

3.4 Social sustainability management

3.4.1 Social policy and guidelines

Social and human rights policy and guidelines : Yes

Social and human rights guidelines : Employee rights, Child labor, Consumer/customer rights, Community and environmental rights, Safety and occupational health at work, Non-discrimination, Supplier rights

The company recognizes the importance of social responsibility and believes that sustainable growth requires good governance, considering the impact on society and stakeholders both within and outside the organization. The company has established policies and initiated projects that focus on oral health care, quality of life, community, society, and the environment. The company believes that social responsibility leads to stable and sustainable business growth. One of the company's missions is "Creating business value along with social value." The company has adopted the principles of corporate social responsibility established by the Stock Exchange of Thailand (eight principles) and implemented them concretely.

One of our missions is "Creating business value along with social value." The company values social contributions, focusing on being a good neighbor and participating in community projects such as the annual "Community Smile" and "Independent Age Smile" initiatives, providing scholarships, supporting foundations, and hosting Open House events for students interested in becoming dentists. The company has continuously conducted social responsibility projects and activities to help and develop communities for over 10 years. In 2024, the company launched the "Small Brushes for Healthy Teeth" campaign, which was filled with warmth and smiles, creating lasting impressions and spreading happiness to children in remote areas. Throughout the project, LDC Dental received positive responses from donors and partners who supported this initiative. The donation of toothbrushes is not just about giving ordinary items but providing opportunities for oral health care, helping children have brighter smiles and increased confidence. These small toothbrushes have become symbols of care and goodwill that many people have passed on to children in needy communities. In addition to donating toothbrushes to promote oral health for children, this campaign also raises awareness about dental care and the importance of access to oral care equipment in underserved communities. This success was not achieved by the team alone but through cooperation and kindness from all sectors, including donors, medical personnel, partner foundations, and everyone involved in the project. Although the campaign has ended, the inspiration and intention to pass on good things will continue. The company hopes that this project will be the beginning of small changes that grow into a bright future for all children.

Additionally, the company emphasizes respect for human rights, believing that diverse opinions are key to organizational development. The company has established guidelines for human rights practices as follows:

- The company adheres to human rights principles, considering human dignity, freedom, and equality. The company does not engage in or promote human rights violations and does not associate with entities or individuals who violate human rights. The company does not support activities that violate human rights principles, and employees are prohibited from engaging in sexual harassment, whether towards company employees or external business contacts⁵.
- The company promotes respect for rights and freedoms by not discriminating, promoting equality for disadvantaged individuals and people with disabilities, and ensuring equal opportunities between men and women without gender or class discrimination

Compliance with human rights principles and standards

Human rights management principles and standards : Thai Labour Standard: Corporate Social Responsibility of Thai Businesses (TLS 8001-2010) by the Ministry of Labour

Review of social and human rights policies, guidelines, and/or goals over the past year

Review of social and human rights policies, guidelines, and/or goals over the past year : No

Human Rights Due Diligence : HRDD

Does the company have an HRDD process : No

3.4.2 Social operating results

Information on employees and labor

Employees and labor management plan

The company's employee and labor management plan	:	Yes
Employee and labor management plan implemented by the Company in the past year	:	Fair employee compensation, Employee training and development, Promoting employee relations and participation, Child labor, Safety and occupational health at work

Compensation Policy

The company has a compensation management policy in place to retain and attract talented individuals by considering their past performance and experience. Additionally, special cash compensation is awarded based on various criteria set by the company, such as specialized skills and sales achievements in different dental categories. These awards are designed to motivate employees to enhance their work performance, with different criteria for each type of award.

Employee Training and Development

The company focuses on developing employees' work potential and enhancing their knowledge through internal training programs, benefiting both current and future job performance. The company has developed internal courses accessible online to meet current needs, allowing employees to learn at their own pace. In 2024, the company sent employees for external training at no cost, resulting in no training expenses for the year. The company also encourages employees to receive training from the Dental Institute, emphasizing upskilling and fostering an understanding of the company's culture through regular online meetings. This aligns with and drives the company's strategies, emphasizing sustainable and continuous anti-corruption efforts. Consequently, the number of training hours for employees increased by 325.62%.

Employee Engagement

The company provides a platform for employees to express themselves freely. Company executives regularly visit employees at all levels, allowing them to openly and honestly share their opinions. This fosters a culture of courage to think and act correctly for the common good. The company recognizes that Thai society is diverse in terms of race, religion, and ethnicity, yet lives together peacefully and unitedly, without division, and embraces diversity with mutual respect. Therefore, there is no violation of human rights regarding class or ethnicity, and all employees have equal rights.

