



**จพำรัตน์**  
CHULARAT HOSPITAL GROUP

**3Q2023**

**Investor Presentation**

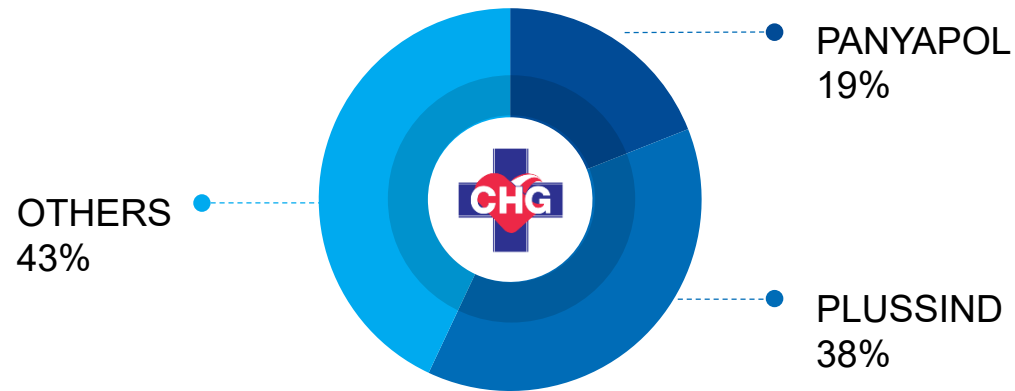
November 2023

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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:
  - 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
  - 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.



**7**  
PROVINCES

**10**  
HOSPITALS

**5**  
CLINICS

**911**  
IPD BEDS

**205**  
OPD ROOMS

**970**  
DOCTORS

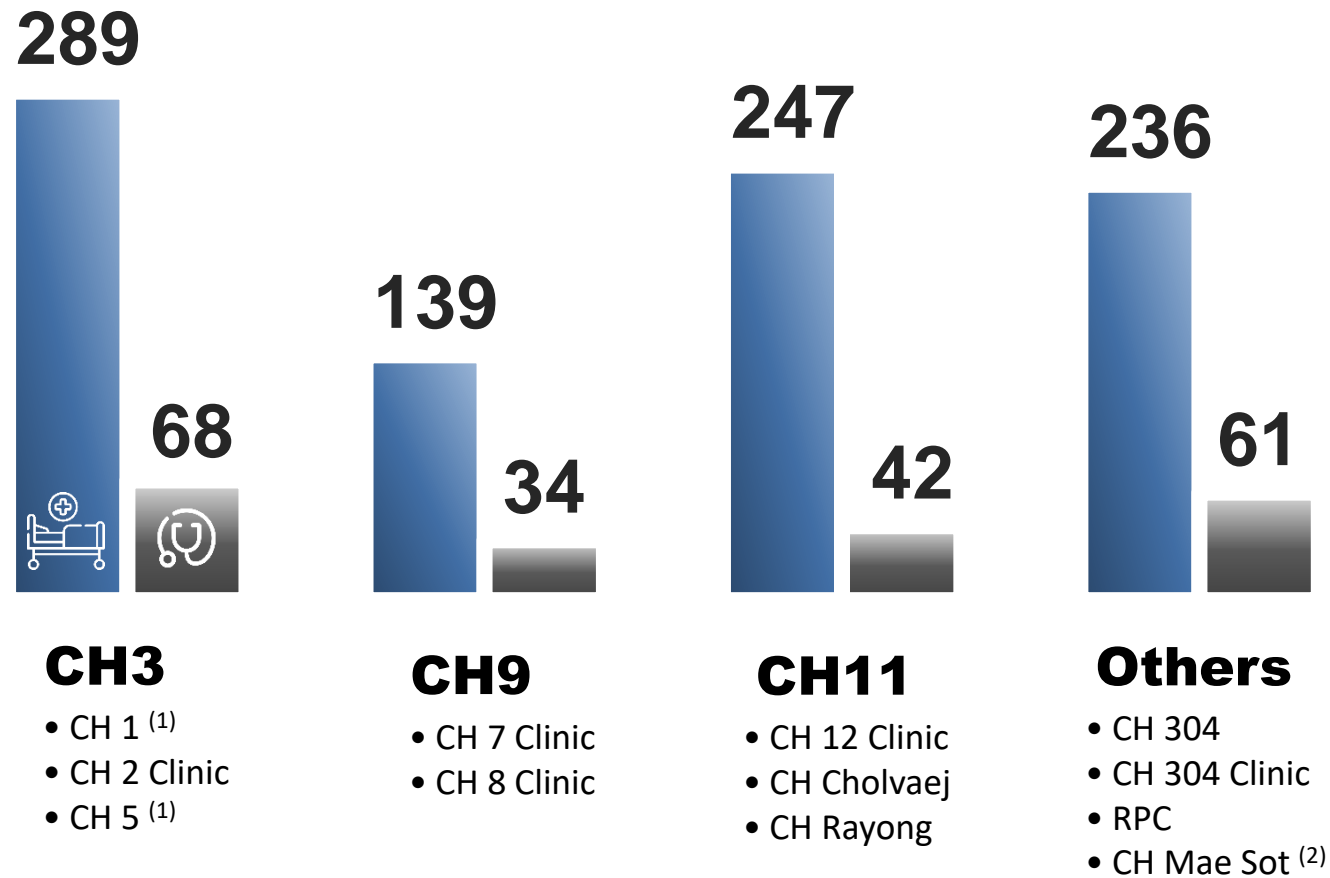
# Our Service Cluster



IPD Beds



OPD Rooms








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

Note (2): CH Mae Sot started operation in June 2023.

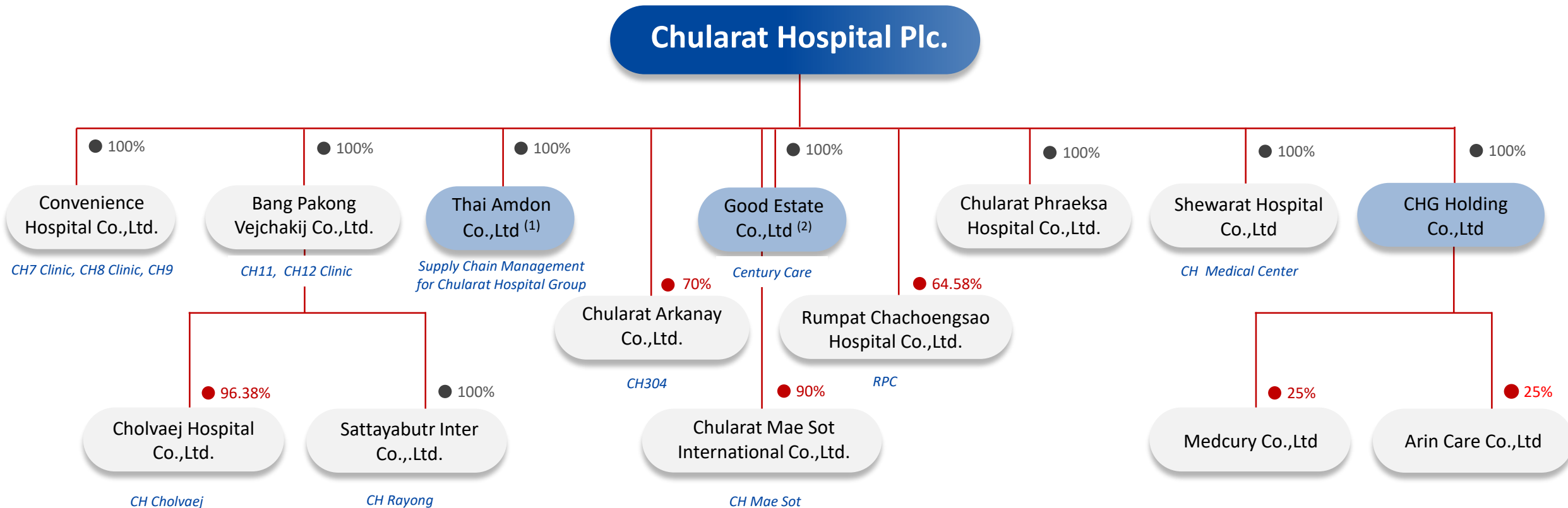


# Our Branch Summary

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	56	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	25	141
Chularat 12	Clinic	2012	2	-
Chularat Cholvaej	Hospital	2014(M&A)	5	56
Chularat Rayong	Hospital	2016(M&A)	10	50
 RPC	Hospital	2018	26	59
 Chularat 304 Inter	Hospital	2018	14	118
Chularat 304	Clinic	2020	2	-
Chularat Mae Sot	Hospital	2023	19	59
<b>TOTAL</b>			<b>205</b>	<b>911</b>

# Corporate Structure



Note (1): Thai Amdon Co.,Ltd is responsible for supply chain management of Chularat Hospital Group.

Note (2): Good Estate Co.,Ltd provides medical care to the elderly (short-term and long-term), stroke patients after surgery and post-surgery patients.  
Capacity : 128 beds.

