medical treatment, capped by each contract

### 3. MVAP Act 1992

- Motor vehicle accident patients

- Credit, based on actual medical treatment, capped by 80,000 Baht/case

### 4. Workers Compensation Fund (WCF)

- Companies/plants in nearby area
- Insurance companies having medical Service contract with Chularat Group

- Credit, based on actual medical treatment, capped by 300,000 Baht/case

## Government Welfare

### 1. Self Pay Social Security system (SSS)

- Labors/Employees of companies or plants in nearby area

### • Fixed Payment

Advance payment, based on number of registered SS members

### • National Statistics Base

Credit, base in comparable national statistics

### • Per Special Medical Services

Credit, based on actual medical treatment, under treatment rate specified by SSO

### 2. National Health Security System (NHSS)

- Non-NHSS members  
(CHG dose not participate in “30 Baht” for Universal Coverage project)

- Credit, based on actual medical treatment, under treatment rate specified by NHSSO

### 3. Civil Servants

- Elective Case – 42 Diseases

- Credit, based on actual medical treatment, under treatment rate specified by the Comptroller General’s Department

### 4. UCEP

- Emergency Case

- Credit, Fee-for-Service based on middle price

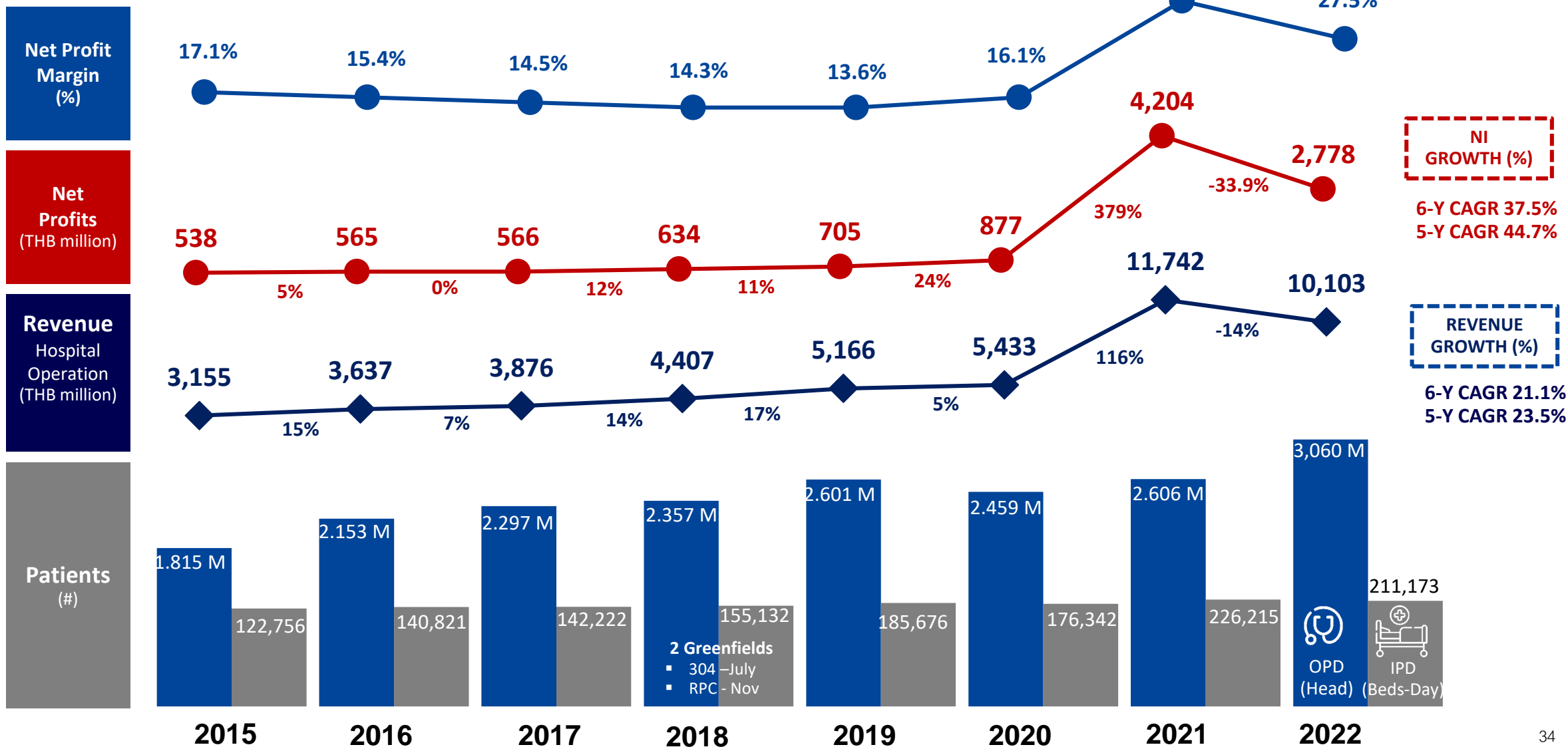


# Financial

## Highlights

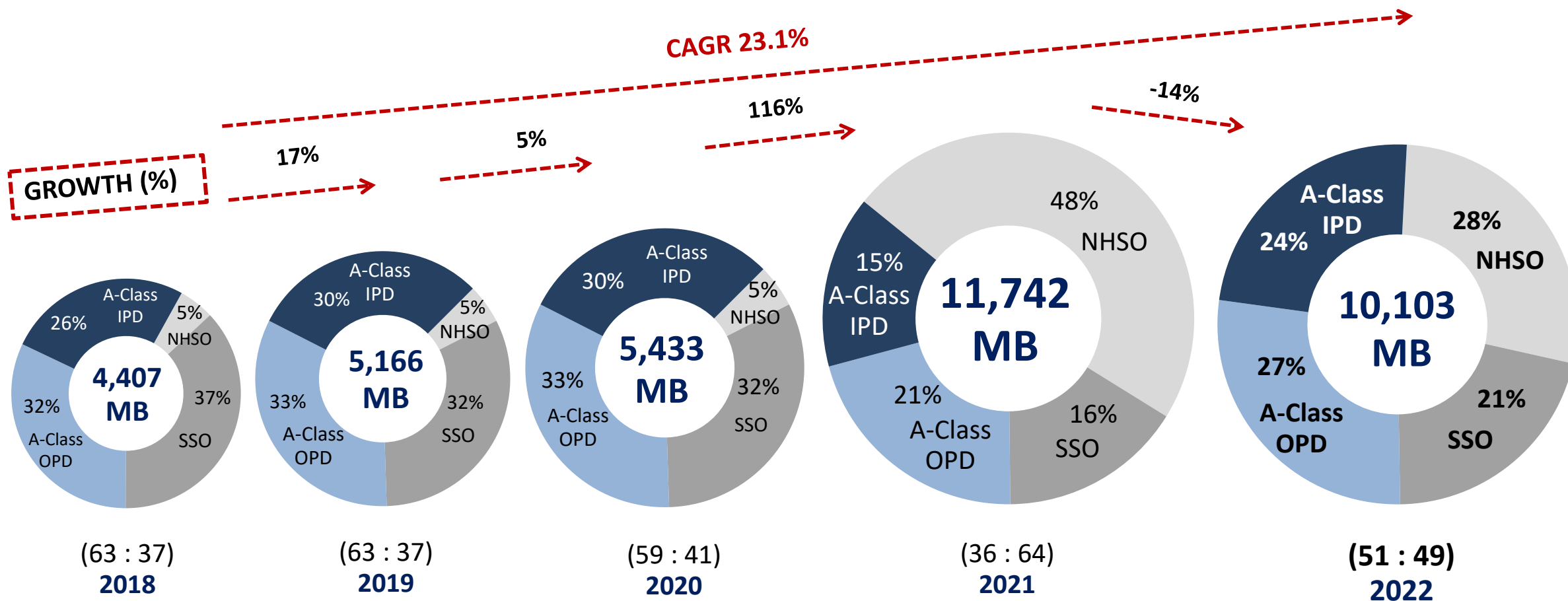
# Financial Performance vs Patient Growth

CHG has consistently demonstrated strong financial performances and steady growth



