

3.2.4 Assessment of materiality issues

The company reviews the risks and opportunities arising from the expectations and concerns of all relevant stakeholders related to its operations across each activity within the value chain. This includes industry direction, sustainability initiatives, emerging risks, and key global trends, considering both internal and external factors that have positive or negative impacts on the economy, society, the environment, and human rights. This review is conducted in accordance with the principles of the Global Reporting Initiative (GRI) Standards and the Sustainable Development Goals (SDGs). The findings are then prioritized through a sustainability management framework, which is communicated and reported to the Governance and Sustainability Committee and the Board of Directors.

Procedures assessing important issues and their impact on the company

1st Step: Identification of key Issues

The Company conducts its consideration of materiality issues from the analysis of internal and external factors covering economic, social, environmental, industrial, technological and regulatory dimensions, that may have an effect on its business operations including the trend of economic change in the future.

2nd Step: Prioritization

The Company then assesses the importance of each materiality issue by considering issues obtained from Step 1 above and evaluate the risks and opportunities that may affect the Company's business operations, as well as gathering opinions from internal and external stakeholders, to acknowledge the impact and expectations of the stakeholders.

3rd Step: Validation

The Company consolidates and summarizes key issues derived from the prioritization process and specifies the scope for reporting of each issue to the Corporate Governance Committee. The Committee will then approve the content for disclosure in Form 56-1 One Report and publicize it on the Company's website. In addition, the Company has also assigned relevant departments to consider verifying the accuracy and completeness of the key issues in order to obtain comprehensive issues that are inclusive of the economic, social, and environmental dimensions.

In 2024, the company reviewed the identification and prioritization of sustainability issues, continuing from 2023. This process remains aligned with the company's sustainability development framework, underpinned by good corporate governance standards and the **Sustainable Development Goals (SDGs)**. The aim is to ensure that the sustainability issues identified are accurate and clear. As a result of the evaluation, the company identified 11 key sustainability issues, which cover the economic, social, environmental dimensions, and the interests of all relevant stakeholders.

Changes in Reporting Key Sustainability Issues

The company has developed a process for assessing key sustainability issues through the establishment of policies, strategies, and sustainability action plans. The criteria used for prioritizing these issues are based on stakeholder perspectives and the impacts on the company. In 2024, the company identified 11 key issues, with adjustments made according to current circumstances. The issues that performed well in 2023 and were evaluated as good will undergo changes in management according to the organization's systems. The following is one of the main issues under review:

1. Cybersecurity and Personal Data Protection

In 2023, the company developed a Personal Data Protection Policy (PDPA) in compliance with the Personal Data Protection Act B.E. 2562. This policy outlines how the hospital handles personal data of service users, including the collection, storage, usage, disclosure, and the rights of personal data owners.

Furthermore, the company has appointed a data protection officer to oversee and manage the personal data of those using services at Vibhavadi Hospital.

Channels for filing individual complaints:

Vibhavadi Hospital IT Center

51/3, Ngamwongwan Road

Ladyao Subdistrict, Chatuchak District

Bangkok 10900

Tel.: 02-058-1111

E-mail : dpo@vibhavadi.co.th

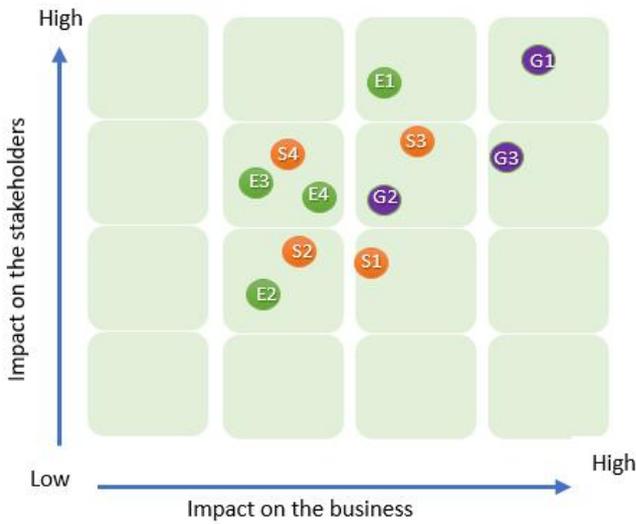
In 2023 and 2024, there were no complaints regarding the disclosure of information, including the rights of personal data owners.

2. Corporate Governance

A good corporate governance system reflects the internal control mechanisms that promote fairness and transparency, with a focus on maximizing shareholder value and fulfilling responsibilities to stakeholders. In 2024, the company received an excellent rating in the Corporate Governance Report (CGR) assessment. The company is committed to continuously improving its corporate governance system to maintain its high standards of excellence.

Governance	Social	Environment
<ul style="list-style-type: none"> Quality of medical and health services. Corporate Governance Innovation and Technology Development 	<ul style="list-style-type: none"> Development of human resources. Human rights, Equation and Labor Practices Occupational Health, safety and working environment Participation with the community 	<ul style="list-style-type: none"> Garbage and waste management Consumption of electrical energy Water and wastewater management. Greenhouse gas management
		

VIBHA Materiality Matrix 2024



Sustainability Topic	
Governance	G1 Quality of medical and health services G2 Corporate Governance G3 Innovation and Technology
Social	S1 Development of human resource S2 Respect for human rights, Equality, and Labor practices S3 Occupational Health, Safety, and work life balance S4 Community engagement (medical services and community education)
Environment	E1 Garbage and waste management E2 Consumption of electrical energy E3 Water and wastewater management E4 Greehouse gas management