# Board of Directors



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



**Dr. Jedsada Chokdamrongsuk**  
Managing Director

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



**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



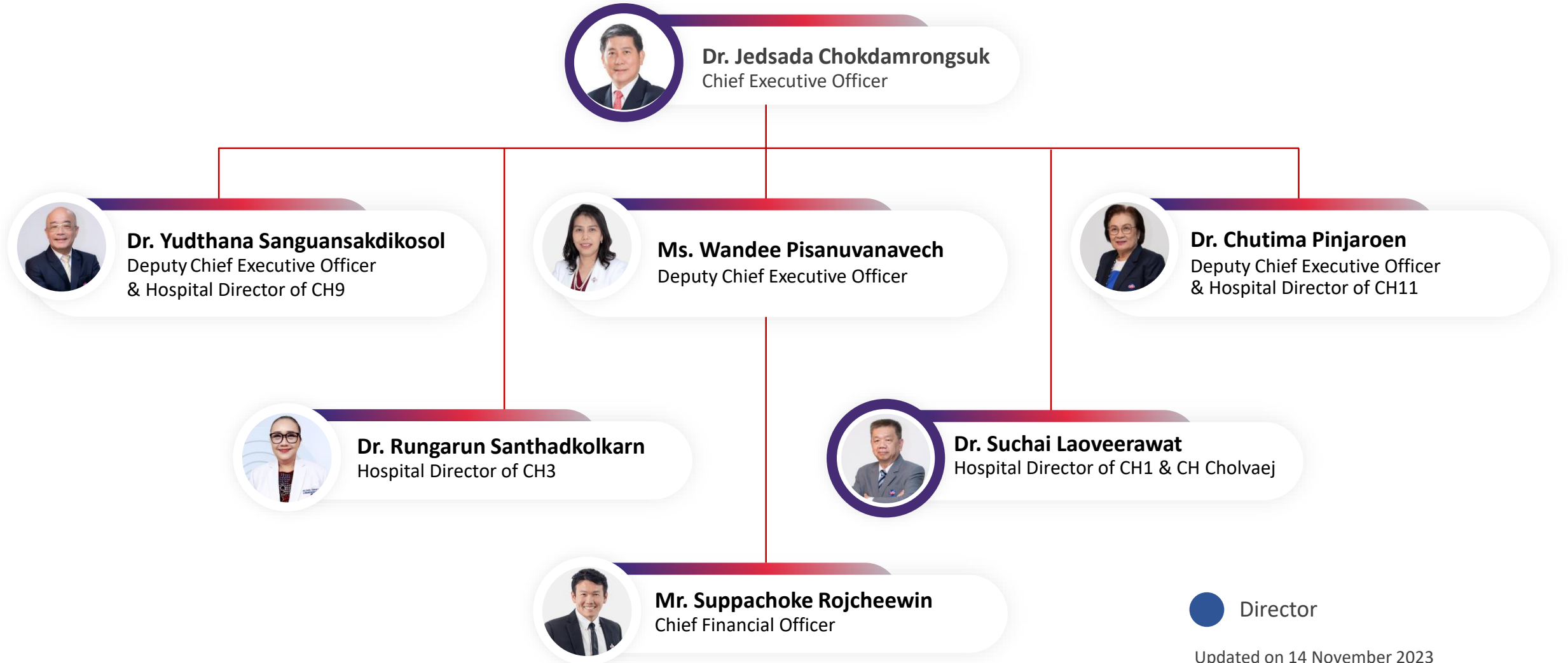
Executive Committee



Independent Director

Updated on 14 November 2023

# Our Management

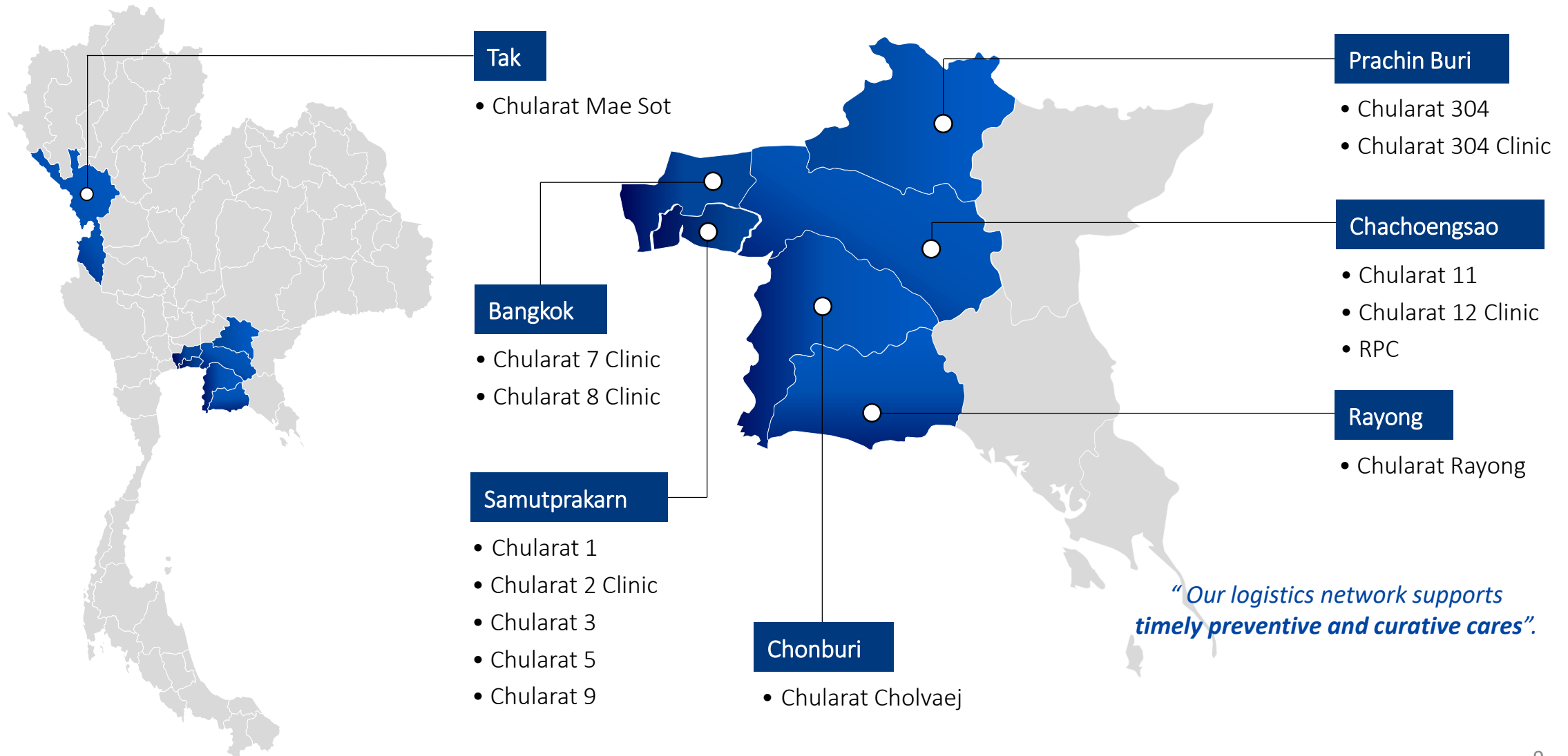


Updated on 14 November 2023



# Star of the EAST

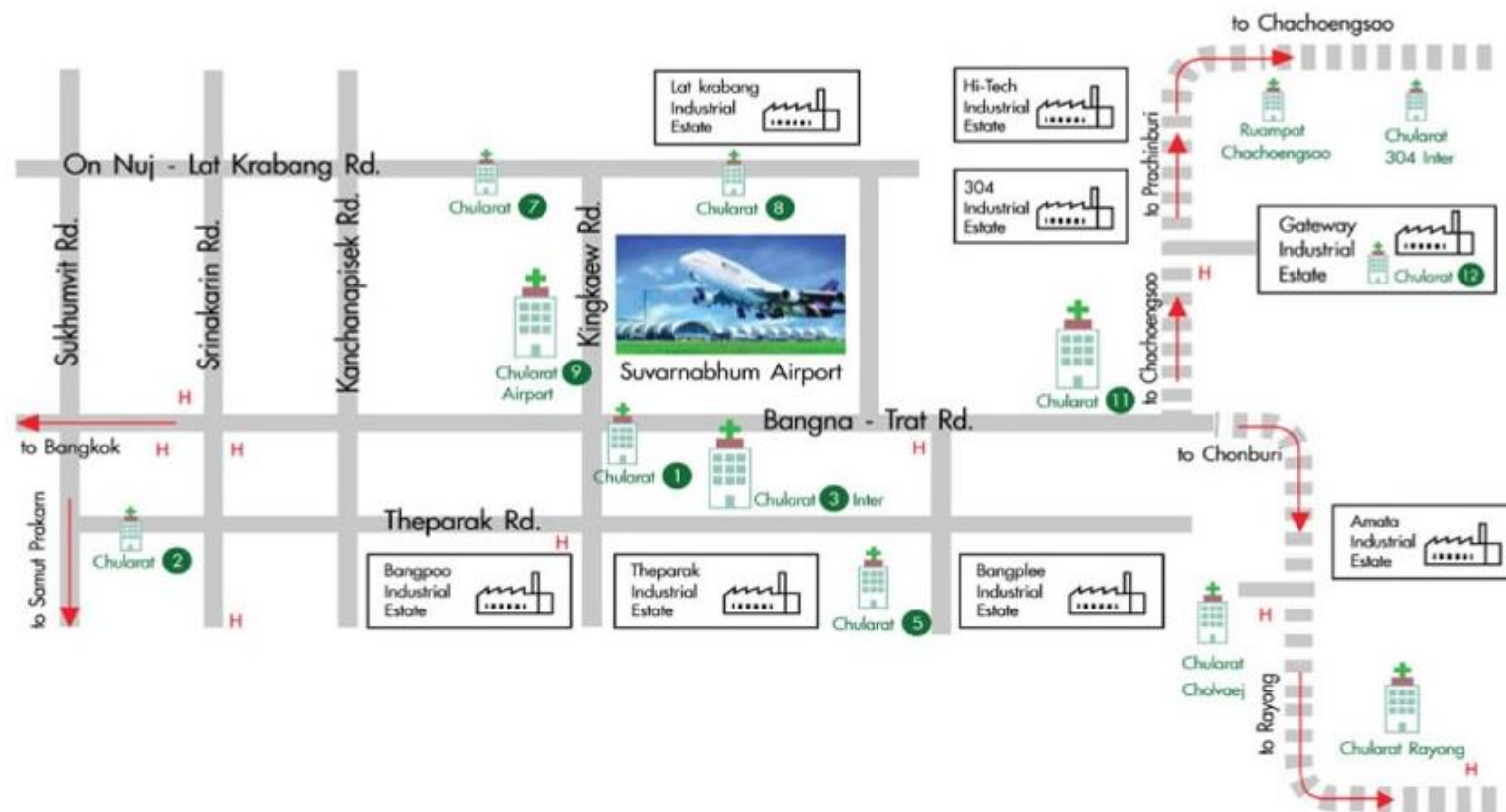
CHG has developed a robust ecosystem of medical assets in Eastern Thailand



# Service Area Map

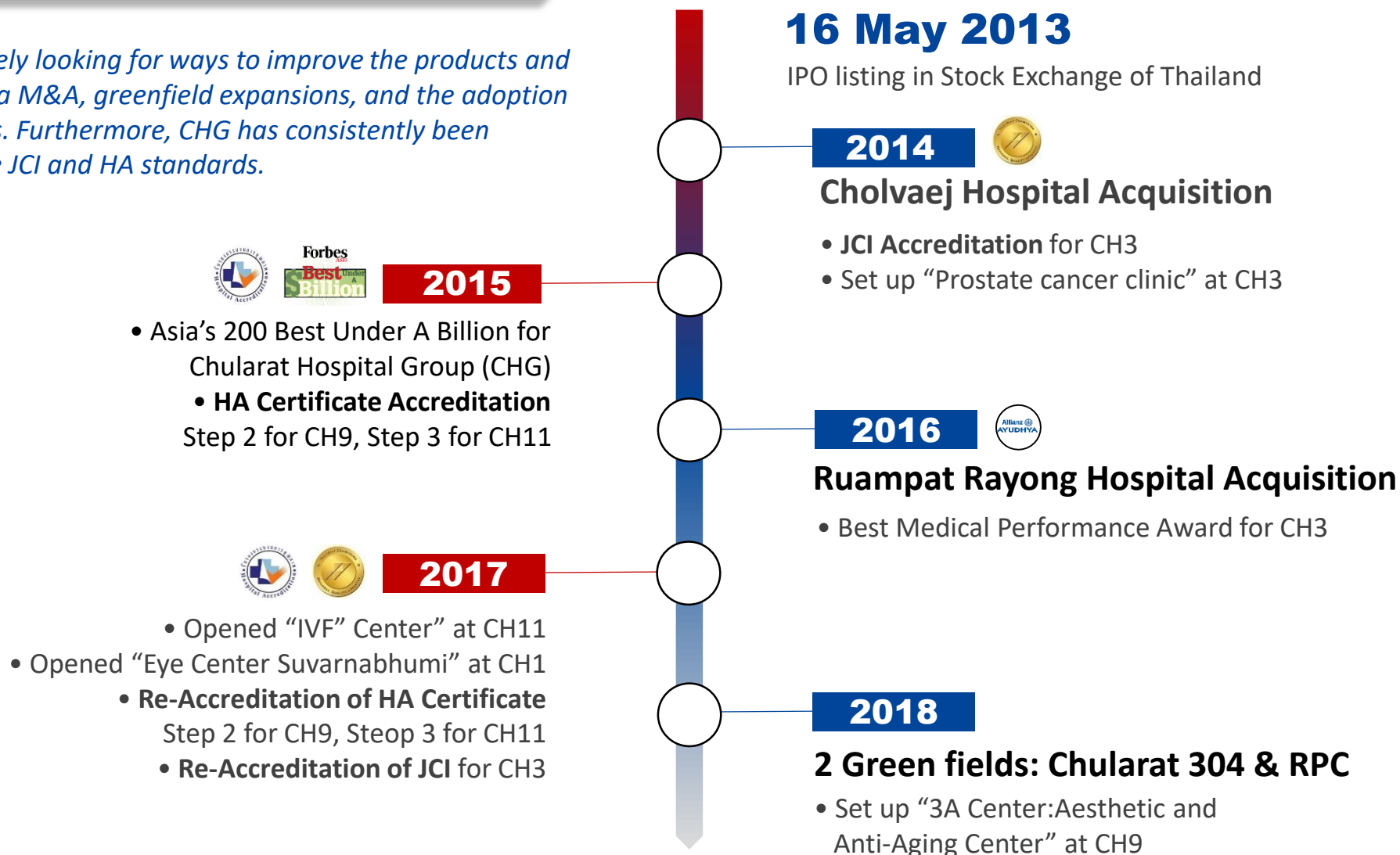
*CHG's hospitals and clinics are strategically located near key assets such as the Suvarnabhumi International Airport, industrial estates and residential areas*