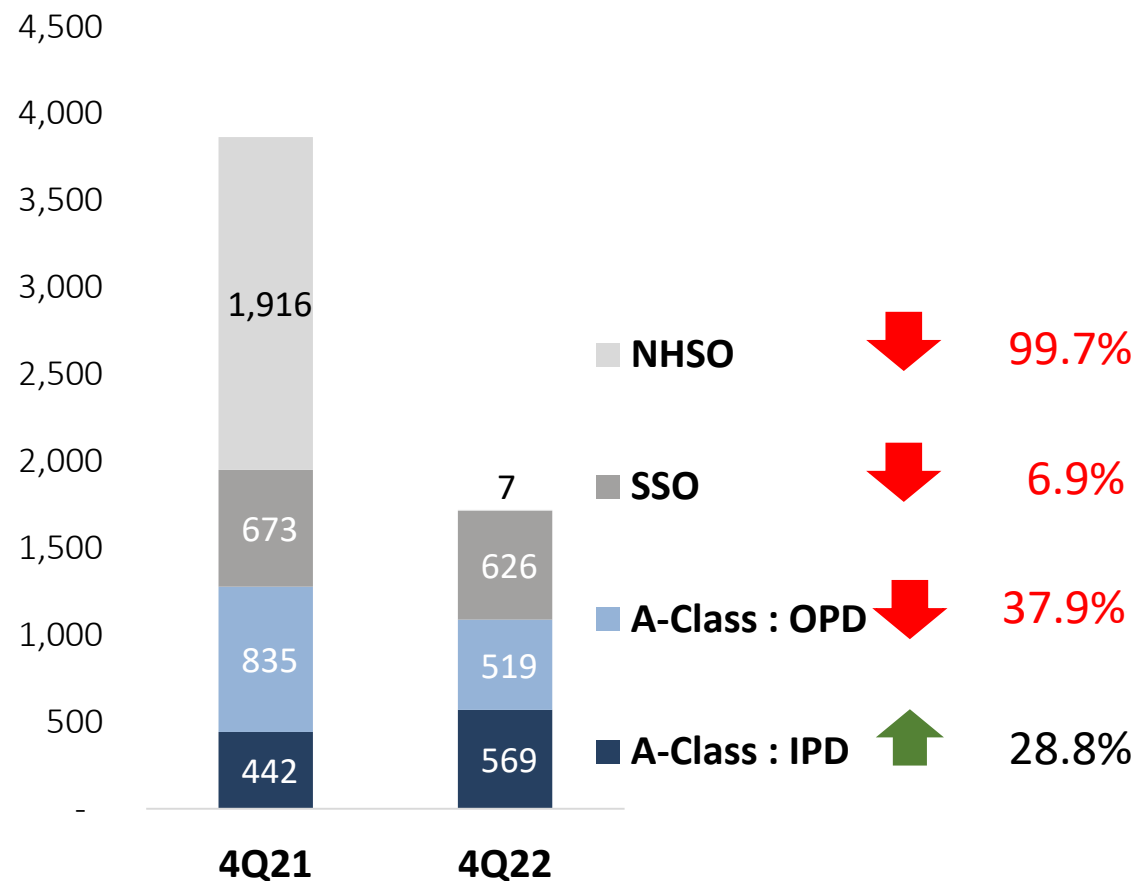
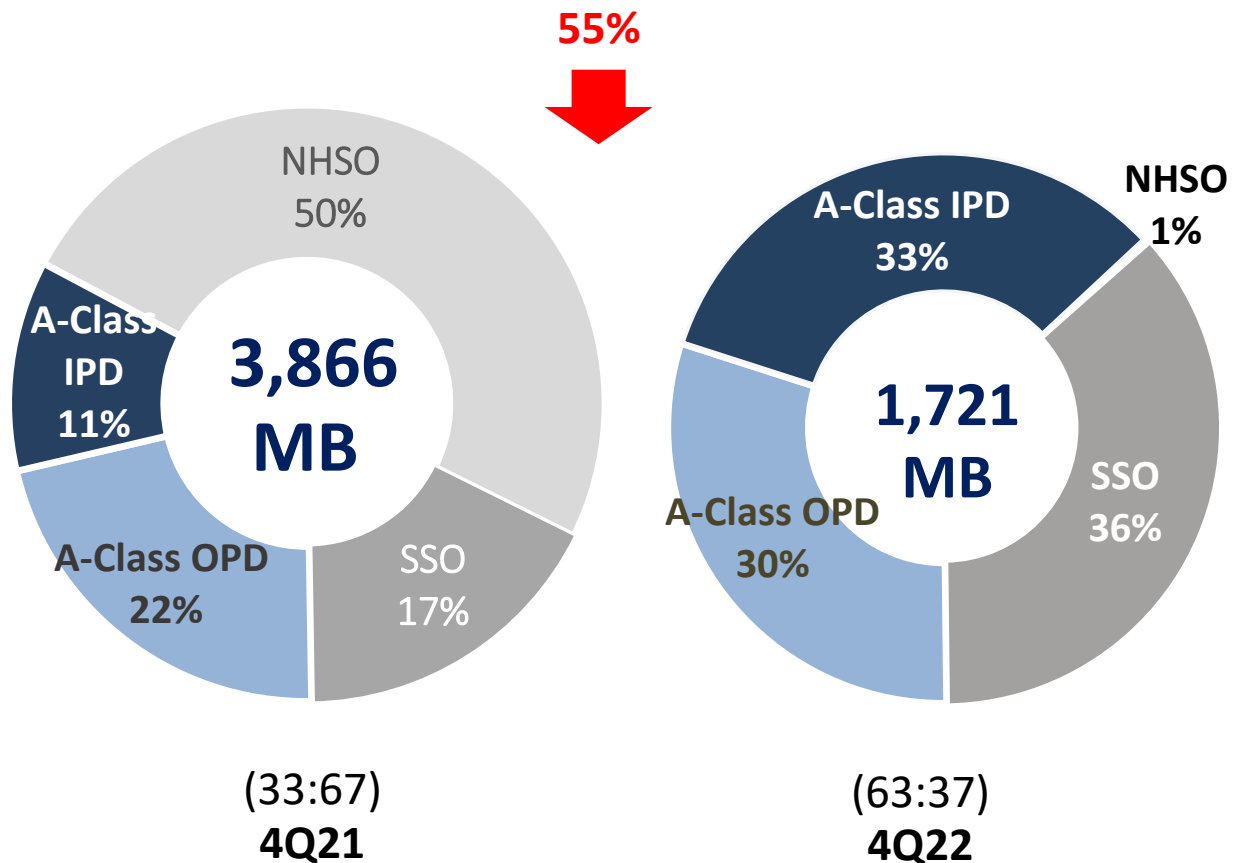


# Revenue Breakdown 2018-2022



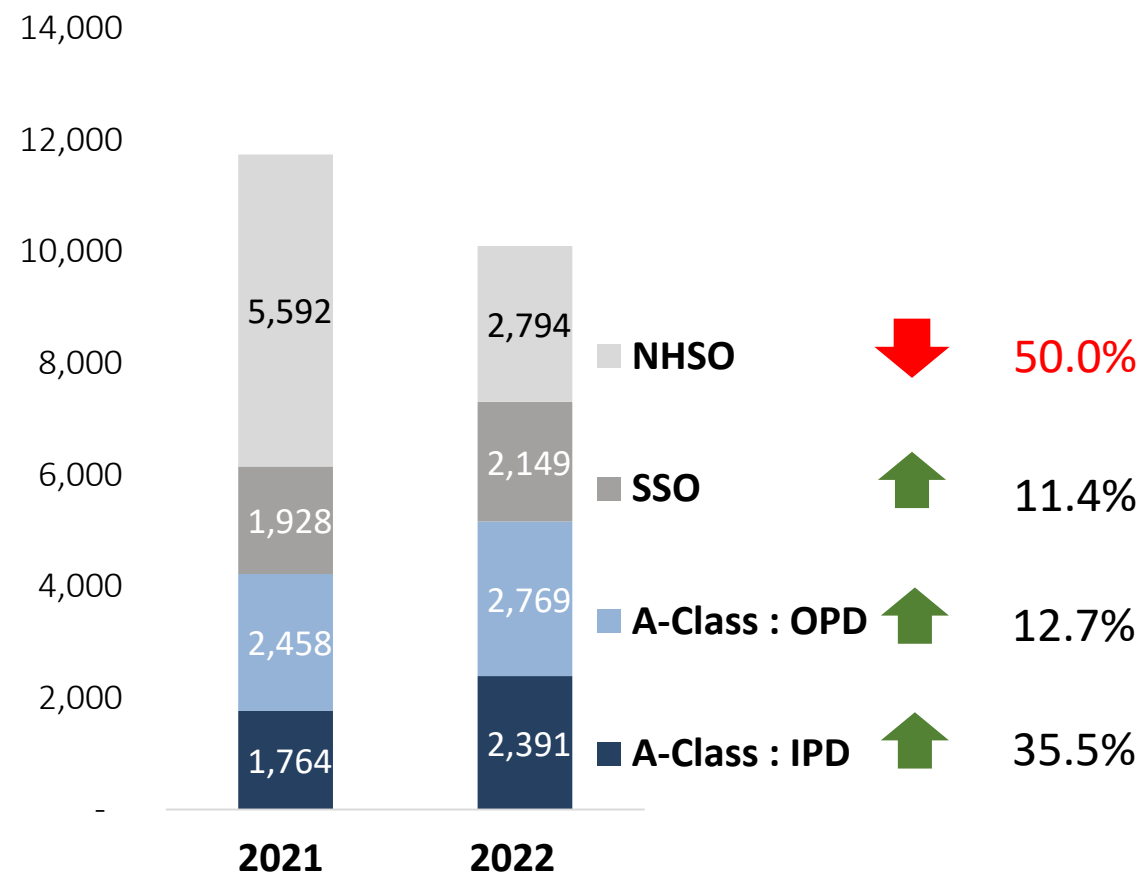
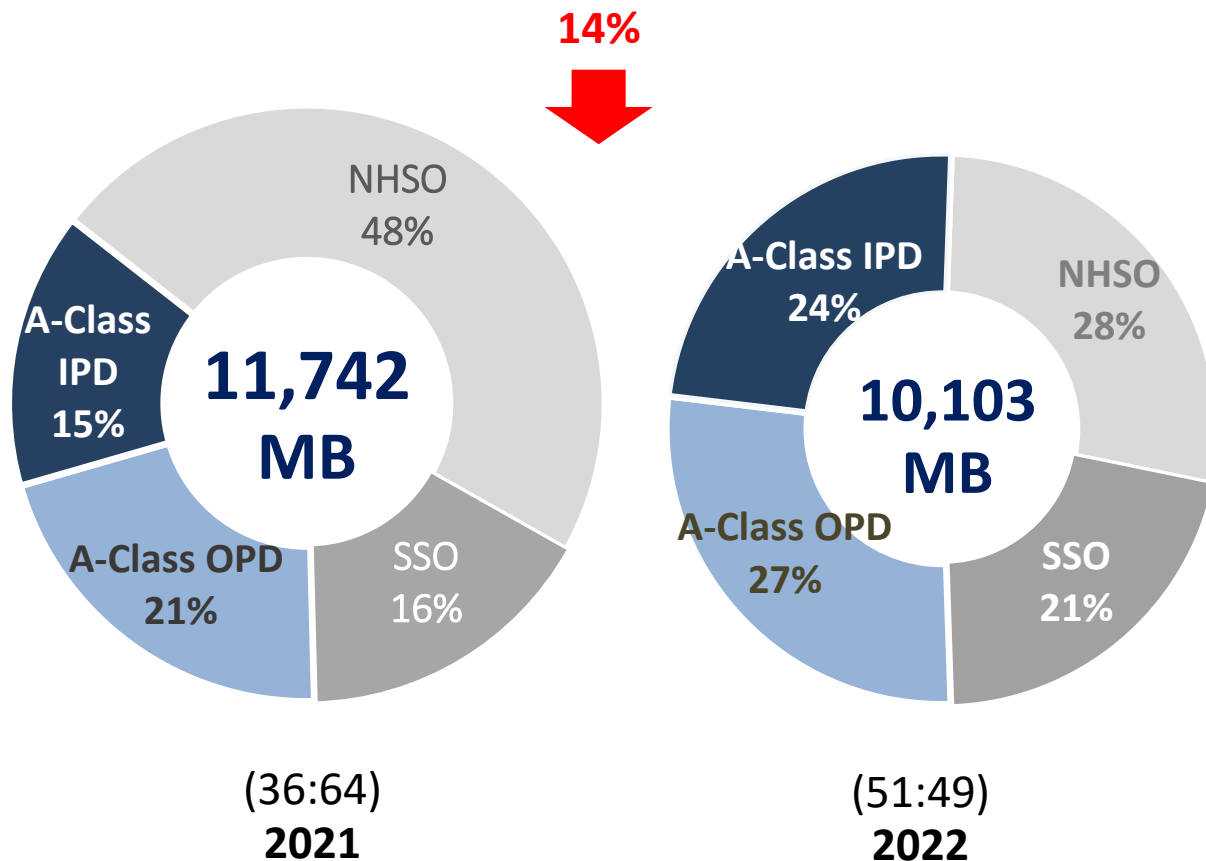
# 4Q2022 Overview

