

## Community Investment Policy and Social Return on Investment (SROI) Methodology

### 1. Commitment and Objectives

Praram 9 Hospital Public Company Limited (the “Company”) recognizes the importance of conducting its business in parallel with caring for communities and society. The Company aims to apply its medical expertise, healthcare professionals, health knowledge, and relevant partnership networks to support access to health information, preventive healthcare, and the appropriate enhancement of quality of life for communities and relevant stakeholders.

This Policy establishes the Company’s framework for community and social investment, including the approach for monitoring, assessing outcomes, and considering the social impact of implemented projects. The Company may apply Social Return on Investment (SROI) as a tool to support learning, planning, and project improvement, subject to the nature of each project and the availability of data. The use of SROI is not intended to certify or overstate social benefits beyond verifiable evidence and information.

The objectives of this Policy are to:

1. Establish criteria for selecting, approving, implementing, monitoring, and reporting community and social projects in a systematic, transparent manner that is aligned with the Company’s business context.
2. Support the design of projects aligned with the Hospital’s capabilities and expertise, such as health check-up activities, health education, preventive healthcare, and Creating Shared Value (CSV) initiatives.
3. Define data collection guidelines necessary for monitoring and evaluation, including project inputs, outputs, expected or actual outcomes, assumptions, limitations, and the scope of data used for assessment.
4. Promote the use of SROI Methodology at a level appropriate to data readiness, based on prudence, transparency, verifiability, and avoidance of claims that exceed available evidence.
5. Advance the Company’s approach from ad hoc support or donations toward community and social investment with clearer objectives, indicators, and monitoring processes.
6. Integrate the concept of Creating Shared Value (CSV) to connect social contribution with appropriate business value creation, consistent with the Hospital’s role as a healthcare provider.
7. Support transparent disclosure of community engagement and social performance, based on information that is available and substantiated, and in line with relevant sustainability reporting practices.
8. Support activities that are aligned with the United Nations Sustainable Development Goals, particularly SDG 3: Good Health and Well-being and SDG 10: Reduced Inequalities, within the scope relevant to the Company’s operations.

## 2. Scope of the Policy

This Policy applies to community and social activities, projects, and investments undertaken by the Company, whether implemented directly or in collaboration with government agencies, private sector organizations, foundations, temples, educational institutions, communities, partner hospitals, and relevant network organizations. The scope includes off-site health check-up activities, community health education, Creating Shared Value (CSV) projects, support for public-benefit activities related to health, and volunteer activities by healthcare professionals and employees.

This Policy covers executives, employees, physicians, nurses, healthcare professionals, and supporting departments involved in the planning, approval, implementation, monitoring, evaluation, and reporting of the Company’s community and social projects.

This Policy does not require every community activity to calculate an SROI Ratio. Rather, it provides a framework for determining whether a project should be monitored and evaluated at the Input, Output, Outcome, or SROI level, based on project significance and data readiness, as appropriate on a case-by-case basis.

## 3. Operating Principles

Principle	Practical Guidance
<b>Strategic Alignment</b>	Projects should be aligned with the Company’s sustainability strategy, material topics, and relevant SDGs.
<b>Healthcare Expertise-based Impact</b>	Projects should leverage the Hospital’s core expertise, such as specialized medical services, disease prevention, health education, and care for patients with complex diseases.
<b>Equity and Access</b>	Projects should help reduce gaps in access to health knowledge and services, with consideration for vulnerable groups, elderly people, patients with chronic diseases, monks, and people in regional areas.
<b>Creating Shared Value</b>	Projects should be designed to create social benefits while appropriately strengthening trust, community relationships, and healthcare networks.
<b>Measurable Social Impact</b>	Projects should define measurable output, outcome, and social impact indicators and report them based on substantiated evidence.
<b>Do No Harm and Human Rights</b>	Projects should consider human rights, safety, privacy of health data, equality, and the avoidance of negative impacts on communities.

#### 4. Types of Community and Social Investment

Category	Description
<b>Community Investment</b>	Investment or provision of resources to create medium- to long-term social outcomes.
<b>Creating Shared Value (CSV)</b>	Projects that connect the Hospital's core expertise with social needs and create both social and business value in an appropriate manner.
<b>Charitable Donation</b>	Ad hoc donations or assistance with clearly defined objectives and beneficiaries.
<b>Employee Volunteering</b>	Support for employees to participate in volunteer activities as appropriate.

#### 5. Project Selection and Approval Criteria

The Company requires the selection and approval of community and social projects to consider alignment with this Policy's objectives, the Hospital's business context, the needs of target groups, and the ability to monitor results appropriately. This is to ensure that project implementation is effective, transparent, and verifiable.