“ 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

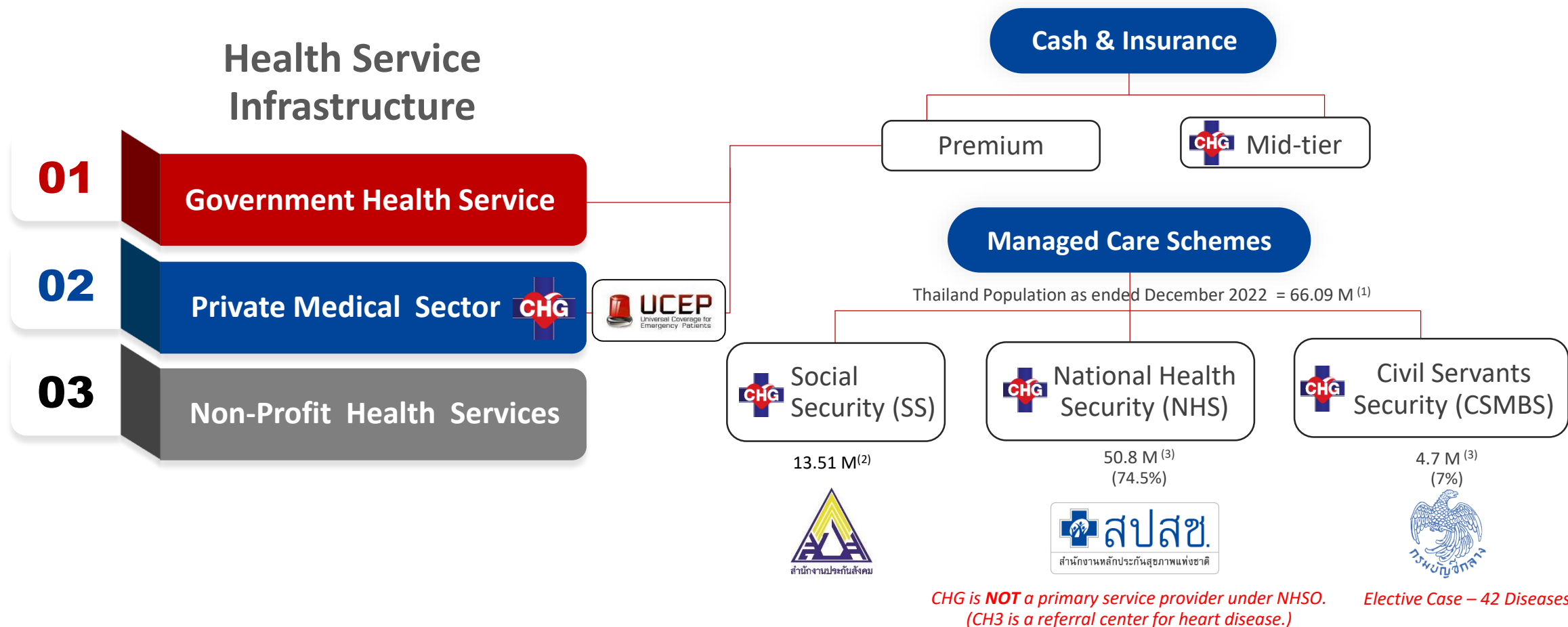


# Our Investment highlights

- 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



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

# Our Services

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



## Medical Services

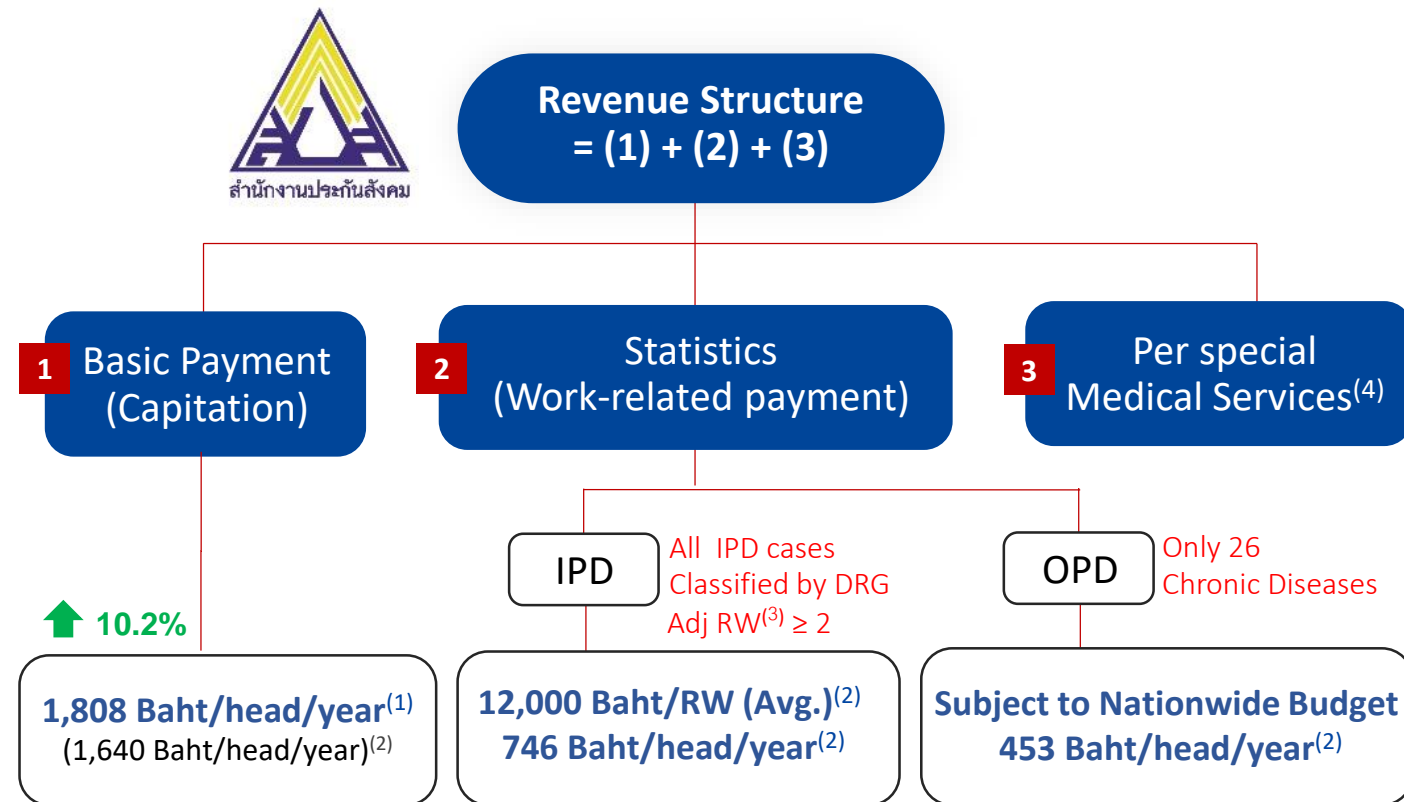
- **General Medicine** with various subspecialties
- **Expertise:** Heart center, Stroke Center, Cancer Center, Hand & Microsurgery, Trauma Center, MIS, NICU & IVF center, Rehabilitation, etc.



## Alternative Services

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

# Revenue from Social Security System



Note (1): Effective Date : 1 May 2023

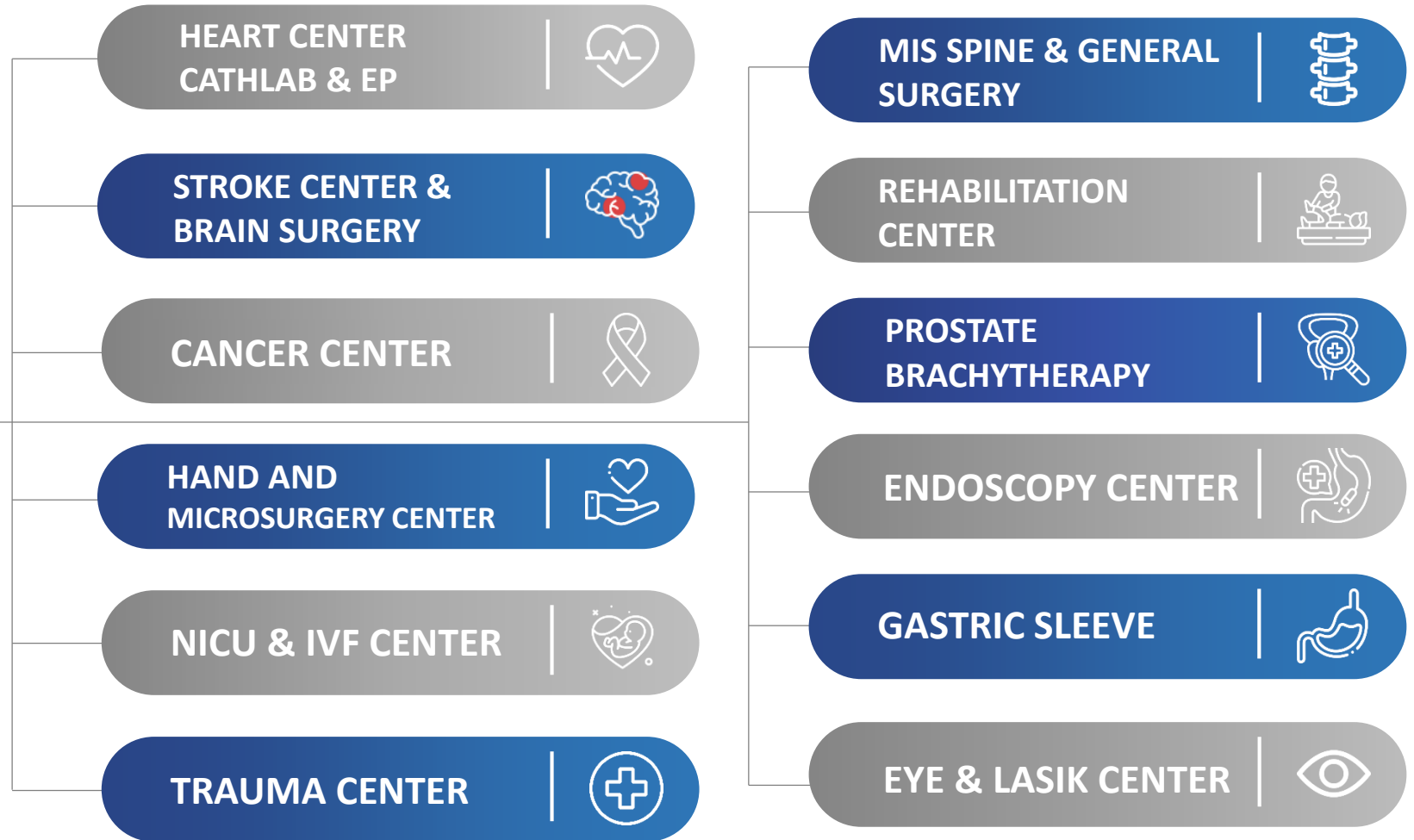
Note (2): Effective Date : 1 January 2020

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.



# Area of Expertise



# Area of Expertise



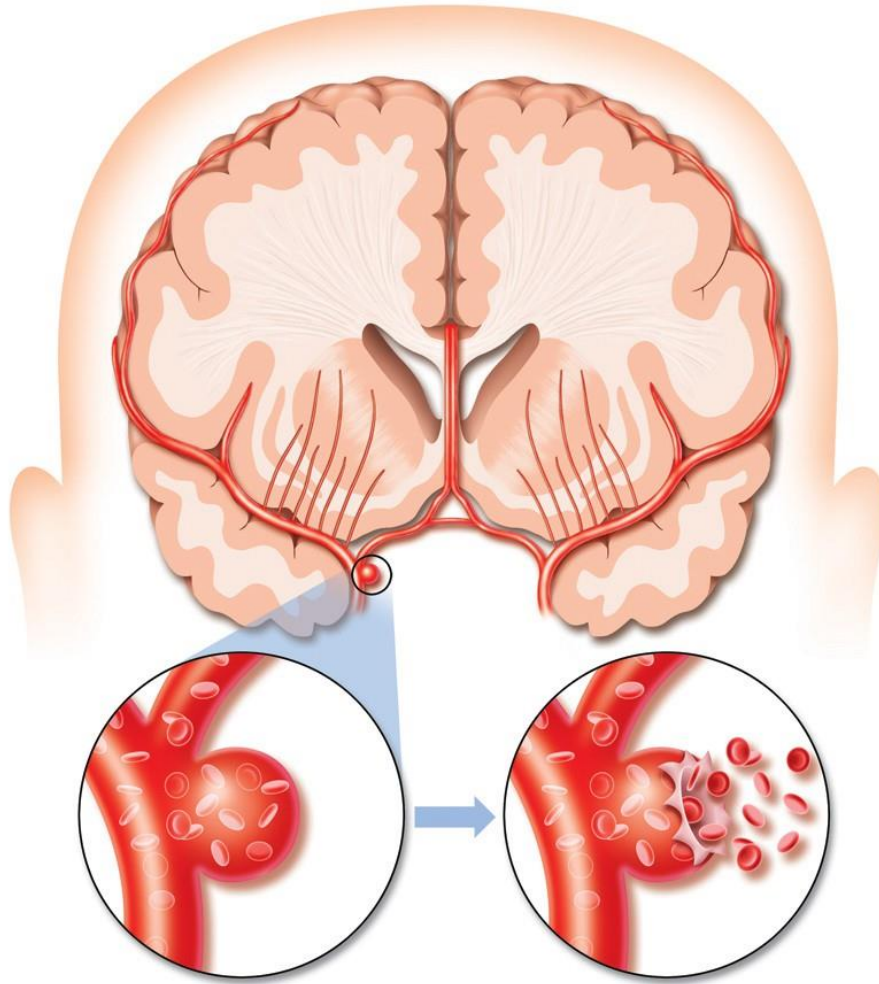


# One Stop Service Heart Center

- 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)

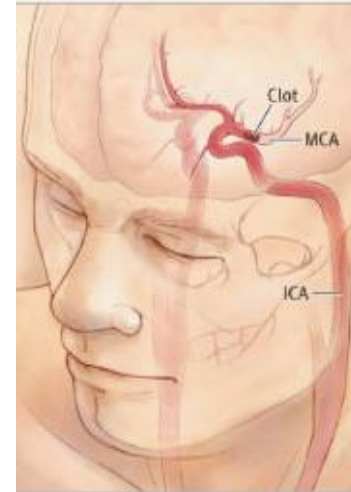


# Stroke Center (24 hrs.)



**Mechanical Thrombectomy**

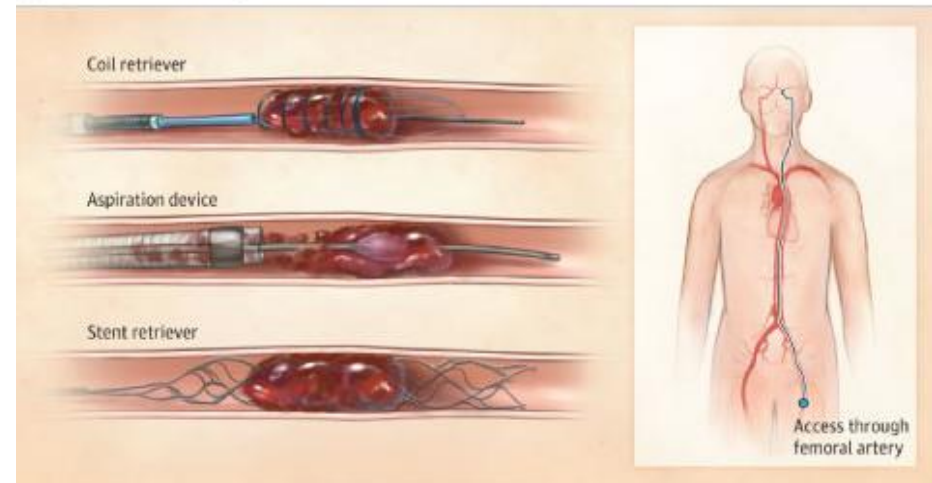
**A** Left MCA occlusion



**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

Chemotherapy

Prostate Cancer  
(Brachytherapy)

Radiotherapy

Non-Invasive Cancer  
Screening (NICS)