## Hospital Revenue Breakdown by Customer Group



# 2022 Overview

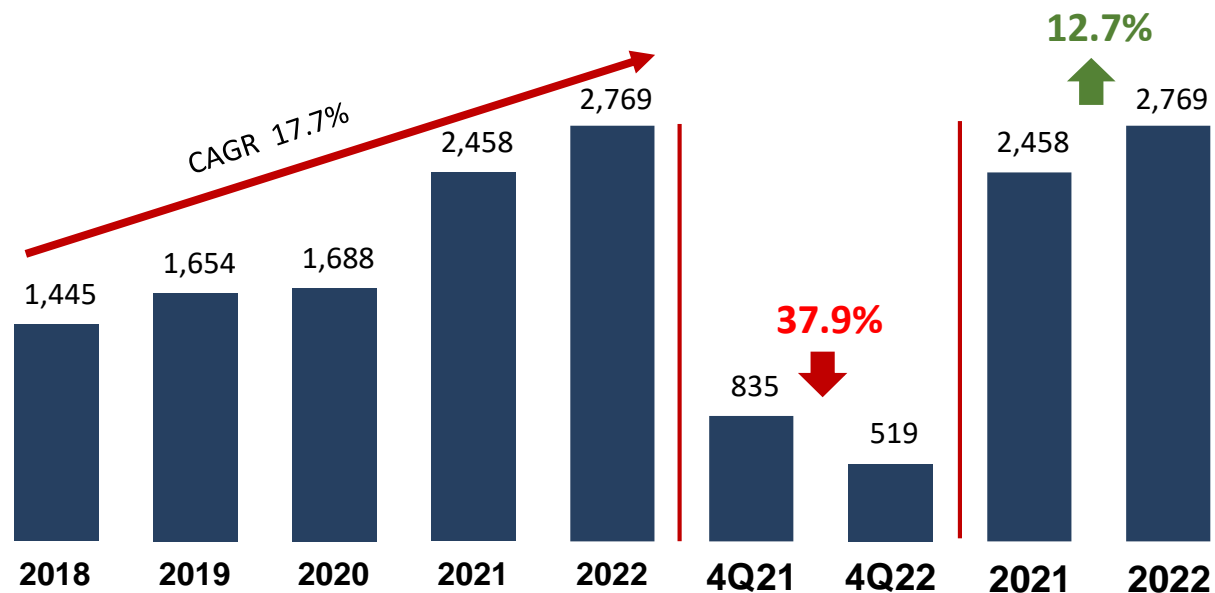
## Hospital Revenue Breakdown by Customer Group



# A Class - OPD

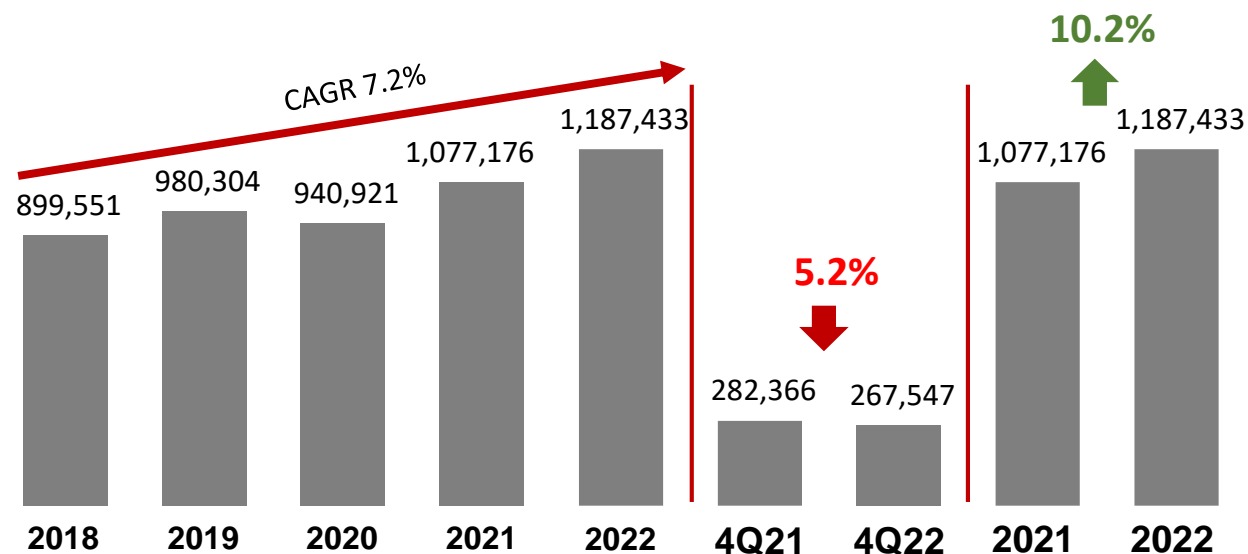
## OPD Revenue (MB)

Unit : Million Baht



## OPD – Visiting Number (VN)

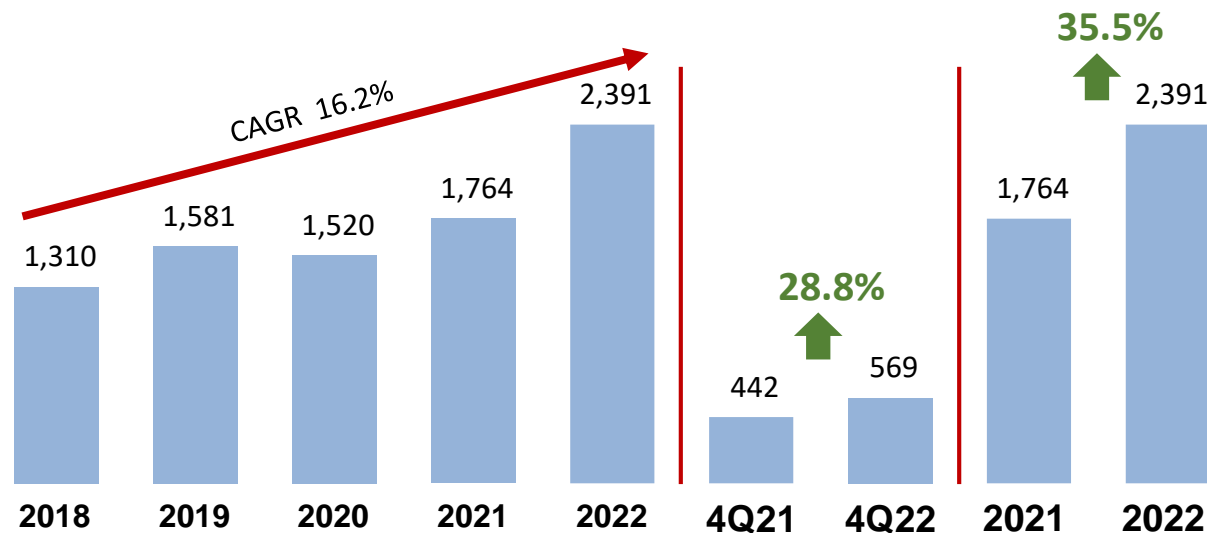
Unit : Head



# A Class - IPD

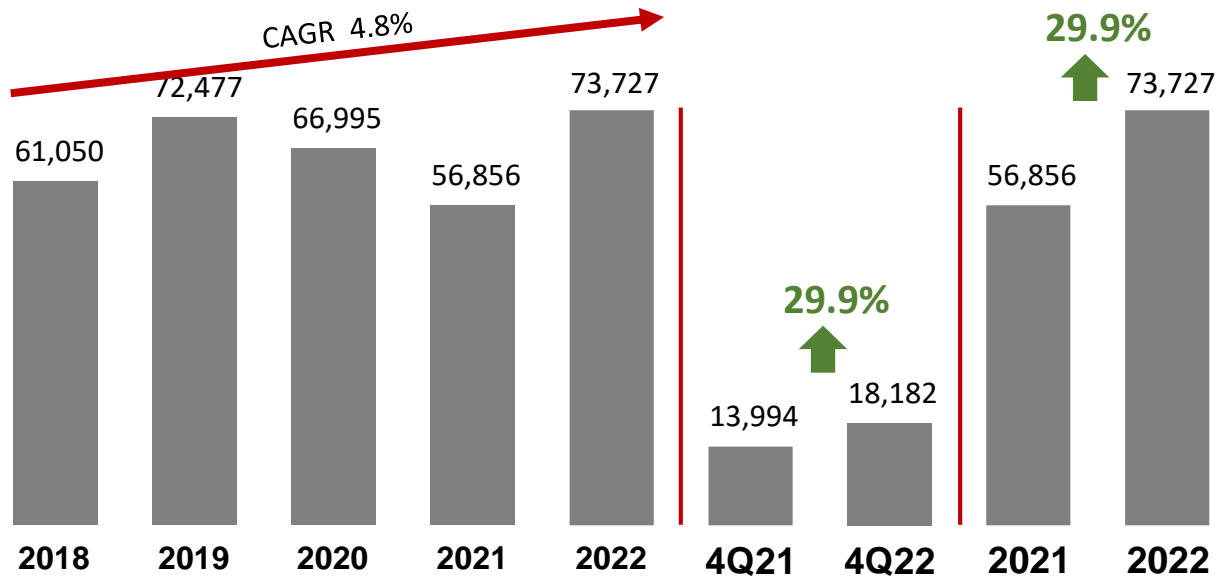
## IPD Revenue (MB)

