



Business Sustainability Development

Sustainable Management Policy and Goals

The Company has a policy to conduct its business in a sustainable and resilient manner, aiming to create opportunities for business growth that are responsive and add value to shareholders and stakeholders in a balanced manner. This includes the social and environmental participation to meet the needs of all stakeholders while upholding ethical principles, good corporate governance, and business ethics. Additionally, the Company places importance on personnel development and respects human rights. These business practices align with the Company's vision and mission. Furthermore, the disclosure of the Company's sustainability information complies with the SET's sustainability reporting guide for listed companies.

Business sustainability development under the oversight of the Board of Directors involves prioritizing balanced growth across three dimensions: the economy, society, and the environment. In addition, the Company also adheres to the participation in driving Sustainable Development Goals (SDGs) of the United Nations Organization according to the guideline of ESG (Environment, Social, Governance), covering the environmental, social, and good governance dimensions by emphasizing SDGs of the United States Organization for 11 main goals that are Goal 3, 4, 5, 6, 8, 9, 10, 11, 12, 13, and 17, corresponding to the Company's essence issues, but meanwhile also supporting other six goals, i.e. 1, 2, 7, 14, 15, and 16 to create the sustainable value for all parties of stakeholders.

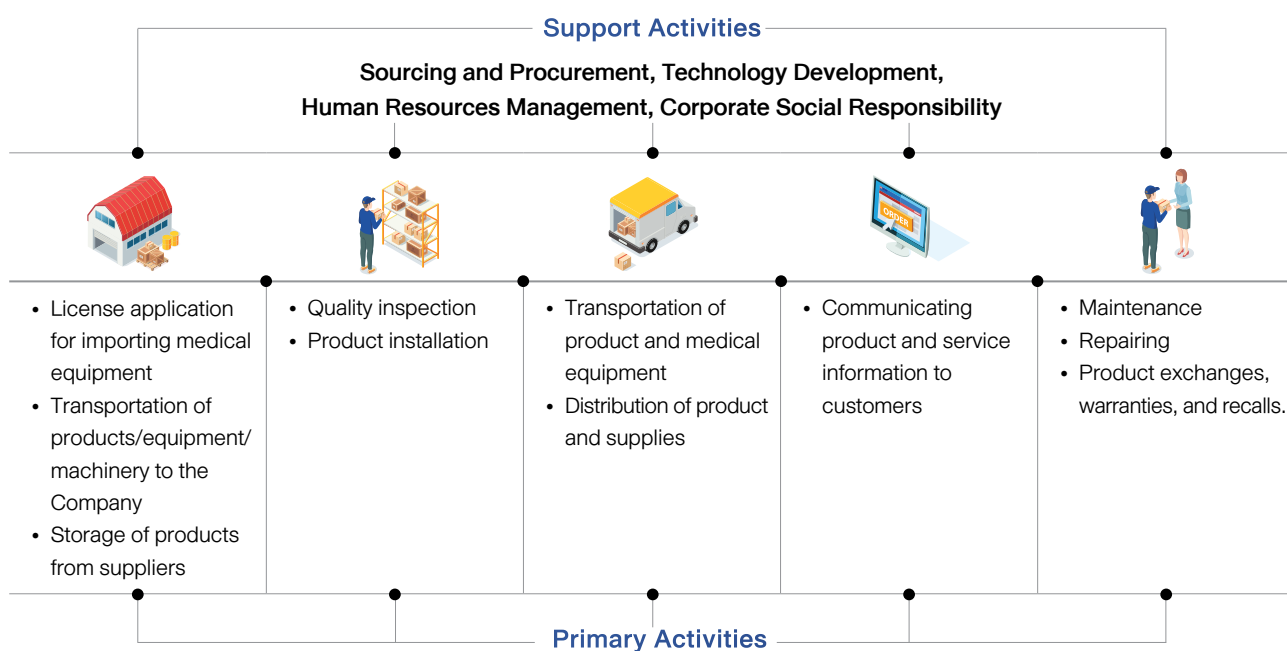


Managing Stakeholder Impacts in the Business Value Chain

Business Value Chain

1. Building relationships with customers by providing information about medical equipment
2. Purchasing and importing oversea medical equipment
3. Quality inspection of medical equipment
4. Training
5. Delivery of goods
6. Maintenance