Nuclear Medicine

# Hand and Microsurgery Center

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

Dr. Wichit Siritatthamrong, MD



# Neurosurgery and Spine Center

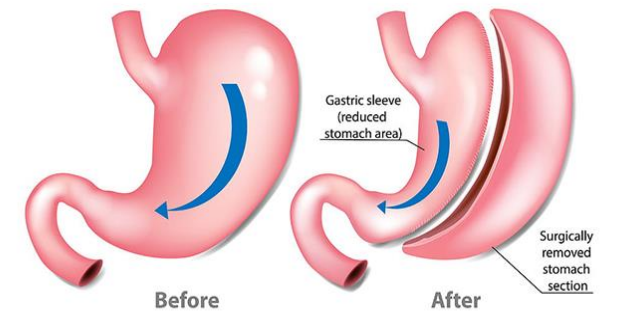




# Gastric sleeve



SLEEVE GASTRECTOMY



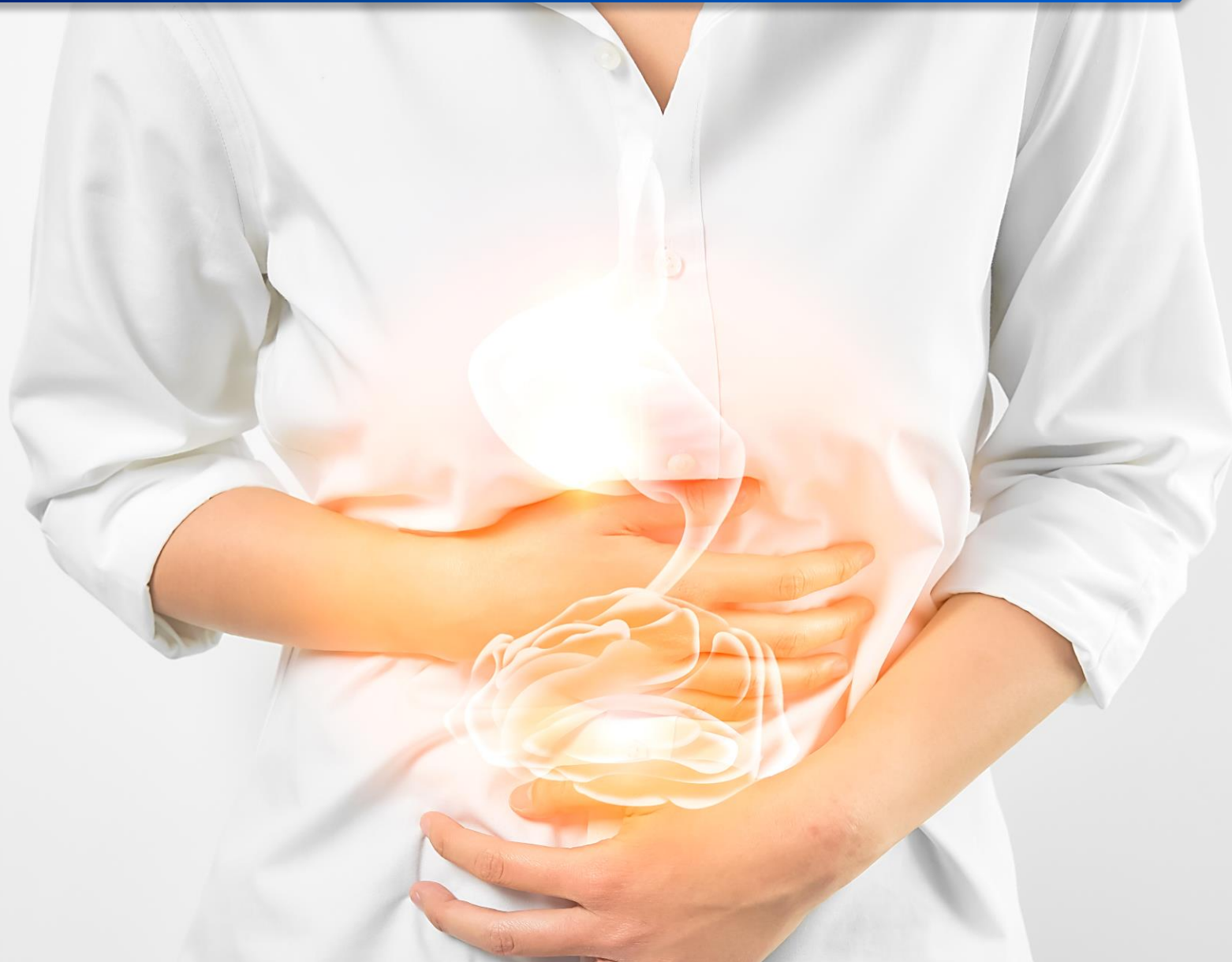
“After surgery part of stomach removed”



# One Day Surgery (ODS)

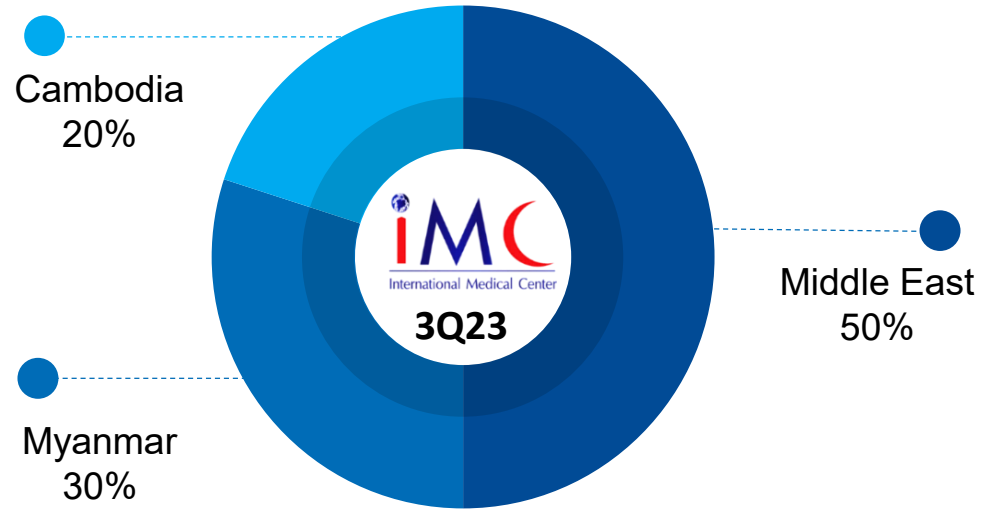


# Gastrointestinal and Liver Center (Digestive Disease)





# International Medical Center (IMC)



NEURO



SPINE



ONCO



GASTRO



CARDIO



ORTHO



# 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

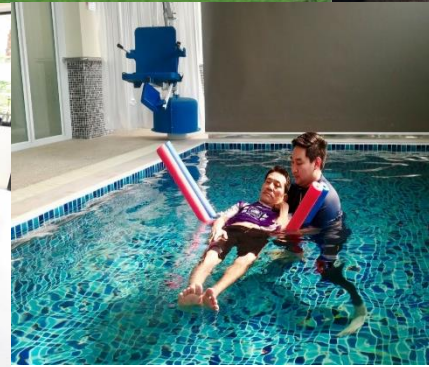
Century Care offers a variety of senior living services and care, both short term and long term. Well equipped with multidisciplinary team and advance medical equipment, Century Care provides standardized healthcare and rehabilitation services for the elderly, including stroke patient care, post surgery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

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

ทำไมร้านขายยาไทยเลือกใช้ Arincare



ลดต้นทุน ช่วยบริหาร  
จัดการธุรกิจให้ดีขึ้น



สร้างยอดขายเพิ่มรายได้



ดูแลคนไข้  
นัดเจอลูกค้าได้ดียิ่งขึ้น

# Customer Group

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

## A-Class

1. Cash (Thai and International)
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

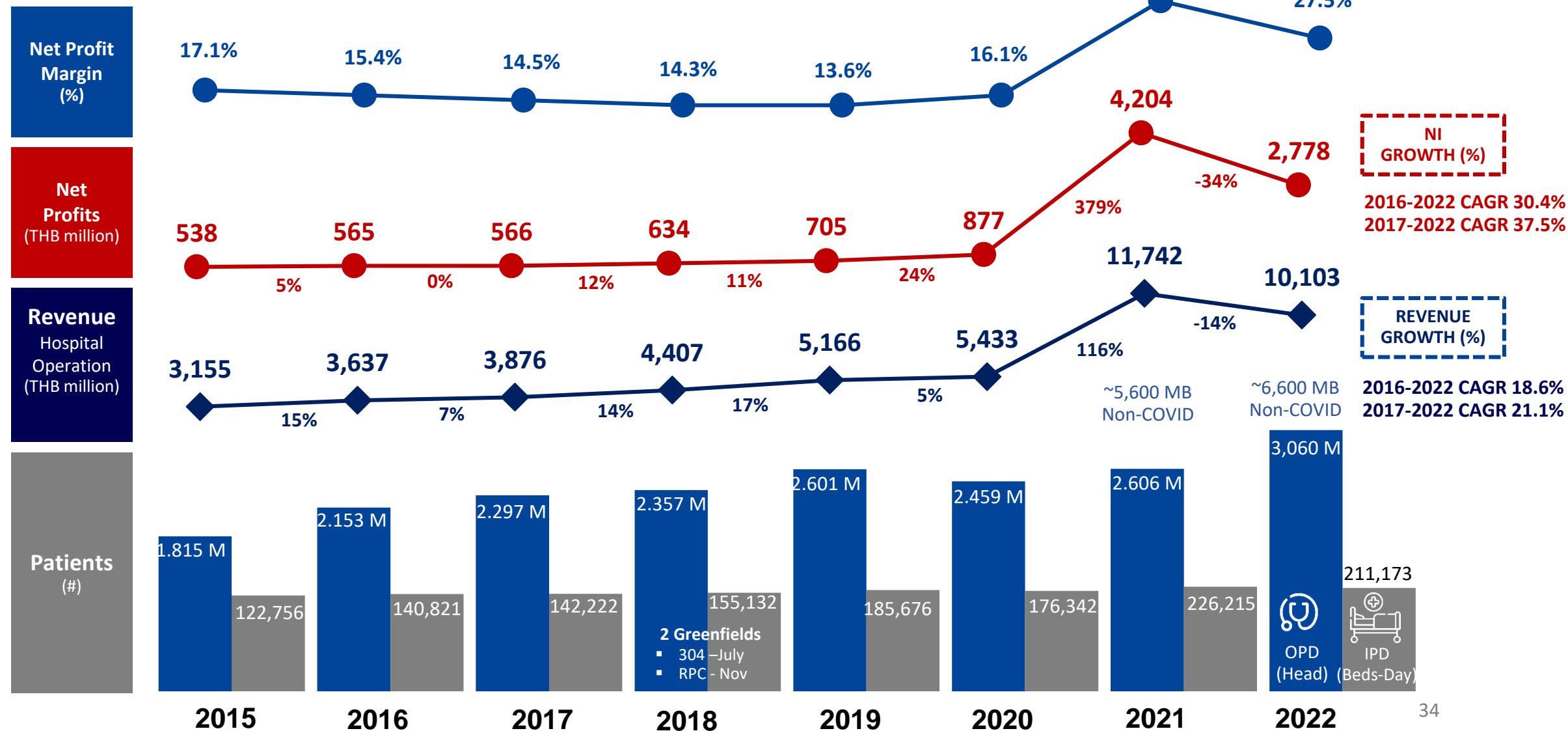


# Financial

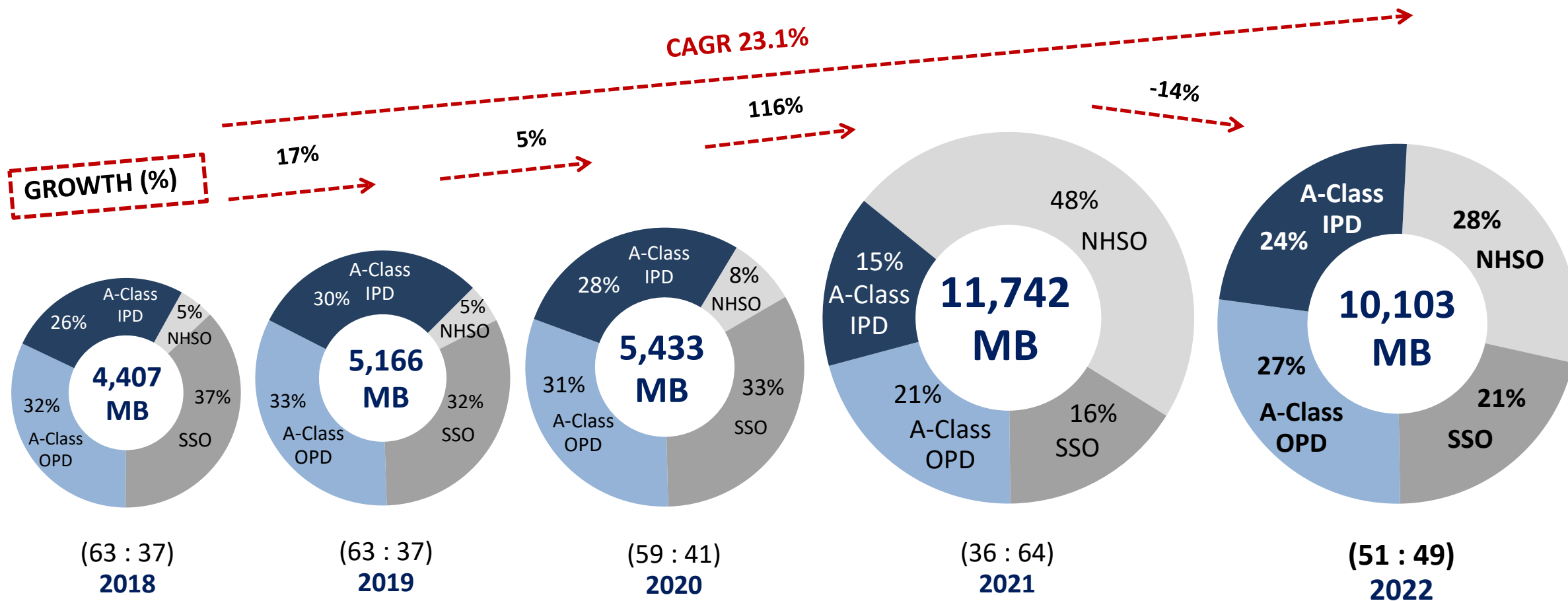
## Highlights

# Financial Performance vs Patient Growth

CHG has consistently demonstrated strong financial performances and steady growth