Unit : Million Baht



## IPD – Admission Number (AN)

Unit : Head



# SSO - Patient

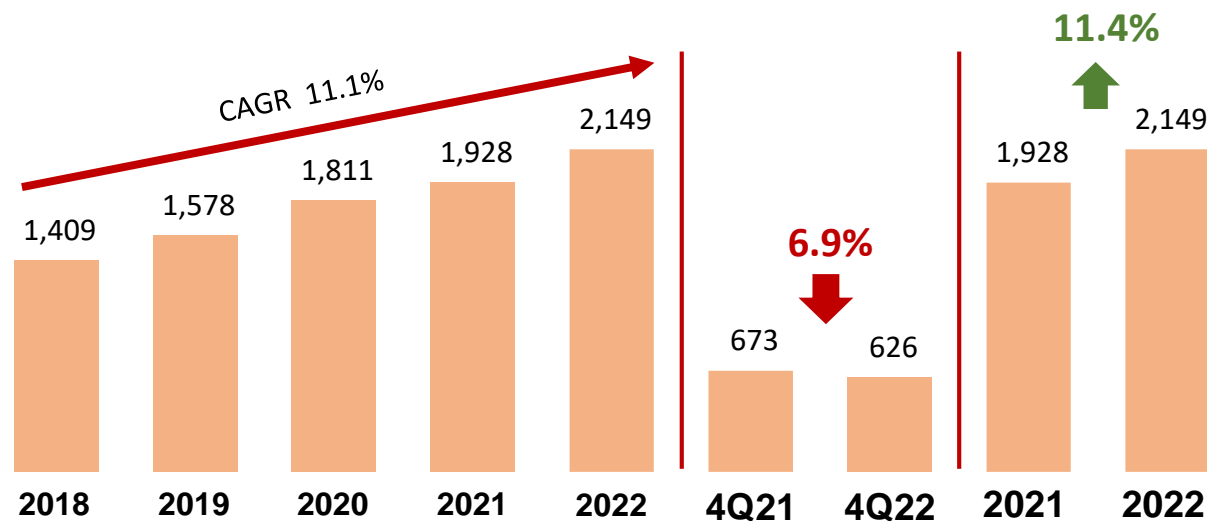
- Number of insured persons = 13.51 million (December 2022, SSO) by law article #33 (obligation) and #39 (voluntary)
- Approx. Unemployment rate = 1.2% (4Q 2022, National Statistical Office of Thailand - NSO)