Stakeholders in the Business Value Chain

Stakeholders	Channel	Expectation	Key Operations
Patients	<ul style="list-style-type: none"> • Participation in activities with customers and hospitals, especially those related to cancer patients. 	<ul style="list-style-type: none"> • Receiving treatment from high-quality medical equipment. • Accessing treatment quickly and with modern technology. 	<ul style="list-style-type: none"> • Distributing and installing high-quality medical imaging equipment • Establishing specialized cancer hospitals to provide patients with access to state-of-the-art technology
Employees	<ul style="list-style-type: none"> • The Management communicates through middle management and/or various channels to convey messages directly to employees. • Annual performance evaluations. • Organizing training seminars to develop employees' skills 	<ul style="list-style-type: none"> • Developing potential for progress and stability in work. • Receiving appropriate compensation and benefits. • Managing the work environment with a focus on workplace safety and employees' quality of life. • Strict compliance with labor laws. 	<ul style="list-style-type: none"> • Managing compensation and benefits fairly and equitably. • Treating all employees equally and respecting human rights. • Providing opportunities for career path. • Offering training and promoting employee skill development. • Creating a work environment that prioritizes workplace safety.
Shareholders	<ul style="list-style-type: none"> • Shareholders' Meeting • The Company's website • Annual Report • Management Discussion and Analysis (MD&A) 	<ul style="list-style-type: none"> • Good returns • Operating responsibly towards society, the environment, and conducting business according to governance principles. 	<ul style="list-style-type: none"> • Appropriate dividend payment. • Managing and developing the organization for sustainable growth. • Expanding the business to adapt to changes and mitigate risks of stagnation.

Stakeholders	Channel	Expectation	Key Operations
Customers	<ul style="list-style-type: none"> • Distributing quality medical equipment. • Visiting and meeting with customers. • Surveying customer satisfaction. • Providing training, knowledge, and various skills to customers or engaging in activities with customers. • Listening to feedback and addressing complaints. 	<ul style="list-style-type: none"> • Delivering quality medical equipment. • Understanding customer needs, providing appropriate assistance and support. • Communicating, following up, and providing after-sales service within designated time frames. • Treating customers equally. • Maintaining confidentiality. • Setting fair prices. 	<ul style="list-style-type: none"> • Continuous development and responsiveness to customer needs. • Care and responsibility towards customers in terms of both quality and service. • Building confidence and creating a positive company image. • Surveying customer satisfaction. • Responsiveness and complaint management. • Anti-corruption stance with transparency in operations. • Integrity in data and confidentiality maintenance. • Prioritizing fair pricing under pricing policy.
Suppliers	<ul style="list-style-type: none"> • Holding discussions and conversations, documenting mutual agreements. • Exchanging ideas and providing feedback, suggestions for improvement and development. 	<ul style="list-style-type: none"> • Adhering to trade terms and conditions. • Acting fairly towards business partners. • Promoting and supporting activities, and participating in problem-solving. • Operating within legal frameworks. • Anti-corruption. 	<ul style="list-style-type: none"> • Adhering strictly to jointly agreed trade terms and conditions. • Treating suppliers with fairness and equality. • Providing suggestions and guidance for business development. • Communicating and providing accurate trade information. • Establishing procurement policies. • Not supporting or purchasing products that violate copyright or human rights.
Creditors	<ul style="list-style-type: none"> • Disclosing financial information accurately, completely, transparently, and promptly. • Engaging in conversations, responding to questions, listening to feedback, and suggestions. 	<ul style="list-style-type: none"> • Adhering to terms and agreements. • Treating the creditors fairly. 	<ul style="list-style-type: none"> • Adhering to financial agreements and repayment of loans. • Treating creditors responsibly, avoiding exploitation.
Competitors	<ul style="list-style-type: none"> • Participating in activities organized by relevant associations to exchange information and explore new technologies related to medical equipment. 	<ul style="list-style-type: none"> • Adhering to good competition practices in accordance with relevant regulations and laws. 	<ul style="list-style-type: none"> • Not damaging the reputation of competitors. • Adhering to good competition practices. • Not infringing on the intellectual property or assets of others.
Society, Community and Environment	<ul style="list-style-type: none"> • Participating in community or social activities. • Listening to suggestions and complaints. • Whistleblowing of fraudulent acts or illegal acts. 	<ul style="list-style-type: none"> • Promoting and supporting socially beneficial activities for the community and society. • Emphasizing the anti-corruption. 	<ul style="list-style-type: none"> • Promoting and supporting activities related to society, community, and the environment. • Responding to and managing complaints. • Conducting fair investigations into acts of misconduct (if any).