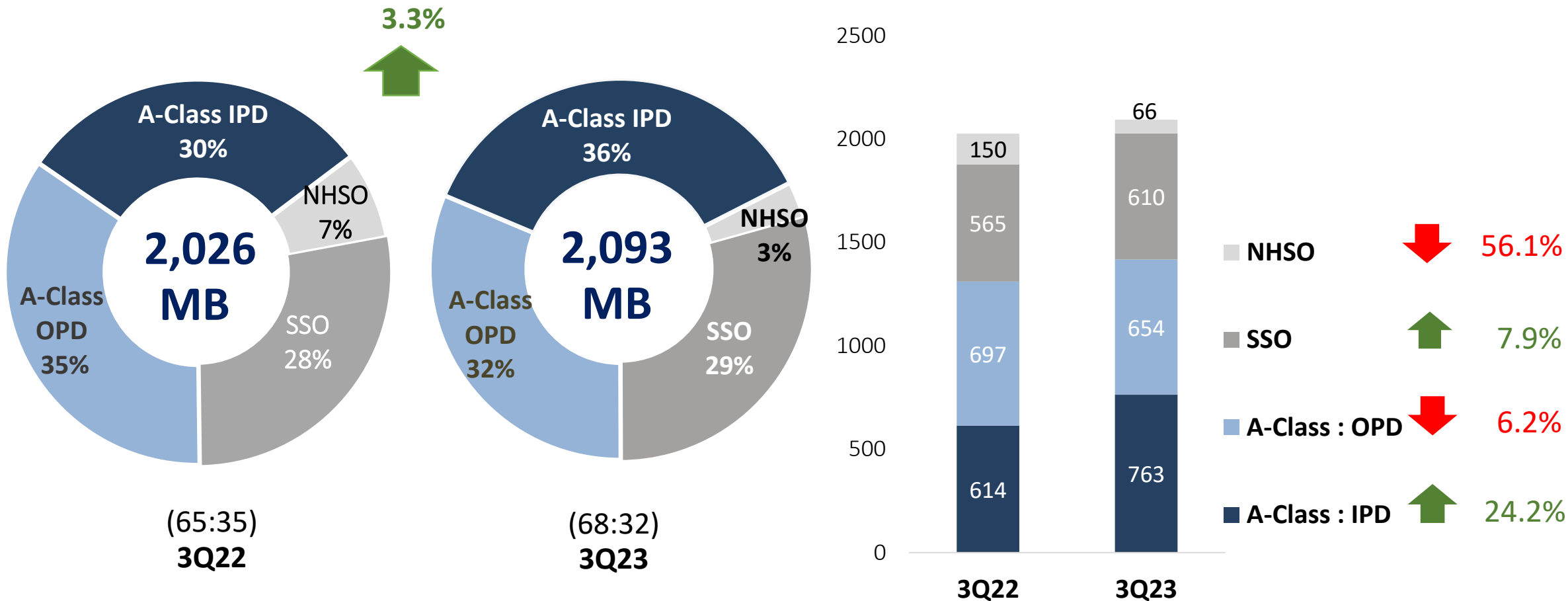


# Revenue Breakdown 2018-2022



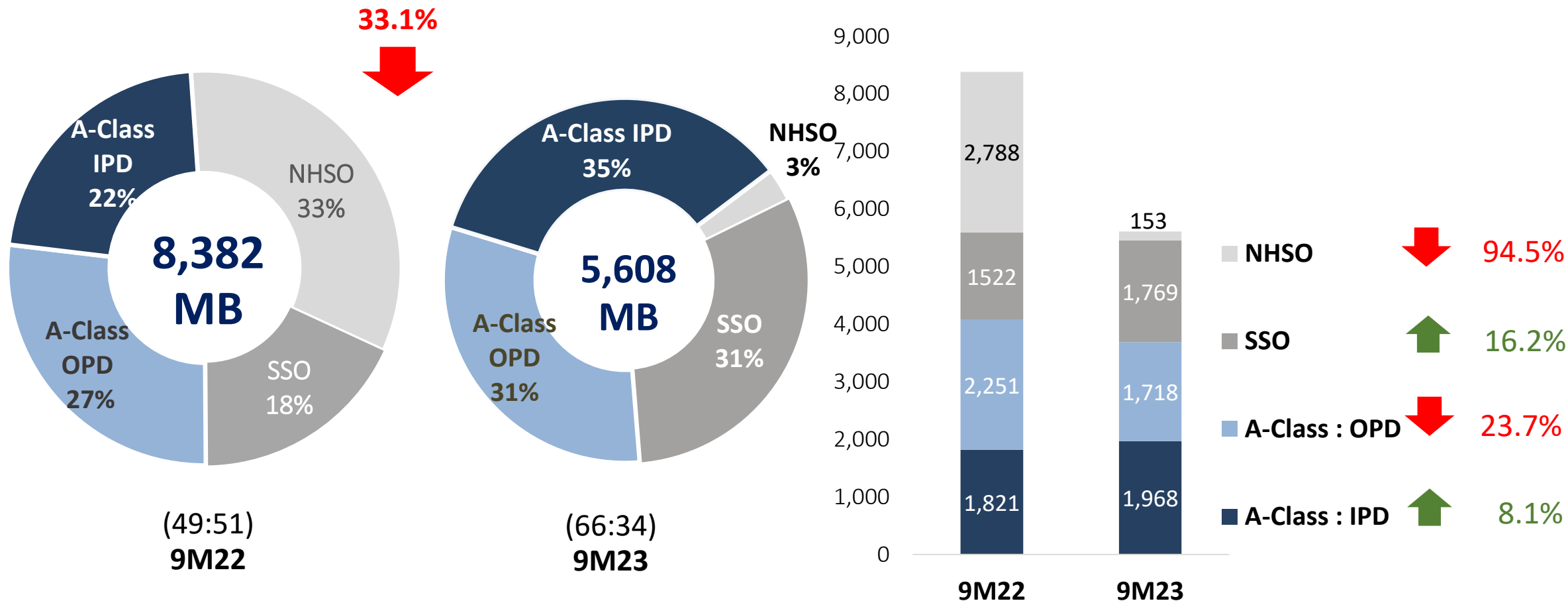
# 3Q2023 Overview

## Hospital Revenue Breakdown by Customer Group



# 9M2023 Overview

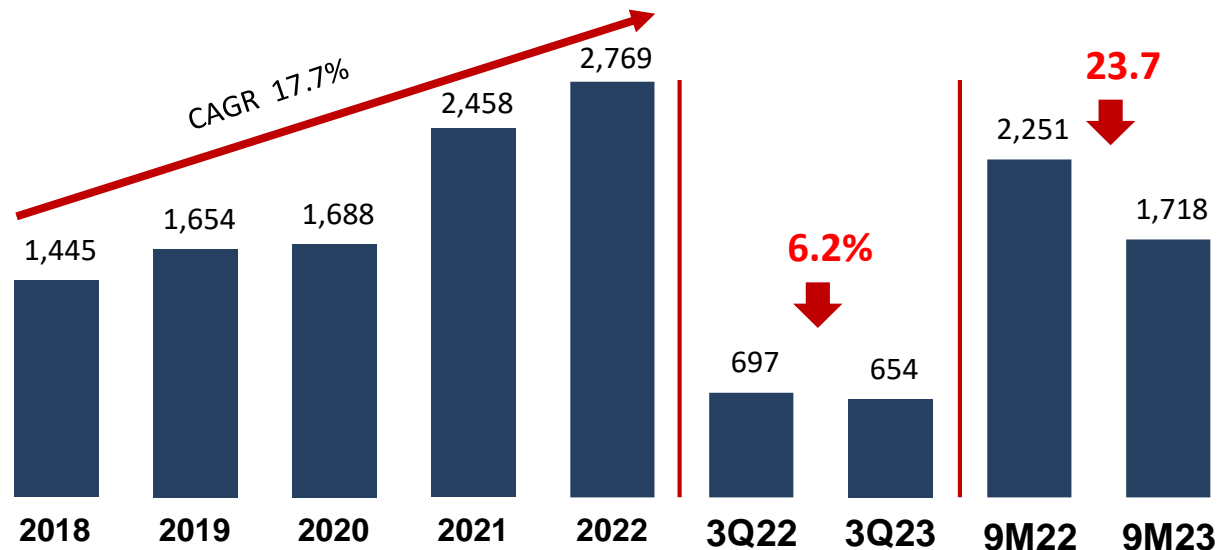
## Hospital Revenue Breakdown by Customer Group



# A Class - OPD

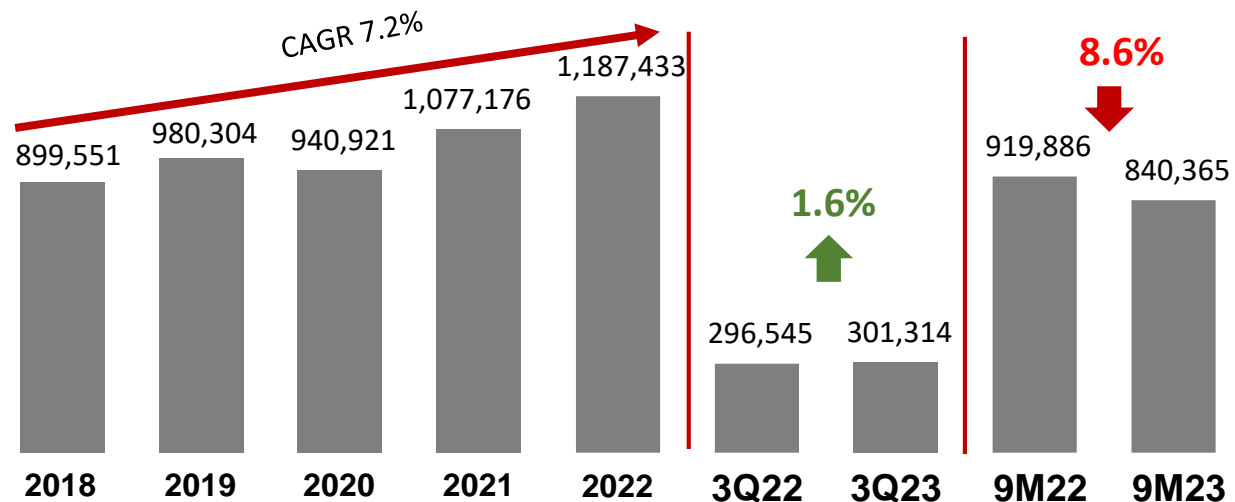
## OPD Revenue (MB)

Unit : Million Baht



## OPD – Visiting Number (VN)

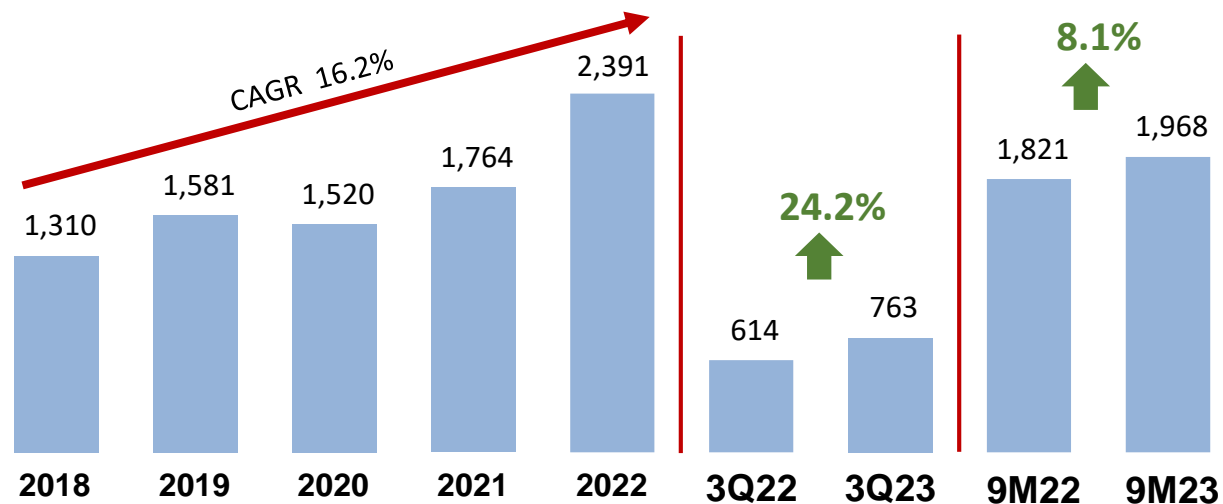
Unit : Head



# A Class - IPD

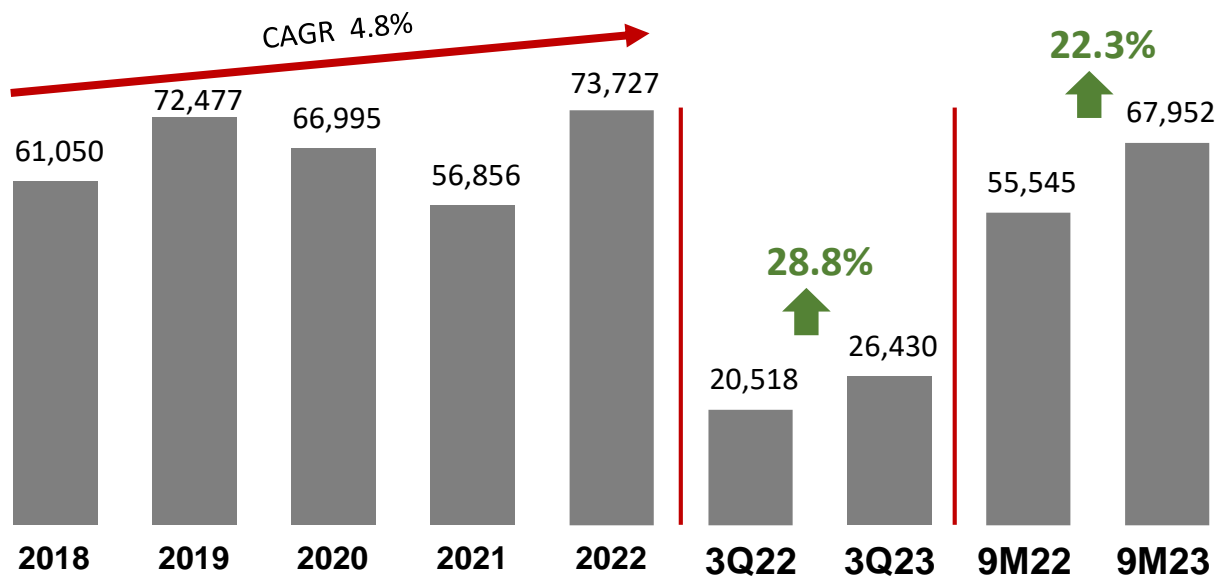
## IPD Revenue (MB)