## SSO Revenue (MB)

Unit : Million Baht

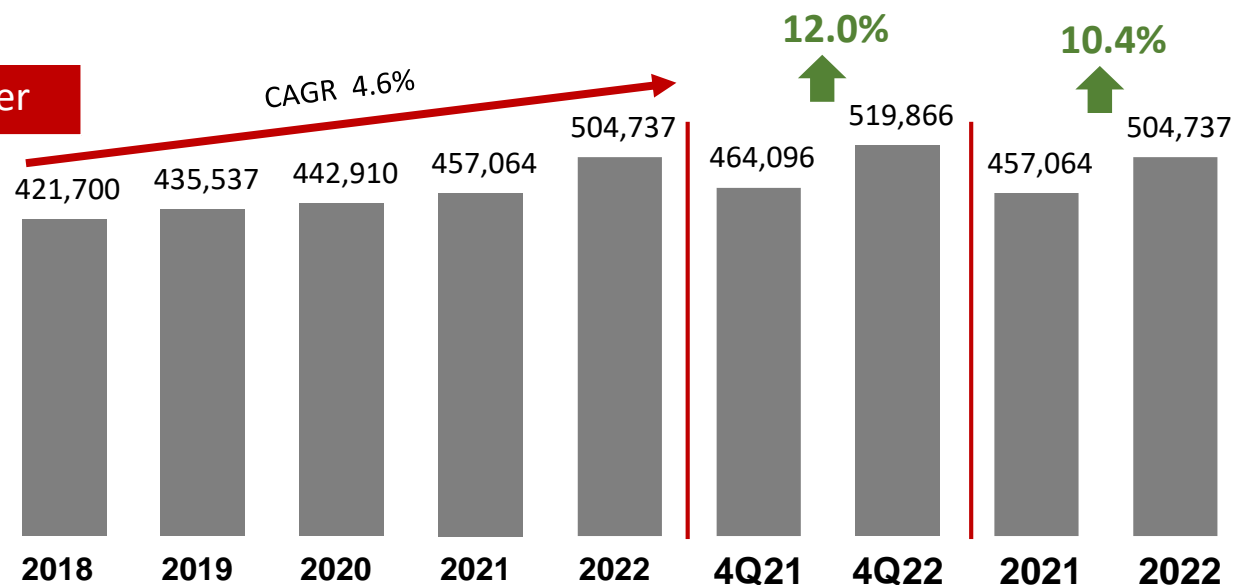


2023 Quota = about 562,000

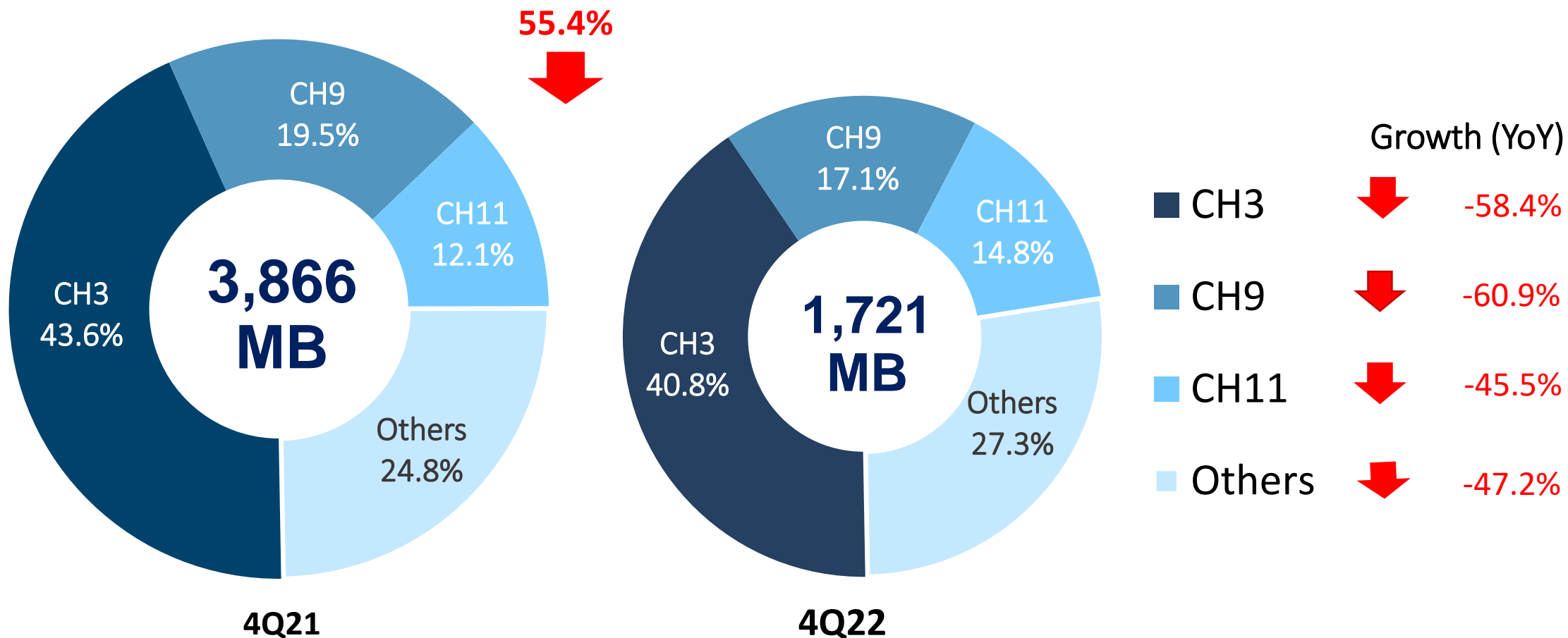


## SSO – Average Registered Member

Unit : Head



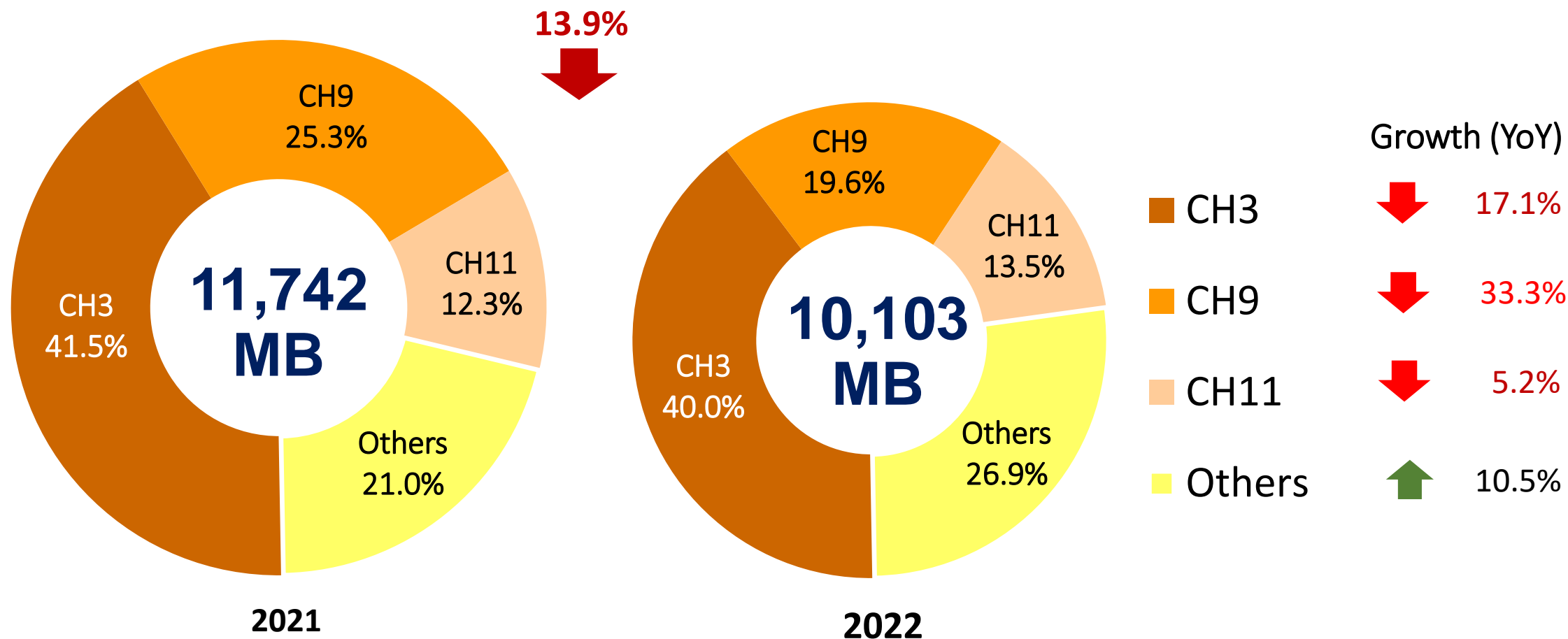
# Hospital Revenue Breakdown by Branch : 3 months



Major contributors - CH3, CH9, CH11 = 72.7% (4Q21 = 75.2%)



# Hospital Revenue Breakdown by Branch : 12 months

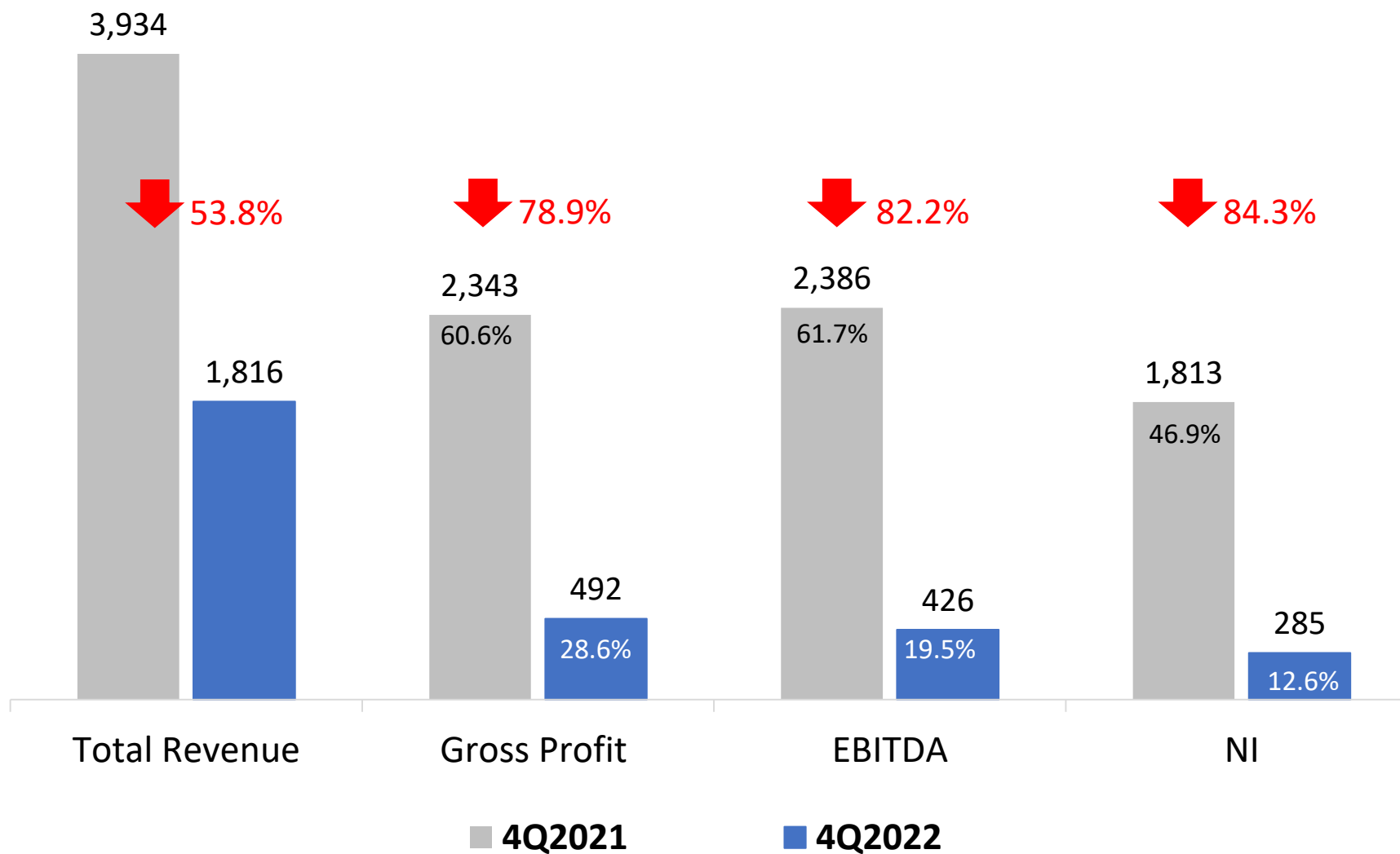


Major contributors - CH3, CH9, CH11 = 73.1% (2021 = 79.0%)