Projects eligible for support should meet the following criteria:

1. Relevance to health, well-being, preventive healthcare, disease prevention, or the reduction of health-related inequalities.
2. Responsiveness to identifiable needs, problems, or health risks of the target group.
3. Clear objectives, scope, target group, operating area, accountable owner, budget, resources, timeline, and expected results.
4. Ability to collect output and outcome data as appropriate, such as number of participants, number of health check-up recipients, number of people receiving consultation, number of referrals, or pre/post assessment or satisfaction results.
5. Implementation approach that avoids conflicts of interest and does not conflict with laws, medical ethics, the Company's personal data protection policy, or relevant internal practices.
6. For projects involving significant resources or material social impact, the Company may consider Social Impact or SROI assessment according to the project nature and data readiness.

The project owner should prepare a project proposal before implementation. The proposal should include, at a minimum:

1. Project objectives and linkage to health, well-being, preventive healthcare, or reducing inequality in access to health services and health knowledge.
2. Target group, operating area, rationale for selecting the target group, and the needs or issues the project aims to address.

3. Main activities, resources required, estimated budget, implementation period, and accountable owner or department.
4. Output indicators and expected outcomes that can be practically collected and monitored.
5. Approach for personal data protection, participant consent as appropriate, and accurate, appropriate communication of health information to avoid misunderstanding.
6. Approach for collecting supporting evidence, such as activity photos, names or number of participants, assessment forms, consultation forms, referral documents, summary reports, or other relevant evidence.
7. Approach for monitoring, evaluation, and reporting, including data limitations, assumptions, or external factors that may affect interpretation of project results.

## 6. SROI Methodology for PR9

The Company may use SROI to assess the social return of significant projects, particularly CSV projects or projects involving significant resource allocation. SROI is used as a tool to support decision-making and project improvement; it is not a certification of results without limitations.

### 6.1 Assessment Process

Step	Implementation Details
<b>1. Define Scope</b>	Identify the project, reporting year, operating area, target group, and assessment objectives.
<b>2. Identify Stakeholders</b>	Identify direct and indirect beneficiaries, such as community members, patients, monks, healthcare professionals, families, or communities.
<b>3. Develop an Impact Map</b>	Link Input -> Activities -> Output -> Outcome and identify outcomes supported by evidence.
<b>4. Select Financial Proxies</b>	Select monetary proxies from appropriate sources, such as avoided healthcare costs or comparable training costs, using conservative assumptions.
<b>5. Adjust for Impact</b>	Consider Deadweight, Attribution, Displacement, and Drop-off to avoid overstating results.
<b>6. Calculate and Review</b>	Calculate the SROI Ratio once data is complete, and have Finance/Accounting and Strategy & Sustainability review the calculation before disclosure.
<b>7. Report Prudently</b>	Disclose the scope, methodology, results, limitations, and whether the assessment is internal or has not been externally assured, where relevant.

## 6.2 Calculation Formula

The Company may apply Social Return on Investment (SROI) to significant community and social projects by calculating the net social value of outcomes generated by the project divided by the total value of project inputs.

$$\text{SROI Ratio} = \text{Net Social Value of Outcomes} / \text{Total Project Inputs}$$

The net social value of outcomes should be based on outcomes that can be assessed, using appropriate financial proxies and adjusted for relevant factors such as Deadweight, Attribution, Displacement, and Drop-off. These adjustments are intended to avoid claiming results beyond the evidence available.

## 6.3 Impact Adjustments to be Considered

Adjustment	Meaning	Example in Hospital Context
<b>Deadweight</b>	Outcomes that may have occurred even without the project.	Participants may have obtained similar health knowledge from other sources.
<b>Attribution</b>	The portion of outcomes attributable to other organizations or partners.	Foundations, partner hospitals, or government agencies may contribute to the outcomes.
<b>Displacement</b>	Effects that replace or shift outcomes from elsewhere.	Participation in one activity may not increase overall access if the group already had access to services.
<b>Drop-off</b>	The reduction of outcomes over time.	Knowledge or health behavior may decline without follow-up or reinforcement.

## 7. Impact Map

### 7.1 HAPPY KIDNEY: Kidney Wellness / A New Kidney, A New Life

Component	Suggested Measurement Approach
<b>Input</b>	Activity budget; physician, nurse, and team hours; travel expenses; documents; venue; and supporting resources from partners.
<b>Activities</b>	Provide education on kidney disease and kidney transplantation, offer consultation, and connect participants with partner hospital networks.
<b>Outputs</b>	Number of activity sessions, number of participants, number of people receiving consultation, and number of referrals.