Unit : Million Baht



## IPD – Admission Number (AN)

Unit : Head





# SSO - Patient

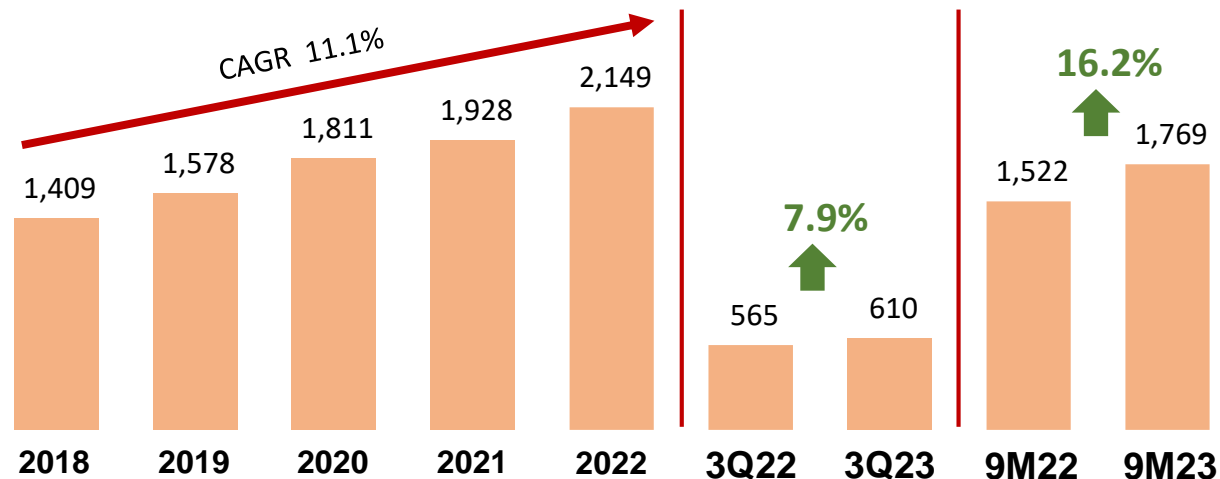
- Number of insured persons = 13.66 million (September 2023, SSO) by law article #33 (obligation) and #39 (voluntary)
- Approx. Unemployment rate = 0.85% (September 2023, Bank of Thailand - BOT)

## SSO Revenue (MB)

Unit : Million Baht

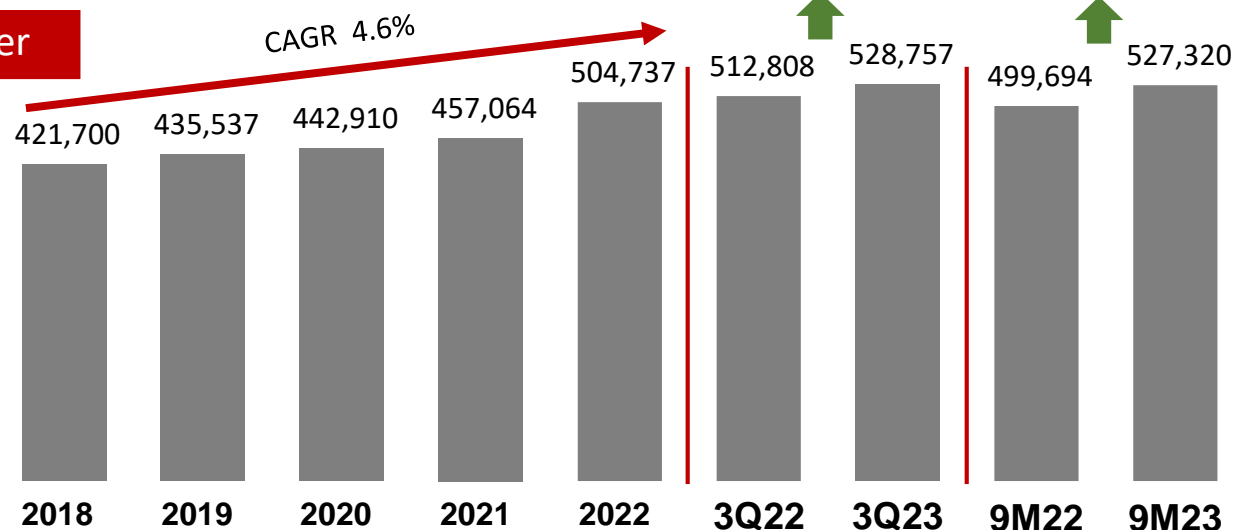


2023 Quota = 564,900  
(August 2023)

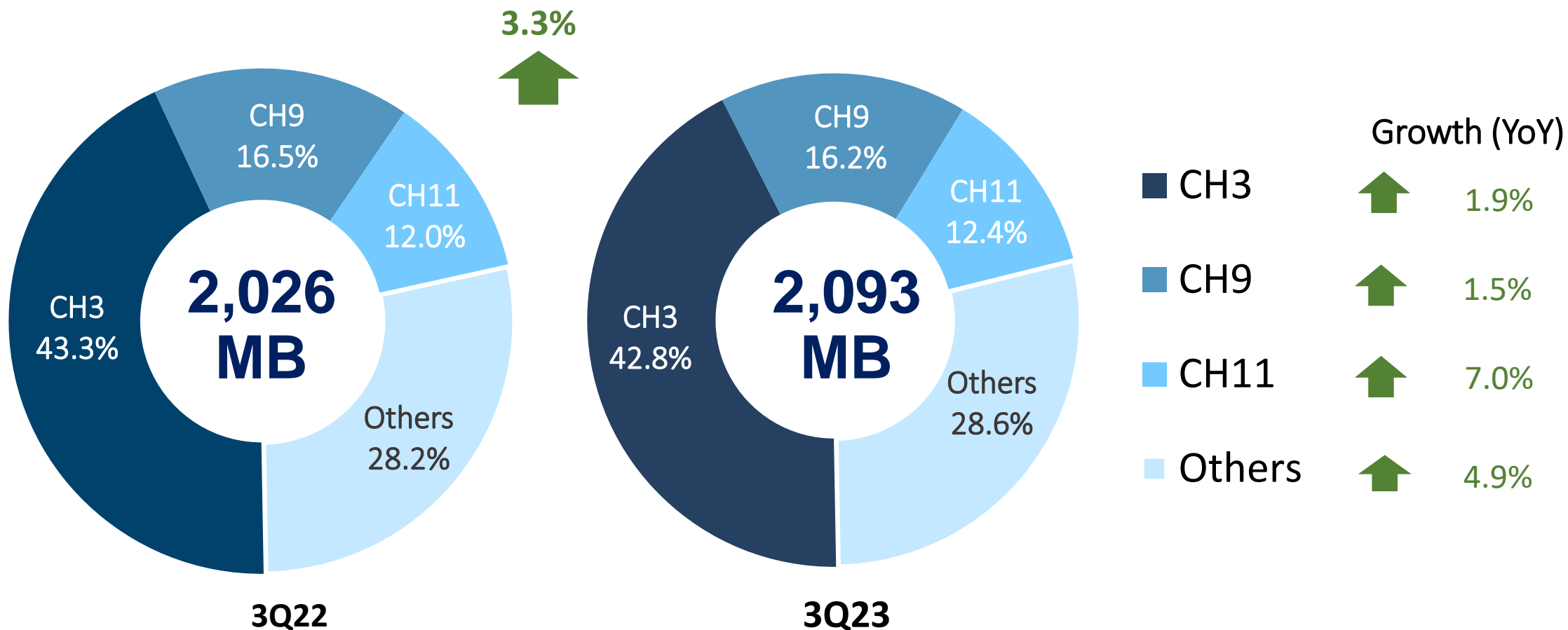


## SSO – Average Registered Member

Unit : Head

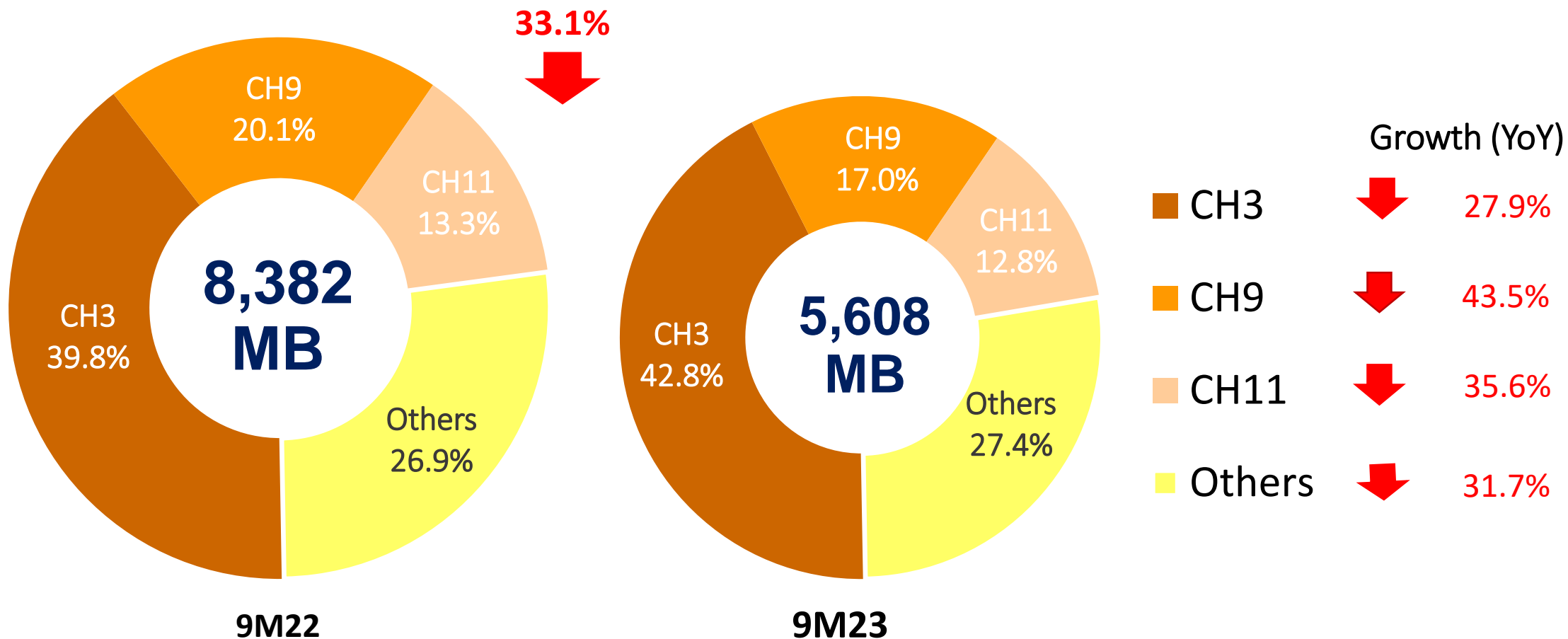


# Hospital Revenue Breakdown by Branch : 3 months



Major contributors - CH3, CH9, CH11 = 71.4% (3Q22 = 71.8%)

# Hospital Revenue Breakdown by Branch : 9 months

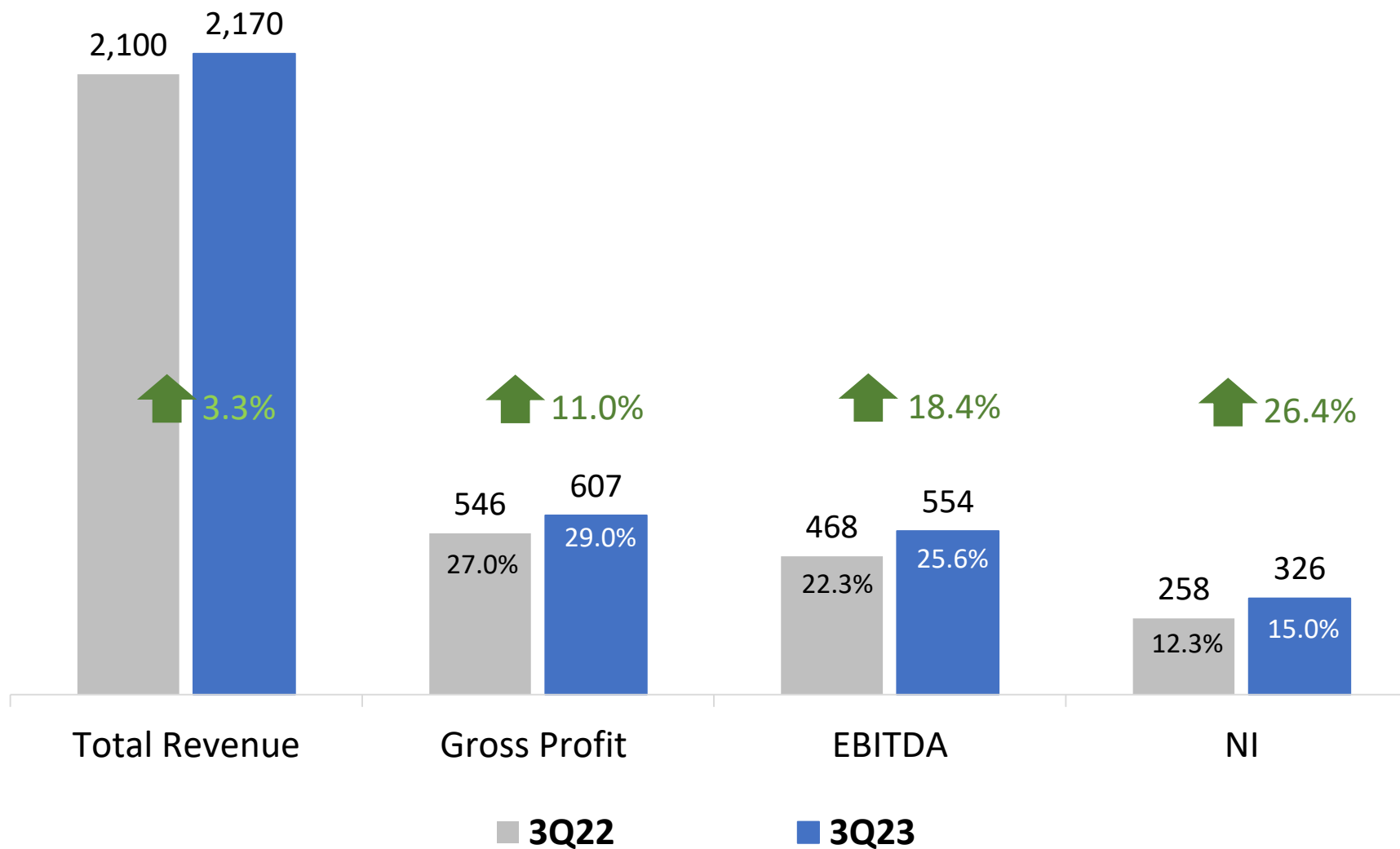


Major contributors - CH3, CH9, CH11 = 72.6% (9M22 = 73.1%)