# Financial Highlight : 3 months

## Growth (YoY)

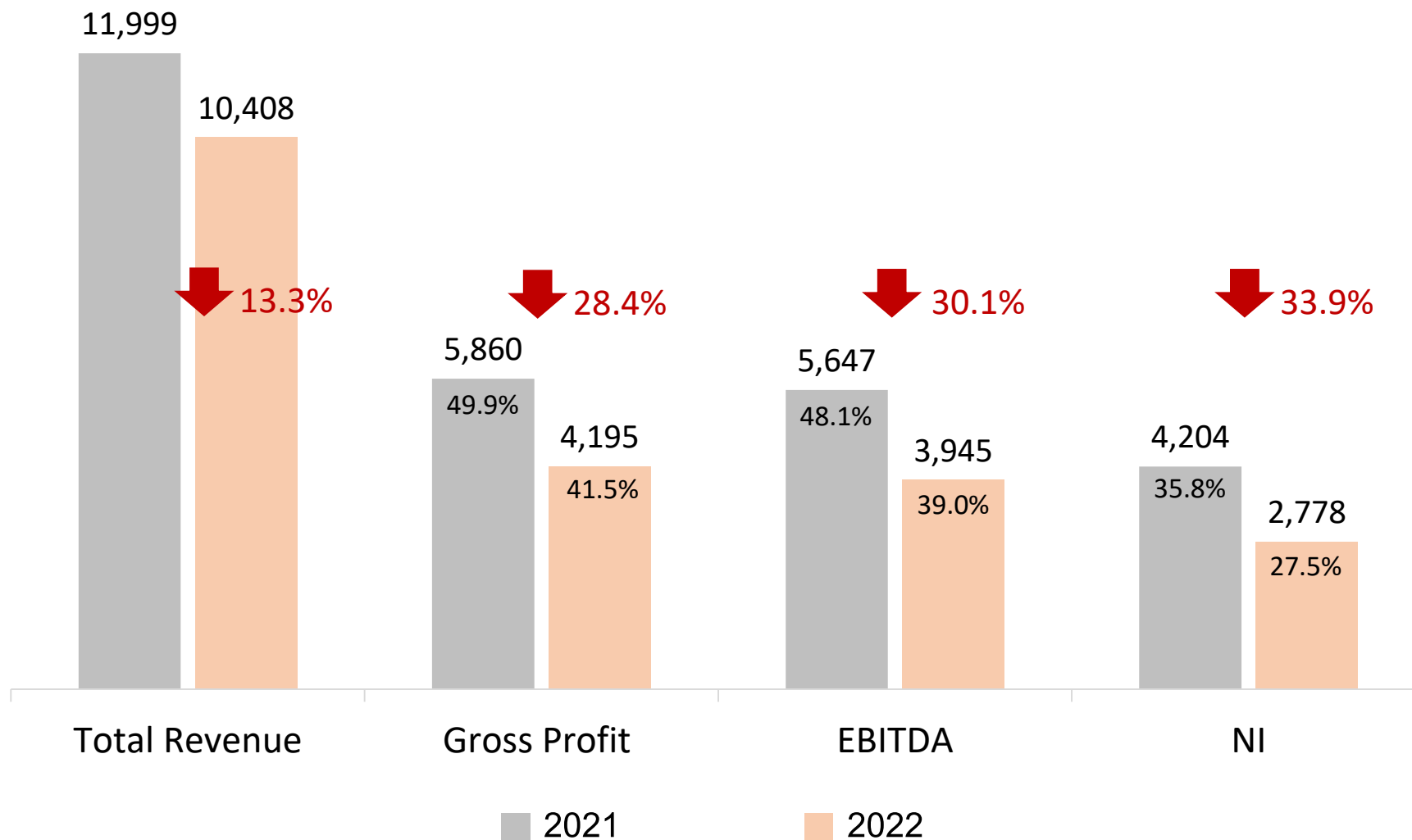
Unit: Million Baht



# Financial Highlight :12 months

## Growth (YoY)

Unit: Million Baht

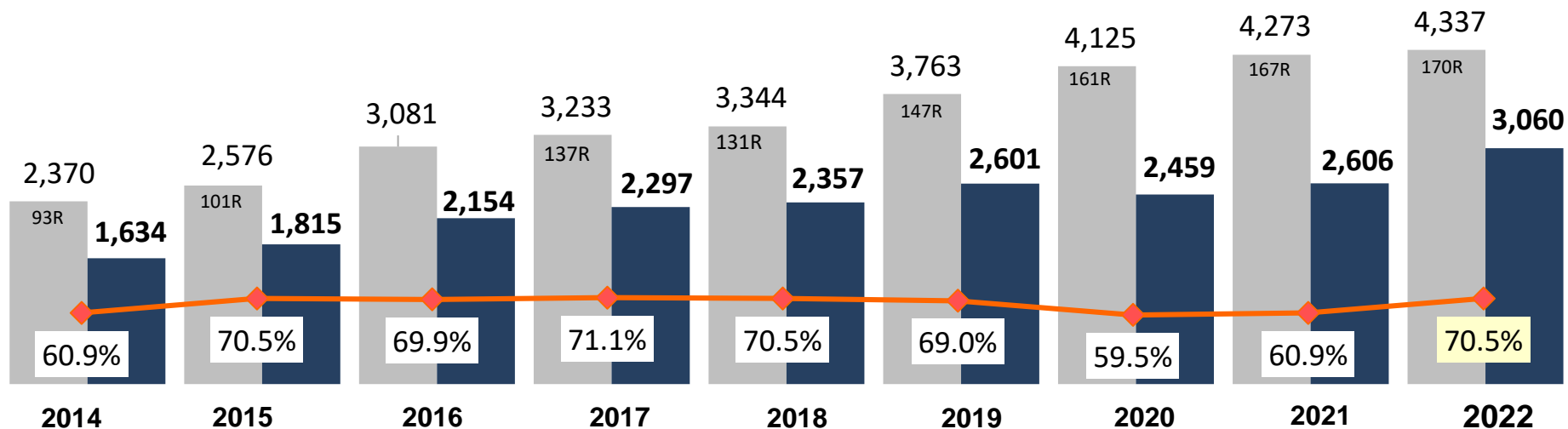


# OPD Utilization Rate

■ Max. capacity = Rooms x 365 days x 70 (avg. patient/day/room)