Managing Sustainability in the Economic Dimension and Corporate Governance

Product and Service Quality

The Company is committed to delivering quality medical equipment because patients are the direct users of the products distributed by the Company. Therefore, the Company aims to ensure that patients have access to advanced and modern technology for the treatment and improved quality of life.

Responsibility Towards Customers

The Company places importance on treating customers with transparency, fairness, and accountability. It ensures continuous monitoring and takes responsibility for customers' needs, focusing on providing quality, standardized, safe, convenient, prompt, and timely services. The Company has a policy of prioritizing customer needs as agreed upon, developing relationships, and growing together with the company. This is achieved by closely monitoring and providing equal and consistent assistance to customers, as well as providing accurate and sufficient information and advice about the Company's products and services. The goal is to ensure the highest level of customer satisfaction.

Satisfaction	2023
Products	83.86%
Sales & Marketing	91.40%
Services	87.57%
Sales Support and Training	89.40%
Project Management	88.92%
Average	88.23%

In 2023, the Company set a customer satisfaction target of no less than 80%.

Procurement and Treatment of Suppliers

The Company has established a procurement policy that included transparent processes and criteria for selecting suppliers fairly. It adheres to code of conduct regarding suppliers and competitors, rigorously preventing unfair competition. Additionally, it supports ethical business practices, integrity, and responsibility to society and the environment.

Corporate Governance

The Company has established the corporate governance policy, code of conduct, and ethics as guidelines for the Board of Directors, Management, and Employees. This ensures efficient organizational management and sustainable growth.

Sustainability Management in Social Dimension

	2021	2022	2023
Accidental Rate (person)	0	0	0
Employee Turnover Rate (%)	17.86	17.24	13.79
Average Employee Training Hours Per Year	11.22	10.12	16.67

In 2023, the Company set a goal for an average training hour of at least 12 hours per year per employee and successfully encouraged employee participation in training beyond the set target.

Development of Human Resource

The Company places great importance on its employees, considering them vital to the successful achievement of its goals. The policy was established to foster the development of knowledgeable, skilled, and experienced personnel who conduct their work with integrity and honesty. Employees are expected to take responsibility for themselves and others, aiming to utilize their skills and knowledge to enhance the service to be excellence. They are encouraged to think innovatively and express creative ideas to expand and develop the business to meet customer needs, ensuring the Company's sustainable growth and prosperity. The Company provides continuous and regular training to the Management and staffs to enhance their capabilities in driving the organization to operate according to its vision and mission effectively.

1. Fairness and Equality

The Company emphasizes fair treatment of employees and does not discriminate in any aspect of employment processes, including recruitment, compensation, working hours, holidays, task assignments, performance evaluations, training and development, and career path. Additionally, it takes measures to prevent unfair acts at all levels.

2. Integrity

The Company emphasizes and adheres to the performance of duties with the honesty and integrity of employees at all levels.

3. Respect for the Individuality of Employees

In establishing regulations as well as guidelines for resolving various issues, the Company considers and values the importance of accepting differences in thoughts, beliefs, and practices with respect. It also emphasizes the importance of self-respect and the lifestyle choices of employees as individuals.

4. Enhancing the Quality of Life of Employees

The company is aware that quality of life is crucial for work efficiency and serves as a motivation for employees. This includes job satisfaction, work-life balance, stress levels from work, task variety to reduce monotony, and support for empowering employees with appropriate decision-making authority based on their abilities.

5. Establishing Good Working Environment

The Company provides a safe, comfortable, and prideful working environment for its employees.