# Financial Highlight : 3 months

## Growth (YoY)

Unit: Million Baht

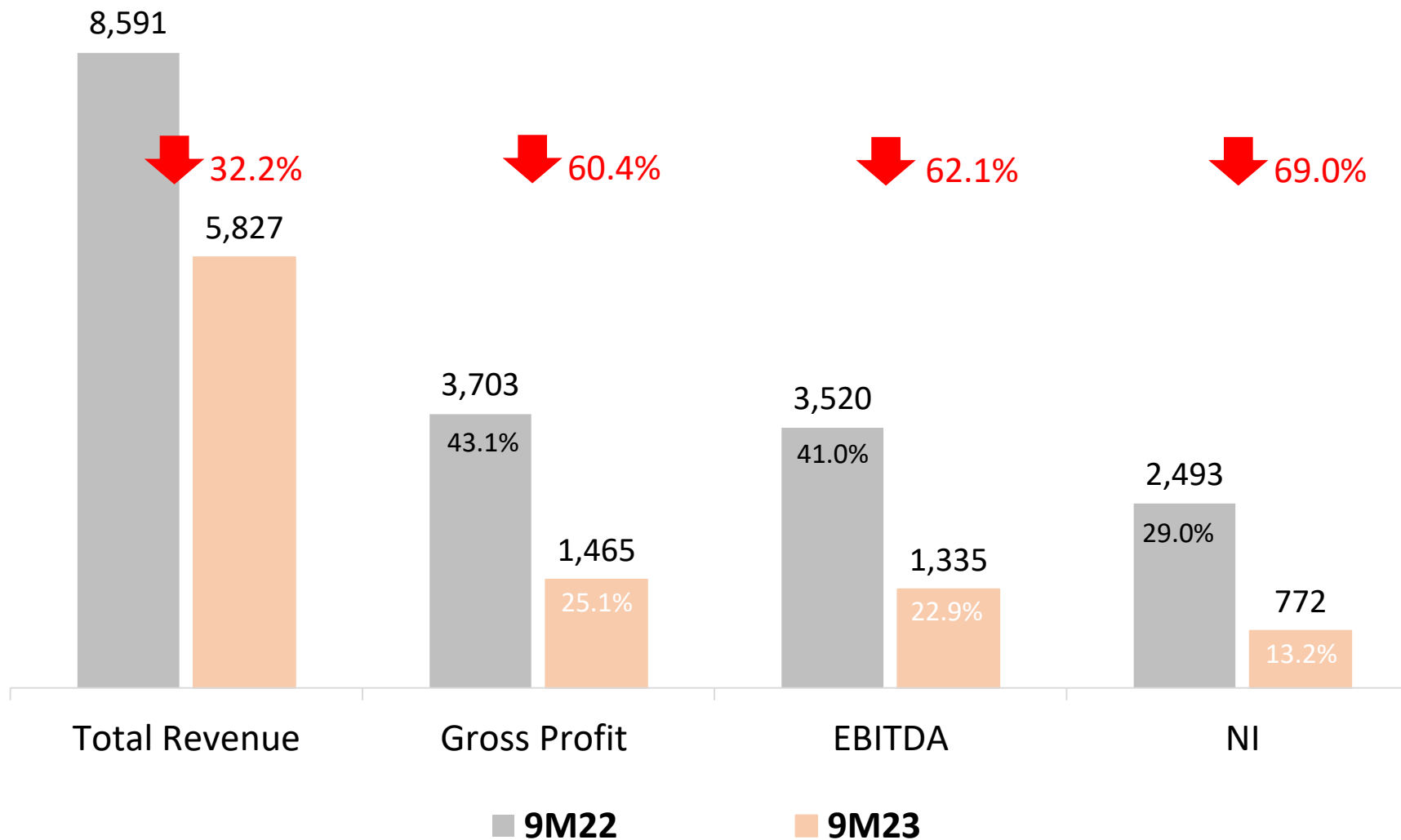




# Financial Highlight : 9 months

## Growth (YoY)

Unit: Million Baht

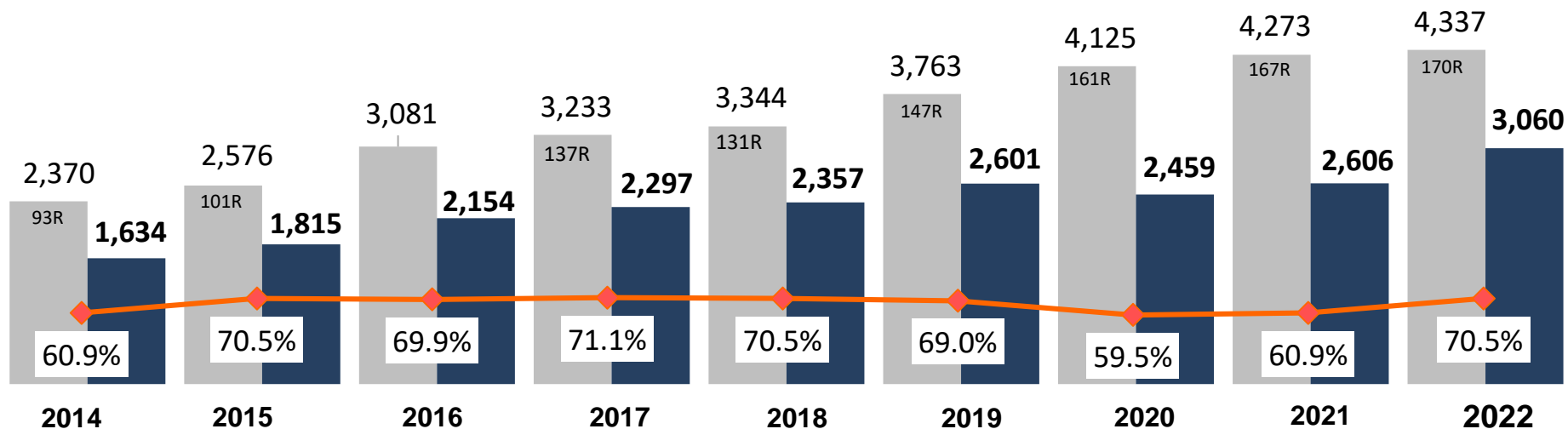
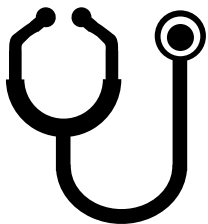