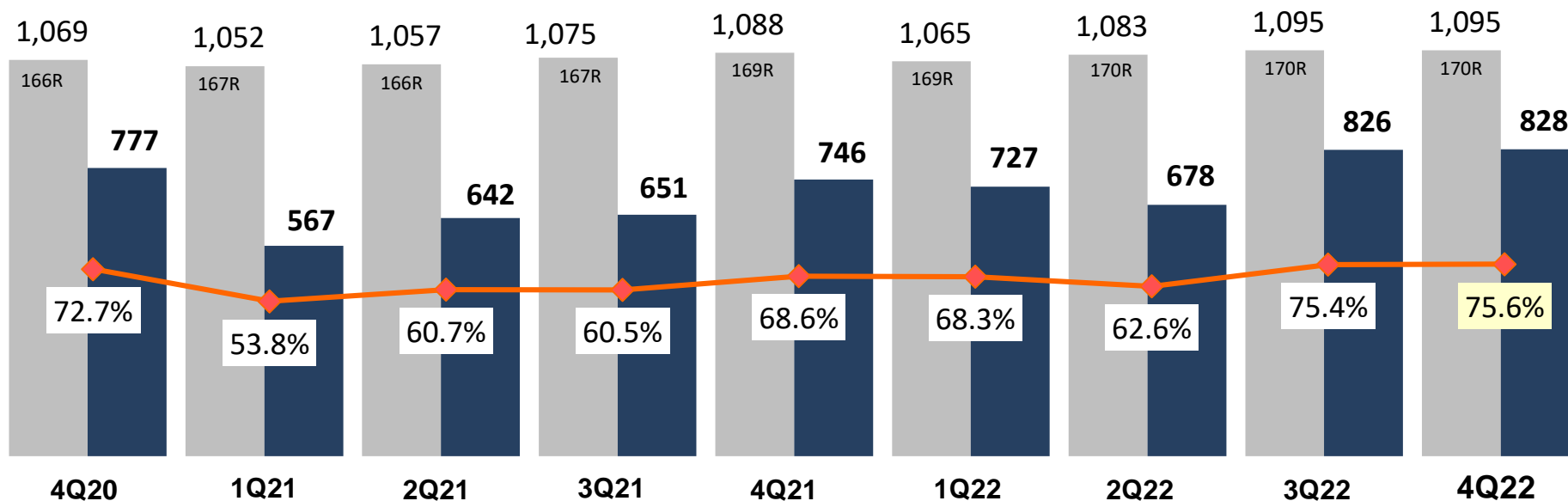
Basis : Yearly

Unit : '000 Head



Basis - Quarterly

Unit : '000 Head

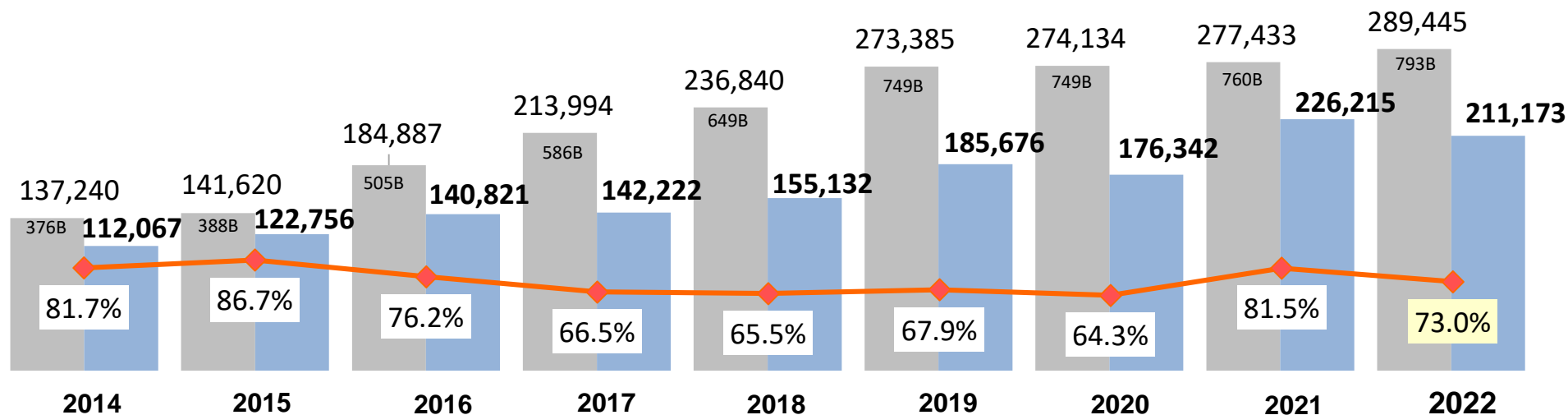


# IPD Utilization Rate

■ Max. capacity = Beds x 365 days

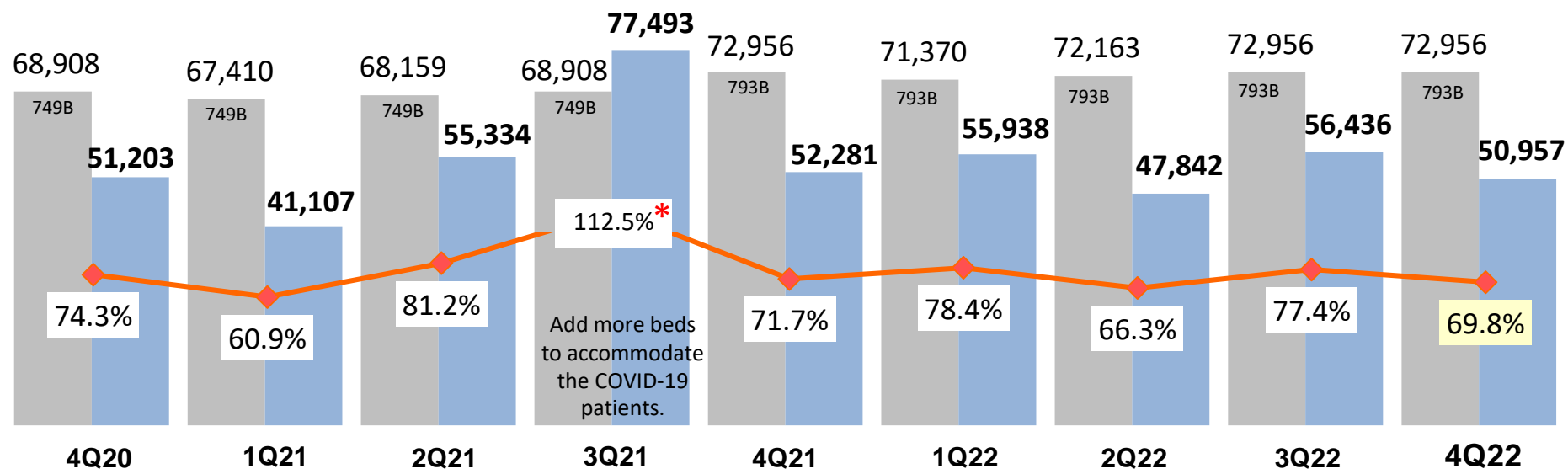
## Basis : Yearly

Unit : Beds-Day



## Basis - Quarterly

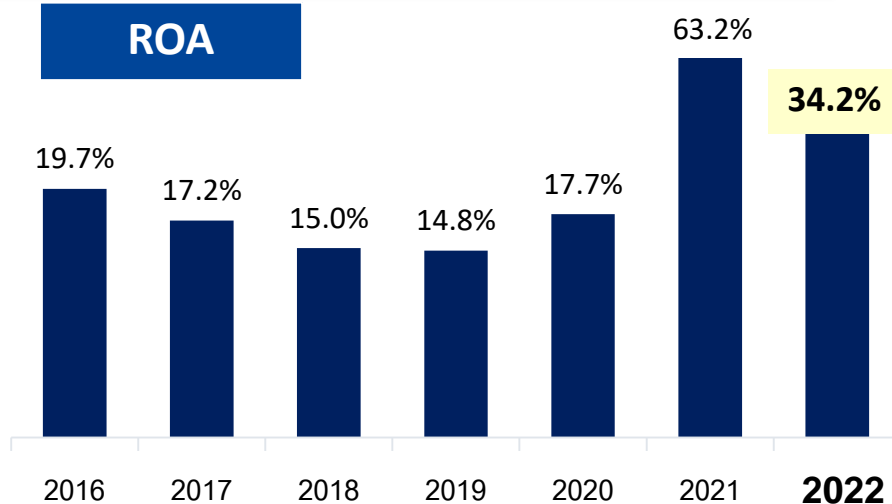
Unit : Beds-Day



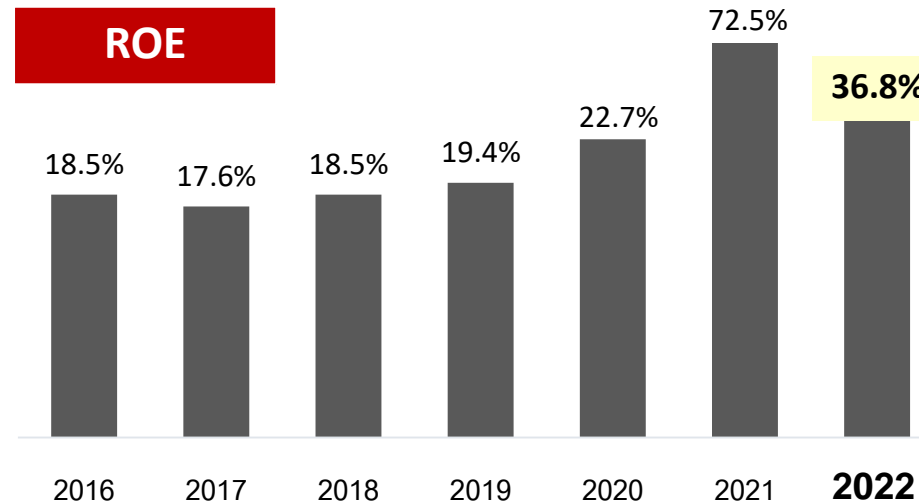


# Asset & Capital Profile

## ROA

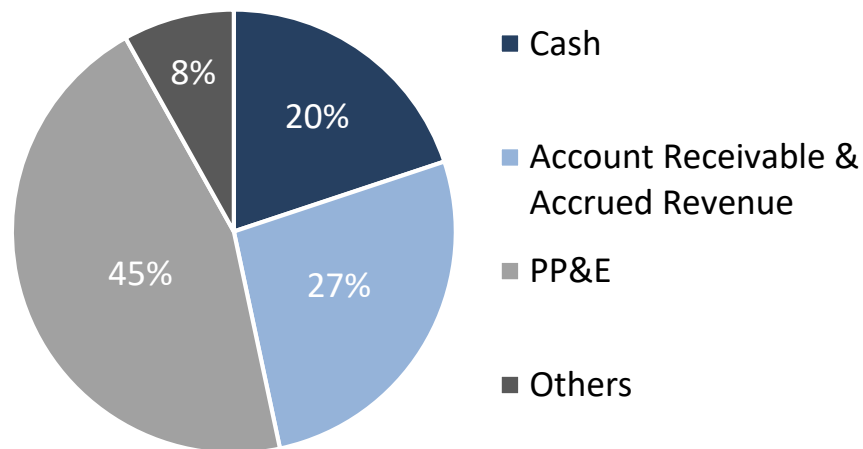


## ROE



## Asset Structure

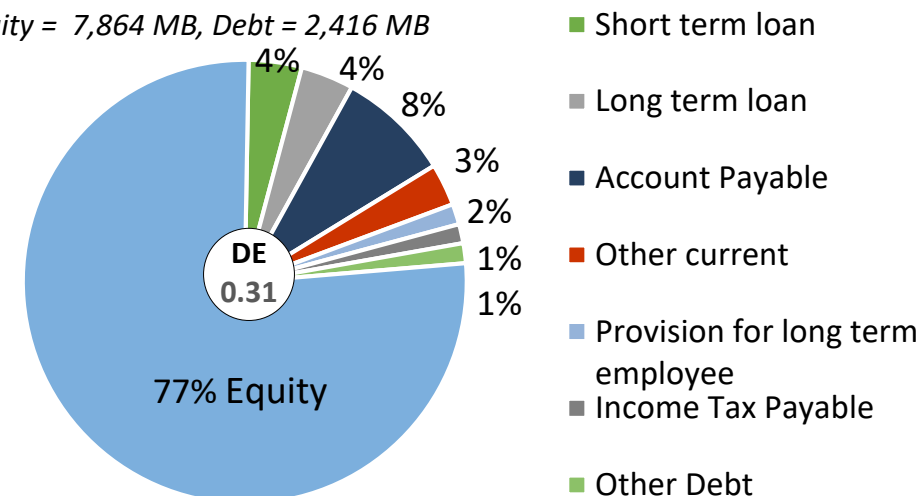
Asset = 10,280 MB



As at 31 December 2022

## Capital Structure

Equity = 7,864 MB, Debt = 2,416 MB



As at 31 December 2022

# New Projects

Chularat Hospital Group



# Chularat Medical Center

CHG has lined up new additions to existing portfolio of medical facilities in the near future.



## Highlights

- **Cancer Center**  
(Radiology – Nuclear Medicine)  
The first holistic cancer center in Samut Prakan province.
- **Stroke Center**  
(Stroke Emergency Unit)
- **Advanced Wound Care Center**
- **Hyperbaric Oxygen Therapy Center (HBOT)**
- **Location** : Samut Prakan province
- Approx. 2,000 sqm
- CAPEX : THB 250 MB
- Higher Energy Radiation (LINAC)
- 50 IPD bed
- Expected to be operational in May 2023.

# Chularat Hospital Mae Sot (CHM)

*CHG has lined up new additions to existing portfolio of medical facilities in the near future*



## Highlights

- **Location** : Mae Sot District, Tak province
- Land Area : 6 Rai
- CAPEX : THB 600 MB
- Target : A-Class patient
- 100 IPD beds
- Expected to be operational in June 2023





# Chularat Hospital Mae Sot (CHM)





# CHG Growth Plan 2023

*CHG's Growth for 2023 would be driven by our organic growth in all customer segments and key Excellence Centers, including the followings*



## Heart Center

- CH3
- Sirindhorn Hospital
- Samutprakarn Hospital
- Rayong Hospital



## Capacity Increase

- CH304
- RPC
- Chularat Medical Center
- CH Mae Sot International



## International Patients

- Arab customers
- CLMV customers



## Hospital Management Service

- Pattaya City Hospital
- Koh Lan Medical Center



# Expansionary Blueprint

*In the medium to long-term period, CHG expects to add up to 522 or more beds.*

Branch	2022 Existing Beds	2022-2026 Additional Beds
1. Chularat 1 Suvarnabhumi	26	-
2. Chularat 3 Inter	237	50
3. Chularat 5	26	-
4. Chularat 9	139	-
5. Chularat 11 Inter	141	-
6. Chularat Cholvaej	56	-
7. Chularat Rayong	50	100
8. Chularat 304 Inter	59	59 (2023)
9. Chularat RPC	59	71 (2023)
10. Chularat Mae Sot (Greenfield)	-	100 (59B – June 2023)
11. Chulart Medical Center (Greenfield)	-	50 (May 2023)
12. Chularat Phraeksa (Greenfield)	-	100
<b>TOTAL</b>	<b>793</b>	<b>522+</b>

# Sustainability

Development

# Our Mission and ESG

- Providing “Standard Treatment” to **customers**.
- Promoting “Quality of Life” in **community**.
- Promoting employee awareness to protect **environment** and aiming to be **Green Hospital**.
- Creating “Happiness” among **employee**.