Treating Employees fairly

The Company believes that human resources are the most important factor in conducting business, as they contribute to creating value and returns for the business. Given that various aspects of the Company's operations require knowledge, skills, as well as physical and mental efforts to achieve goals, the Company has established guidelines for the treating of employees. Management must treat them fairly and impartially, support the development of their potential, enhance their work efficiency, promote understanding of ethical practices, provide appropriate welfare benefits, and act with integrity by listening to feedback and suggestions in a reasonable manner.

The Company has policies that demonstrate awareness of safety, health, and the work environment, which are integral to the success of the business. The Company's employees must receive safety, good health, and work in a good environment. In this regard, the Company encourages employees to participate in basic fire fighting training and annual fire drill as required by law. Such sessions organized by the condominium juristic person where the Company's office is located.

Employees are the most valuable resource and a key factor in the success of the Company. Therefore, the company focuses on developing and fostering a culture and work environment, promoting teamwork, treating employees with respect. It adheres strictly to labor laws regarding hiring, appointment, and transfer, considering ethics and maximizing human resources' benefits to the Company. Additionally, there are policies in place to ensure fair compensation and welfare management, taking into account factors such as qualifications, experience, position, and responsibilities. Furthermore, the Company has a provident fund for executives and employees, annual health check-ups and outings.

Human Rights

The Company is aware of and respects the dignity, rights, freedoms, and equality of individuals. It establishes policies to refrain from engaging in any activities that violate human rights and relevant laws, which includes the followings.

- Treating employees equally without discrimination based on physical or mental differences, race, nationality, religion, gender, language, age, skin color, education, social status, or any other factors.
- Avoiding actions that violate human rights and exercise caution in performing duties to prevent the risk of potential harm in conducting business operations.
- Not overlooking or ignoring incidents of human rights violations. Reporting them to the appropriate authority or person in charge and cooperate in investigating any doubts or questions, as well as seeking advice from supervisors or responsible individuals through the designated channels if needed.
- Providing fairness and protection to individuals who report human rights violations, using measures to safeguard whistleblowers and related individuals as outlined in the company's policy on reporting and complaint handling.
- Providing opportunities for employees and stakeholders at all levels to express their opinions freely through the company's suggestion channels.
- Giving importance to conducting business with suppliers who do not violate human rights.
- Adhering strictly to policies and guidelines.

In addition, the Company also provides opportunities for employees and stakeholders to communicate with the Company regarding any concerns related to ethical conduct in business operations, complaints, or suggestions. Employees and stakeholders can inquire, complain, provide feedback, and raise awareness through the independent directors or the company secretary directly via the following channels.

1. Postal Mail:

Independent Directors and Audit Committee Chairman (Complaint and Suggestion)
Business Alignment Public Company Limited
92/45 Sathorn Thani Building 2, 16th Floor, North Sathorn Road, Silom, Bangrak, Bangkok 10500

2. E-Mail

biz-cg@bizalignment.com

During the past year, there have been no instances where the Company violated labor laws, employment practices, consumer rights, environmental regulations, or human rights. Additionally, there have been no reported complaints or legal disputes between the Company and its subsidiary against competitors in the market.

Collaborating with Community and Society

Due to conducting business in the sale and installation of medical equipment for cancer treatment using radiotherapy, the Company has engaged with doctors, medical personnel, and cancer patients. This has led to an increased understanding and awareness among cancer patients on how to properly manage the disease. Consequently, the survival rates and quality of life for cancer patients in Thailand have improved.

- **Eastern Cancer Network Run**

Cancer Alliance Hospital, Sriracha (CAH), Thainakarin Hospital, Samrong General Hospital, and Saha Clinic Chachoengsao (SCC), under the Eastern Cancer Network of Thailand, along with supporters, organized the "Eastern Cancer Network Run". The proceeds, after deducting expenses, were donated to Buddhasothorn Hospital to aid cancer patients.



- **BIZ NEWS & KNOWLEDGE**

Various articles related to cancer treatment using radiation therapy had been published on the Company's website under the heading "BIZ NEWS & KNOWLEDGE." These articles aim to provide cancer patients and their relatives with knowledge and understanding of cancer treatment through radiation therapy.