Component	Suggested Measurement Approach
<b>Potential measurable outcomes</b>	Participants have increased knowledge; patients receive appropriate consultation earlier; and eligible persons are referred into the care process.
<b>Financial proxies that may be considered</b>	Reduced travel costs, comparable costs of specialized training, or avoidable health-related costs, only where sufficient data and reference sources are available.
<b>Caution</b>	Participants should not all be counted as patients who directly receive health outcomes. Long-term clinical outcomes should not be counted without follow-up data.

## 7.2 HAPPY MONK: Healthy Monk

Component	Suggested Measurement Approach
<b>Input</b>	Activity budget; healthcare personnel hours; health check-up equipment; common household medicines; meals offered to monks; and supporting expenses.
<b>Activities</b>	Conduct basic health checks, provide nutrition and NCD prevention education, offer common household medicines, and strengthen relationships with the temple community.
<b>Outputs</b>	Number of monks or participants, number of health check-up items, and number of health information materials or recommendations provided.
<b>Potential measurable outcomes</b>	Increased awareness of health risks, improved nutrition knowledge, and high-risk individuals receiving advice for follow-up care.
<b>Financial proxies that may be considered</b>	Comparable basic health check-up costs, health education costs, or potentially avoidable health-related costs, only where follow-up data and assumptions are appropriate.
<b>Caution</b>	The project should not claim direct reduction of NCDs without continuous follow-up health data.

## 8. Indicators for Monitoring and Disclosure

Data Level	Recommended Indicators	Disclosure Status / Approach
<b>Input</b>	Project budget, personnel hours, value of supporting resources.	Collected internally and disclosed as an aggregate value when data is ready.

Data Level	Recommended Indicators	Disclosure Status / Approach
<b>Output</b>	Number of projects, number of activities, number of participants, number of people receiving consultation, number of operating areas.	May be disclosed based on actual activity data.
<b>Preliminary Outcome</b>	Increased knowledge, satisfaction, receipt of consultation, referrals to appropriate services.	The Company should begin collecting pre/post assessments and follow-up forms.
<b>Impact/SROI</b>	Net impact value and SROI Ratio.	Disclosed only for projects with complete data and internal review.

## 9. Governance and Responsibilities

To ensure that community and social investment activities are clear, transparent, and verifiable, the Company defines the roles and responsibilities of relevant units as follows:

Unit / Position	Roles and Responsibilities
<b>Executive Committee</b>	Consider approval of the Policy or key guidelines, monitor overall implementation, and provide policy-level recommendations as appropriate.
<b>Managing Director / Relevant Executives</b>	Oversee implementation to ensure alignment with the Company's direction and support resources as appropriate.
<b>Strategy and Sustainability Department</b>	Coordinate planning, monitor performance, collect data, prepare reports, and review the social impact assessment approach.
<b>Project Owner Departments</b>	Prepare project proposals, implement projects, collect supporting evidence, monitor results, and report information in the prescribed format.
<b>Finance / Accounting Department</b>	Support the review of project costs or the value of resources used in projects (Input) for monitoring or SROI assessment, where relevant.
<b>Legal / PDPA or Relevant Departments</b>	Provide guidance on personal data protection, consent, and precautions for information disclosure.

## 10. Reporting and Disclosure

The Company will report community performance, as appropriate, through the 56-1 One Report, Sustainability Website, and/or other channels designated by the Company. Disclosed information should be consistent with available evidence and reviewed by relevant units.

Minimum information recommended for disclosure includes:

- Project objectives and target groups.
- Number of activities, operating areas, and number of beneficiaries or participants.
- Measured outputs and outcomes, together with the reporting year and reporting boundary.
- Value of resources invested, where the Company has an established system to collect and review such data.
- Assessment methodology, limitations, and assumptions, where Outcome or SROI is disclosed.
- Assurance or review status, such as “internally reviewed” or “not externally assured”, where relevant.

## 11. Policy Review and Revision

This Policy should be reviewed at least every two years, or when there are material changes in disclosure standards, stakeholder expectations, or the Company’s operating context. The Strategy and Sustainability Department will coordinate the review with relevant departments.

## 12. References

- 2025 Form 56-1 One Report of Praram 9 Hospital Public Company Limited.
- The Company’s Sustainability Website: Community Engagement section and ESG Reporting Library.
- FTSE Russell ESG Rating: Human Rights & Community / Community Investment disclosure.
- United Nations Sustainable Development Goals (SDG 3 and SDG 10).