*"The hospital not only exists for economic growth,  
but also the responsibility for social and the environment"*



# Our Core Value and ESG

*Aiming to emphasize and embed Sustainability or ESG into our Corporate Culture and encourage our employee's contribution, Dr.Kumpol has revised the definition of our Core Value and communicated this to all employees throughout the organization.*

## “I CARE” for sustainability

# I

Innovation



# C

Care our **CREP**

- Customer (Internal & External)
- Reputation
- Environment
- People

# A

Accountability



# R

Reform



# E

Ethic





# Our Environmental Aspect

## Environment 2022



Total Waste  
**755,151**  
 kilograms

 **10.38**  
 Waste Intensity  
 Kilograms per inpatient day

**0.00019**  
 Waste Intensity  
 Kilograms per Revenue 1MB


**0** Environmental Dispute



Total Water Consumption  
**70,379**  
 cubic meters

**0.97**  
 Water Intensity  
 Cubic meter per inpatient day

**0.000017**  
 Waste Intensity  
 Cubic meter per Revenue 1MB

  
 Total Energy Consumption (Electricity)  
**7,063,957**  
 Kilowatt-hour

**97.06**  
 Energy Intensity (Electricity)  
 kWh per inpatient day

**0.0017**  
 Energy Intensity (Electricity)  
 kWh per Revenue 1MB



Total GHG Emissions (Scope1,2,3)  
**5,210,748**  
 kgCO2eq

**71.59**  
 GHG Emissions Intensity  
 kgCO2eq per Inpatient Bed

**0.0013**  
 GHG Emissions Intensity  
 kgCO2eq per revenue 1MB



Our 4Rs – Right, Reduce, Reuse, Recycle (Circular Economy)



Our Green Hospital & Zero Waste Project

**01**

Waste Management



**02**

Water and Wastewater Management



**03**

Energy Management - Electricity



**04**

GHG Emission Management



# Our Green Hospital



## Our Waste Separation Campaign & 4Rs

- General Waste
- Biohazard Waste
- Right, Reuse, Reduce, Recycle
- Recycle Waste
- Hazardous Waste



- CHG has recognized an importance of GHG emission and Global Warming issue, therefore CHG has continuously conducted “ **Zero Waste & Green Hospital Campaign**”, convincing its employee and clients to see an importance and benefits of waste separation, which ultimately help reducing GHG emission and global warming from waste disposal process.



# Environmental Care



- On environmental aspect, CHG has educated our employee and the public to be aware of environmental issues and its impact and consider these environmental issues as their personal and everyone is responsible to change their behavior to help reducing resource consumption as well as to help reducing global warming.
- Beach-Cleaning Campaign namely “ Love Earth – Reduce Waste” was organized where CHG staff helped picking the garbage on the beach. 59

# Our Social Aspect

## Social 2022



Total Employee  
**4,520**  
persons

Male  
**678**  
persons

Female  
**3,842**  
persons

**20.31%**  
Turnover Rate

**88%**  
Employee Satisfaction

**0** Labor  
Dispute

**0** Community  
Dispute

**0** Loss Time Injury  
Frequency Rate (LTIFR)

**0** Rate of Fatalities as a result of  
work-related injury

**0** Rate of Fatalities as a result of  
work-related illness

**01**

## Employee



- Human Capital Development
- Human Right & Labor Practice
- Occupational Safety, Health and Environment

**02**

## Customer



- Service Quality (JCI & HA Standards)
- Customer Information and Privacy (PDPA)

**03**

## Community & Society



- Healthcare Knowledge Sharing through trainings and seminars
- Community Engagement and Healthcare Accessibility





# Healthcare Accessibility

*With our passion for the well-being of our communities and society, we aim to make a difference and fulfill those unmet medical needs.*

## HEART CENTER



- **Ischemic Heart Disease** is the 4th leading cause of death in Thailand. Recognizing its danger and severity, CHG has established a 24-hour heart center, which is a referral center for Thais under government scheme (NHSO, SSO).
- CHG has also expanded its competency to operate 3 heart centers at 3 public hospitals, with an objective to help reducing the fatality rate and provide a good healthcare accessibility to people in the communities.
- In 2022, CHG treated a total of 7,315 heart patients (3,810 cases at CHG and 3,505 cases at 3 public hospitals).

## STROKE CENTER



- Another cause of death # 2 among Thai people is **Cerebrovascular Disease or Stroke**, considered as one of the diseases that greatly affect the daily life of both the patient and the caregiver.
- CHG has established 24-hour Stroke Center, fully equipped with medical teams and medical equipment as well as providing **Mechanical Thrombectomy (MT)** treatment.
- With our expertise, more than 40 private and public hospitals in Bangkok, central, eastern, and nearby referred their cases to us, covering all government scheme (UCEP, SSO, Cash).
- In 2022, CHG took care of more than 600 acute stroke patients or about 50 cases per month.

## NICU CENTER



*"Our mission is to do our best to give the baby an opportunity to live."*  
*Dr.Kumpol Plussind*

- NICU Center was established about 30 years ago and originated from the devoid of medical facilities for **low birth weight babies** in Samut Prakan province where the medical services were few and difficult to reach, and medical technology was not as advanced as it is now. Our specialized doctors and skilled nurses dedicated 24 hours a day to care for these babies, free of charge under the government and Company's own support.
- In 2022, CHG cared for 17 newborns weighing less than 1,500 grams with a 100% survival rate.



# Community Engagement

## HEALTH



## EDUCATION



## ENVIRONMENT



## PUBLIC INTEREST





# Chularat Inter Health (CIH)



- **Chularat Inter Health School (CIH)** was founded in 2008 to provide a 6-month Certificate Program for Patient Assistant (PA), with an intention to produce professional patient assistants to support CHG's growth. CIH has conducted 3 Certificate Programs under the supervision of Ministry of Education : Elderly Care, Baby Care and Dispensary Assistant. CHG has also provided the scholarship. CIH can produce 150-200 professional patient assistants each year. While providing **“Educational and Job Opportunities”** to young generation living in CHG's area and nearby, this would also ultimately help **improving the quality of their lives, their family and the society.**
- CIH was continuously awarded with “Educational Quality Assurance” from Office of the Private Education Commission (OPEC) and recently awarded with “Social Promotion Award 2018” from “Honor the King's Legacy Project”.
- In 2023, CIH is the first educational institute in Samut Prakan Province certified by Department of Health Service Support.

# 10,000 Heart Heroes for safe life



- Being a part of the community, the Company recognizes the importance of its roles and responsibilities to the community and society. With the Company's philosophy "**The hospital not only exists for economic growth, but also the responsibility social and the environment**", the Company has organized several social activities in collaboration with government organizations on a regular basis, such as 10,000 Hearts Project.



# Bring good health to the community



- CHG has also provided healthcare knowledge and trainings on a regular basis, both within its premise, the public and the employees of the clients such as first aid training, child care training to pregnant mothers, mobile community health promotion projects, school tours, Cardiopulmonary resuscitation (CPR) training.



# Sharing to our community



- Aiming to help reducing impact of the COVID-19 and promoting health hygiene, CHG has provided life support bag including surgical mask and all necessities to local communities nearby the Group.



# Serving the community : COVID-19



## Prevention and Control of COVID-19



## Prevention and Control of COVID-19



- CHG has supported the Governments' policies in the prevention and control of COVID-19 and treatment of the COVID-19 patients.
- CHG has collaborated with Social Security Office to provide COVID-19 vaccination services to SSO members and the public.



# Serving the community : COVID-19



- During the Covid-19 pandemic, CHG collaborated with CP Group and WHA Group to help reduce the workload on government hospitals
- The collaboration saw the opening of field hospitals by early October 2021, providing an additional 600-1,000 beds for patients in yellow and red group
- This specialized hospital is fully equipped with medical devices and functioned like any other hospitals



# Our Economics and Governance Aspect

## Economics & Governance 2022



Revenue  
**10,408**  
Million Baht

Net Profit  
**2,778**  
Million Baht

**63%**

Dividend  
Payout Ratio



CG Score  
(7 consecutive years)

**0%**

Corporate  
Governance  
Dispute

**90%**

Customer Satisfaction

**100%**

Meeting Attendance Rate  
of each committee member

**01**

**Economic**



- Organic Growth and Expansion
- Technology and Innovation (Digital Transformation)
- Sustainable Business Model and Practice
- Business Continuity Management (BCM)
- Information Security (Cybersecurity)



**02**

**Governance**



- Corporate Governance
- Anti-corruption (Collective Action Coalition)
- Disclosure and Transparency
- Rights of shareholders and Equitable Treatment of shareholders
- Personal Data Protection Act (PDPA)/ Privacy

# Our Pride



## JCI & HA Accreditation



บริษัทมหาชน  
Nation CG Committee



บริษัทมหาชน  
Nation CG Committee



บริษัทมหาชน  
Nation CG Committee



บริษัทมหาชน  
Nation CG Committee

## Corporate Governance

7 consecutive years since 2016

# Thailand Top's Corporate Brand : Healthcare Service

CHG has won numerous accolades. One of which is Thailand's Top Corporate Brands award which is given to organizations with the highest corporate brand value in Thailand and ASEAN. (3 consecutive years since 2019)



Note : Organized by the Faculty of Commerce and Accountancy, Chulalongkorn University together with the Stock Exchange of Thailand (SET), an award for a qualified brand with value and long term sustainability. Through the lengthy research together with the Corporate Brand Success Valuation (CBS), the Company eligible for this award shall have a corporate brand value of 5,000 million Baht or more, listed on the Stock Exchange of Thailand (SET) at least 3 years and possessed "Very Good or Excellence" score on Corporate Governance.



# SET Awards 2022 : Best Company Performance

*CHG has won 3 awards from SET Awards 2022 - Business Excellence : Outstanding Company Performance Awards, Outstanding CEO Awards and Best Company Performance Awards (SET market capitalization of over THB30 bln. but no more than THB100 bln.)*



# Appendix

<b>AdjRW</b>	<b>Adjusted Relative Weight</b>
CAGR	Compound Annual Growth Rate
CH	Chularat Hospital
DRG	Diagnosis Related Group A statistical system of classifying any in-patient stay into groups for the purpose of payment.
HA	Hospital Accreditation
IPD	In-Patient Department
JCI	Joint Commission International
MAVP Act 1992	Motor Accident Vehicle Protection Act 1992
NHSS	National Health Security System
NHSO	National Health Security Office
NICU	Neonatal Intensive Care Unit
OPD	Out-Patient Department
PP&E	Plants, property & Equipment
Registered SS Member	Registered Social Security Member
ROA	Return on Assets
ROE	Return on Equity
SSS	Social Security System
SSO	Social Security Office
WCF	Working Compensation Fund



**จฬารัตน์**  
CHULARAT HOSPITAL GROUP



**Thank You**  
For your attention