- Cancer Talk

The Company, in collaboration with Art for Cancer by Ireal (Art of Life Social Enterprise), hosted a “Cancer Talk” event via live on Art for Cancer by Ireal Facebook page. This program provided knowledge about “Proton Radiation Therapy Technology” as well as information on side effects and self-care after treatment.



Sustainability Management in Environmental Dimension

Energy Management

Although the Company's business operations may not directly impact the environment, it still prioritizes environmental care, conservation, and resource preservation. This is achieved by instilling environmental awareness among employees through knowledge and communication campaigns about basic environmental management practices. This fosters employee participation and responsibility towards the environment by promoting initiatives such as reducing water usage, controlling energy consumption, and advocating for environmental conservation and sustainable resource utilization.

	2021	2022	2023
Electricity Consumption (Unit)	64,645	59,258	61,293
Water Consumption (Unit)	6,128	5,704	5,547

Remarks: The Company's office is located in a building under the management of the jurisdiction person. In addition to regular water usage, this also includes the consumption of hot water for air conditioning systems.

Target for Energy Saving

In 2023, the Company set a target to reduce electricity and water consumption by no less than 2% compared to 2022. This target was surpassed for water usage and fell below the target for electricity usage. For the long-term goal of reducing energy consumption, the Company aims for a reduction of at least 10% from 2021 within 5 years (by 2026).

Energy Management Measures

1. To encourage for using email instead of paper in regard to internal communication. It includes using paper judiciously by printing double-sided or using recycled paper. Additionally, verify documents for accuracy before printing to reduce the volume of printed materials.
2. To support and utilize environmentally-friendly products by selecting goods and products that are eco-friendly, purchasing products or packaging that can be refilled to reduce the impact that may arise from the packaging production.
3. To replace desktop computers, which consume approximately 200-250 watts of electricity, with laptops, which consume around 60-70 watts of power.
4. To promote energy and water saving projects in the office, aiming to instill a consciousness about resource-efficient usage and its value, including practices through internal communication channels.
5. To reduce the amount of waste by opting for products with larger packaging sizes instead of smaller ones and selecting products with minimal environmental impact.
6. To reuse items such as packaging for storing various household items, paper or plastic bags, both sides of the paper, shopping bags, and food containers that can be cleaned and reused.
7. To promote recycling by segregating and collecting recyclable office waste items such as desk calendars, staples, etc., for donation to organizations in need.

The Company had organized training sessions to provide knowledge and communication regarding environmental care policies and practices to new employees through the orientation. Additionally, for all levels of staff, communication is facilitated through supervisors and internal communication channels to instill environmental consciousness and encourage employee participation in environmental conservation both within and outside the organization.

Greenhouse Gas Management

During the 27th Conference of the Parties (COP 27) to the United Nations Framework Convention on Climate Change, Thailand demonstrated its commitment to reducing greenhouse gas emissions in line with the targets set under the Long-term Low Greenhouse Gas Emission Development Strategies (LT-LEDS). Thailand also announced its goal of achieving carbon neutrality within 2065. This pledge is part of Thailand's long-term strategy to combat climate change and contribute to global efforts to mitigate its effects.

Greenhouse Gas Management Measures

The Company places importance on greenhouse gas management to mitigate environmental impacts. Therefore, it had initiated various activities to support the reduction of greenhouse gas emissions during the operating processes. This includes incorporating technology to reduce resource consumption and advocating for the reduction of resource and energy usage within the Company, as follows:

1. Paper usage contributes to indirect greenhouse gas emissions (Scope 3), the Company used technology to reduce paper usage in meetings, storing documents and data electronically instead of in hard copy format.
2. Using electricity is an activity that contributes to greenhouse gas emissions. Therefore, the Company replaced its desktop computers, which consumed approximately 200-250 watts each, with laptops that use only 60-70 watts. Currently, laptops constitute 87.50% of the Company's computer usage.
3. Water usage is another activity that contributes to greenhouse gas emissions. Therefore, the Company advocates for water conservation and encourages employees to use water efficiently by turning off taps after use.
4. A consciousness had been instilled among employees in regard to the value of energy and resource conservation.