# OPD Utilization Rate

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

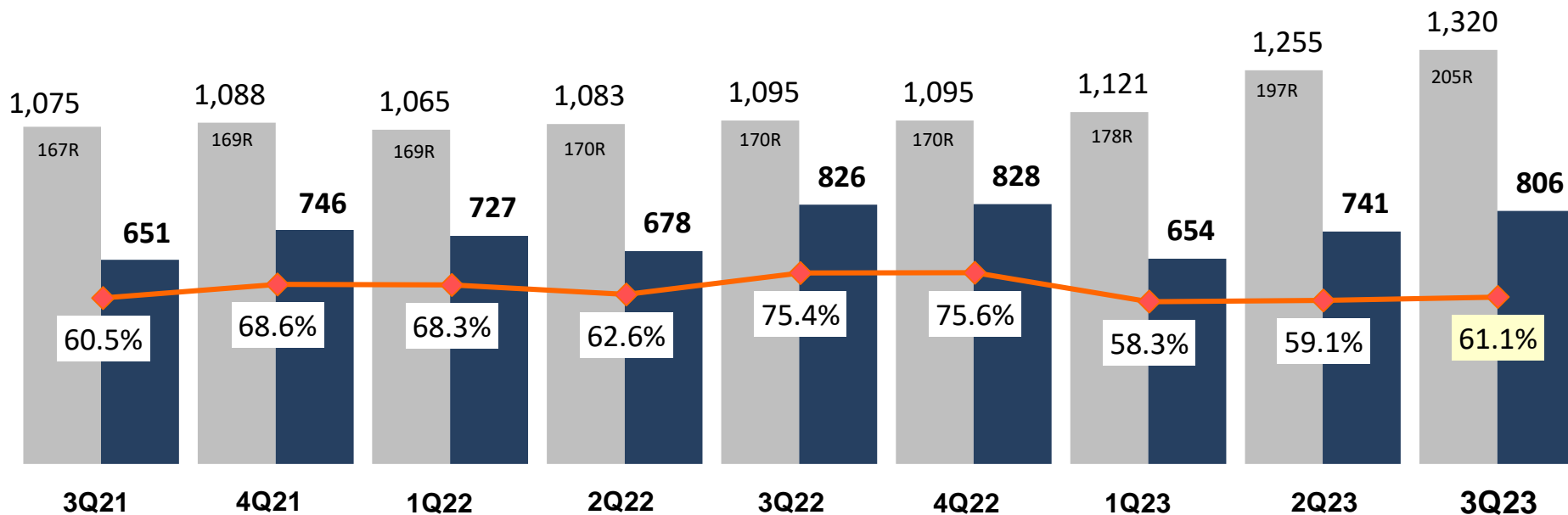
Basis : Yearly

Unit : '000 Head



Basis - Quarterly

Unit : '000 Head

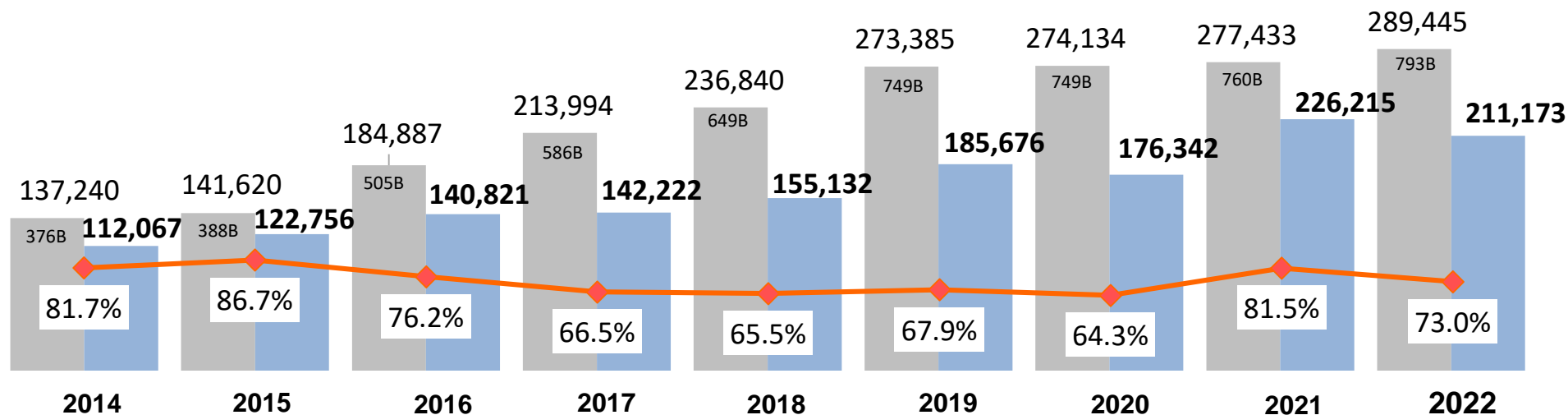


# IPD Utilization Rate

■ Max. capacity = Beds x 365 days

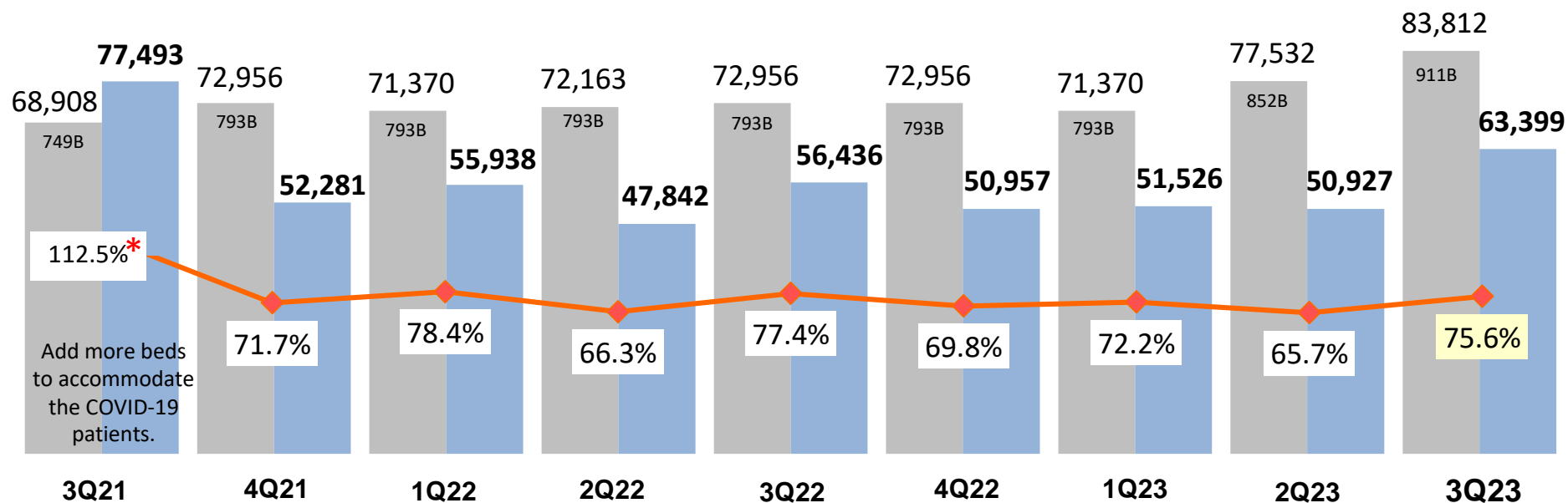
## Basis : Yearly

Unit : Beds-Day



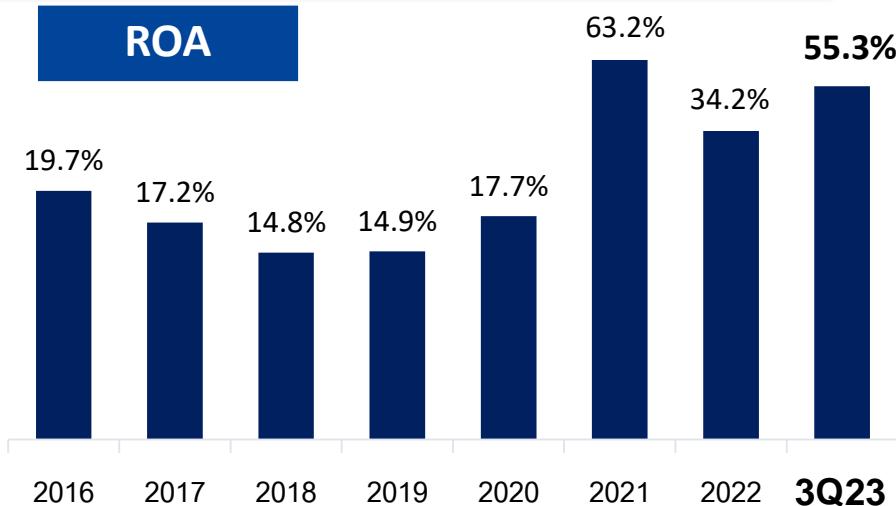
## Basis - Quarterly

Unit : Beds-Day

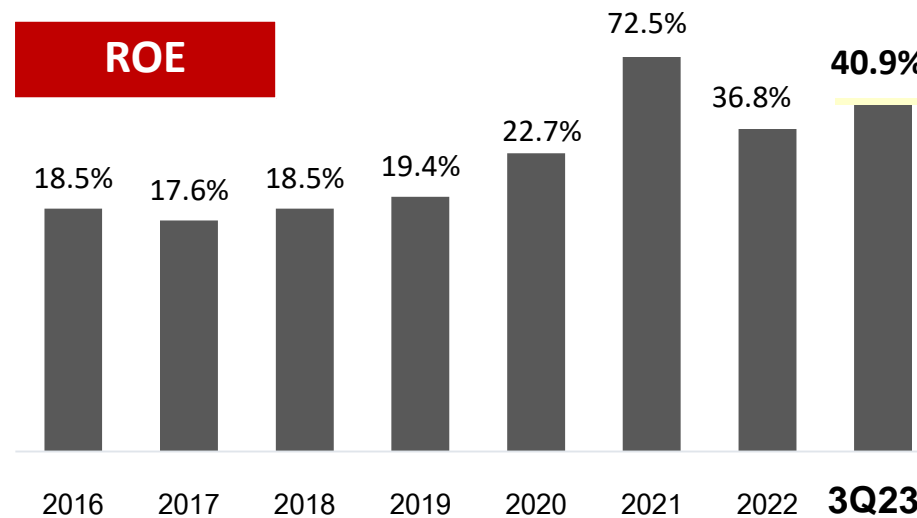


# Asset & Capital Profile

## ROA

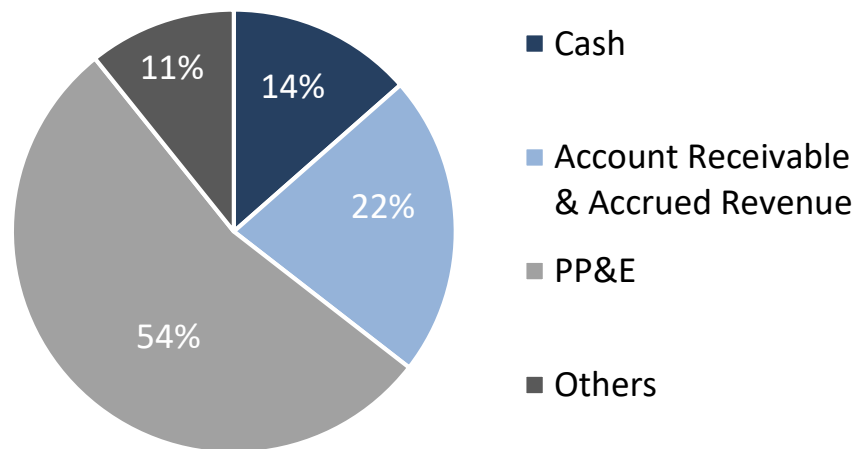


## ROE



## Asset Structure

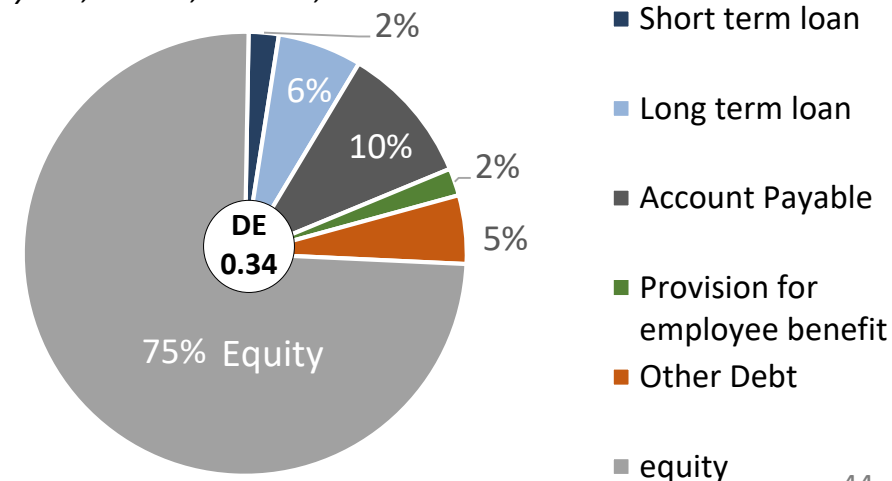
Asset = 10,252 MB



As at 30 September 2023

## Capital Structure

Equity = 7,652 MB, Debt = 2,600 MB



As at 30 September 2023



# New Projects

Chularat Hospital Group



# Chularat Hospital Mae Sot (CHM)

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



- Our first branch out of the eastern area, a 100-bed sized hospital, start operating in June 2023 (1<sup>st</sup> Phase – 59 IPD beds).



# Chularat Hospital Mae Sot (CHM)





# Chularat Hospital Mae Sot (CHM)



# Chularat Hospital Mae Sot (CHM)





# Chularat Medical Center

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



- Expect to be operational in 3Q23 with 4 Excellence Centers : Stroke , Radiotherapy, Advance Wound Care (HBOT) and Nuclear Medicine.

# Chularat Medical Center – Stroke Center





# Chularat Medical Center – MRI & Intervention



# Chularat Medical Center – Radiotherapy





# Chularat Medical Center – Nuclear Medicine





# Chularat Medical Center – HBOT Center

(Hyperbaric Oxygen Therapy)



# Expansionary Blueprint

*In the medium to long-term period, CHG expects to add up to 400 or more beds.*

Branch	2023 Existing Beds	2023-2027 Additional Beds
1. Chularat 1 Suvarnabhumi	26	-
2. Chularat 3 Inter	237	-
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	118	-
9. Chularat RPC	59	71+
10. Chularat Mae Sot (Greenfield)	59	59+
11. Chulart Medical Center (Greenfield)	-	50
12. Chularat Phraeksa (Greenfield)	-	100+
<b>TOTAL</b>	<b>911</b>	<b>350+</b>

**1,200+**

# CHG Growth Plan 2023-2027



## Heart Center

- CH3
- Sirindhorn Hospital
- Samutprakarn Hospital
- Rayong Hospital



## Capacity Increase

- CH304, RPC
- Chularat Medical Center
- CH Mae Sot International
- CH Praeksa, CH Rayong



## International Patients

- Arab customers
- CLMV customers



## Hospital Management Service

- Pattaya City Hospital
- Koh Lan Medical Center



## New Product

- Non-Invasive Cancer Screening
- Hyperbaric Oxygen Therapy
- Nuclear Medicine



## New Business

- Startups
- Century Care
- Wellness Center



# 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 Group.*

## “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** Environmental  
 Dispute

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



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

**0.97**  
 Water Intensity  
 Cubic meter per inpatient day  
  
**0.000017**  
 Water 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**







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



- 66



# 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.

# 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 and 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





# Medical Knowledge Sharing



Hand Center Workshop ครั้งที่ 1

CHG จฬารัตน์ 3 อินเตอร์  
CHULARAT 3 INTERNATIONAL HOSPITAL

โรงพยาบาลจฬารัตน์ 3 อินเตอร์  
ร่วมกับ  
ชมรมศิษย์แพทย์ทางมือแห่งประเทศไทย

จัดให้มีการบรรยาย ให้ความรู้ และ ฝึกอบรมเชิงปฏิบัติการ

**เรื่องการยึดตรึงกระดูกมือที่บาดเจ็บ**

ให้กับแพทย์ผู้สนใจ จากสถาบันการแพทย์ต่างๆทั่วประเทศ

วันที่ 18-19 มี.ค. 2566

ห้องประชุมมณล-กานดา ชั้น 7 โรงพยาบาลจฬารัตน์ 3 อินเตอร์

As a healthcare operator, the Company aims to **promote and improve the quality of life of people in society**. By disseminating the knowledge and experience of Dr. Wichit Siritattamrong, a specialist in hand and microsurgery and a team of experienced orthopedics with an objective to create and innovate different treatment methods for the patients to receive the best medical treatment as well as to enhance and develop the knowledge and expertise in this field, the Company has granted doctors, physicians and clinical specialists from public hospitals and medical schools across the country to attend the training program and field trip at the Orthopedic and Joint Center at Chularat 3 International Hospital without any obligations and expenses (the Company's own support). The Company has an intention that all trained doctors and specialists would apply and use the knowledge to help and prevent Thai people from disability or loss of organs caused by various accidents, enabling them to have better quality life and get back to work normally, resulting in a decrease in social problem arising from the disability. Started in 2014, the Company has welcomed more than 70 fellows/doctors from public hospitals. In March 2023, the Company has organized the "K-Wire Fixation, How to make a good result?" workshop with more than 150 interns, residents, fellows, doctors attending this workshop.



# Medical Knowledge Sharing





# Medical Knowledge Sharing





# 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 bodies 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



▲ COVID-19 vaccination to Section 33 Insured person, in collaboration with Social Security Office

- 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 specialized 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 ESG Management Goals and KPIs (2023-2027)

## ECONOMICS & GOVERNANCE



- 0 Complaint on Good Corporate Governance
- 0 Complaint on the use of Inside Information
- 0 Complaint/Warning from the Securities and Exchange Commission (SEC)
- 0 Acts of misconduct or unethical behavior
- 0 Non-executive director resigns due to Corporate Governance issues
- 0 Reputation-damaging dispute arising from the Board's failure to perform their oversight duties
- Maintain 4-star CG Score
- Announcement of its commitment on Anti-Corruption
- Consistent Business Growth
- > 90% Customer Satisfaction
- Create innovation in Health Technology and focus on its medical treatment potential enhancement
- MD&A reflecting the linkages between the Company's business operations and ESG practices/guidelines

## SOCIAL



- > 80% Employee Satisfaction
- < 10% Work-related Accident Rate
- 0 Work-related Fatality Rate
- 0 Loss Time Injury Frequency Rate (LTIFR)
- < 20% Employee Turnover Rate
- 0 Complaints from the Community and Society
- 0 Labor Disputes
- 50% Provident Fund Member
- Continue to develop quality of life, provide employment opportunity, and contribute to environmental care in nearby communities through various projects and activities.

## ENVIRONMENT



- 0 Complaint on Environment from communities, society and any related governmental bodies (Waste Management, Water and Wastewater Management, Energy Management, Climate Change Management)
- Reduce waste generated from operation and control Waste Intensity not to exceed 10.5 kgs. per inpatient bed and 0.25 kg. per Revenue 1,000 MB every year
- Reduce water consumption and control Water Intensity not to exceed 1 cbm. per inpatient bed and 0.025 cbm. per Revenue 1,000 MB every year
- Reduce Electricity Consumption and control Electricity Intensity not to exceed 100 kWh per inpatient bed and 3 kWh per Revenue 1,000 MB every year
- Disclose GHG emissions covering all 3 scopes and plan to have an external certified verifier for GHG emission by or before 2026



# Our Quality Standard



## JCI Accreditation

- Chularat 3 Inter



## HA Accreditation

- Chularat 9 Airport
- Chularat 11 Inter
- RPC
- Chularat 304 Inter

# Our Corporate Governance



## "Excellent"



Corporate Governance Report of Thai Listed Companies

**CGR 2023**

# 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.)*



- Outstanding Company Performance Awards
- Outstanding CEO Awards



- Best Company Performance Awards

# 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





**จพำรัตน์**  
CHULARAT HOSPITAL GROUP



**Thank You**  
For your attention