Child Labor

The company has a clear policy prohibiting the use of child labor.

Occupational Health and Safety

The company provides training for new employees to prioritize safety in customer service, understand proper usage, and handle equipment carefully to prevent workplace accidents. Employees are encouraged to monitor and maintain equipment to prevent short-term and long-term damage, reducing workplace accidents. The company disseminates safety policies and occupational health information through various channels, emphasizing branch managers' meetings to ensure employees understand safety policies and workplace conditions. Regular inspections of the work environment and emergency equipment, such as fire extinguishers and emergency signals, are conducted.

In 2024, the company reported only one minor workplace injury, with no severe injuries or fatalities, and no work-related absenteeism or illness. The company promotes continuous employee health by offering annual health check-ups at hospitals covered by Social Security and supporting additional health checks beyond Social Security provisions. Employees receive an annual vaccination allowance of 1,500 THB per person and a lunch program tailored to each branch. The company prioritizes service safety, ensuring the highest safety standards for both service providers and recipients by seeking modern and safe equipment and preventive measures, and educating employees on self-protection during their duties.

Setting employee and labor management goals

Does the company set employee and labor management	:	No
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goals

Performance and outcomes for employee and labor management

Performance and outcomes for employee and labor : No
management

Employee and labor management: Employment

Hiring employees

	2022	2023	2024
Total employees (persons)	277	257	225
Male employees (persons)	31	24	21
Female employees (persons)	246	233	204

Employment of workers with disabilities

	2022	2023	2024
Total employment of workers with disabilities (persons)	3	3	3
Total number of employees with disabilities (persons)	3	3	3
Total male employees with disabilities (persons)	1	1	1
Total female employees with disabilities (persons)	2	2	2
Total number of workers who are not employees with disabilities (persons)	0	0	0
Contributions to empowerment for persons with disabilities fund	No	No	No

Employee and labor management: Remuneration

Employee remuneration

	2022	2023	2024
Total employee remuneration (baht)	85,294,718.00	89,446,816.00	80,342,041.00
Total male employee remuneration (Baht)	11,600,281.00	13,575,749.00	11,693,459.00
Total female employee remuneration (Baht)	73,694,437.00	75,871,067.00	68,648,582.00

Employee and labor management: Employee training and development

Employee training and development

	2022	2023	2024
Average employee training hours (hours / person / year)	2.37	3.87	16.46
Training and development expenses for employees (baht)	6,803.74	34,216.00	0.00

Employee and labor management: Safety, occupational health, and environment at work

Safety, occupational health, and environment at work

	2022	2023	2024
Total number of lost time injury incidents by employees (cases)	3	1	1

Employee and labor management: Employee engagement and internal employee groups

Employee engagement

	2022	2023	2024
Total number of employee turnover leaving the company voluntarily (persons)	80	65	63
Total number of male employee turnover leaving the company voluntarily (persons)	3	7	4
Total number of female employee turnover leaving the company voluntarily (persons)	77	58	59
Proportion of voluntary resignations (%)	28.88	25.29	28.00

Employee internal groups

Employee internal groups : No

Information about customers

Customer management plan

Company's customer management plan : Yes

Customer management plan implemented by the company over the past year : Responsible production and services for customers, Communication of product and service impacts to customers/consumers, Development of customer satisfaction and customer relationship, Consumer data privacy and protection

Providing Responsible Service to Customers

LDC Dental is a clinic that offers guaranteed treatments, being one of the first to provide dental treatment warranties for certain types of services such as scaling, fillings, crowns, and dentures. This is to build confidence among service recipients and maintain good relationships with them. The company will ensure that service recipients are well-informed through comprehensive publicity. Throughout its business operations, the company has never been sued by service recipients due to its care system and commitment to not abandoning them.

Building Good Relationships with Service Recipients

The focus is on providing service centered around the service recipients, with preparations made before service, including understanding the service (Consent Form). After treatment, there will be a follow-up on the treatment results (Follow-up) by phone to inquire about any post-treatment issues.

Enhancing Customer Satisfaction and Building Relationships

The company has guidelines for managing suggestions and complaints through various channels such as directly at branches, through the Call Center, and via social media. This allows service recipients to provide suggestions or complaints if the treatment results do not meet expectations. The company will respond to such complaints immediately. The evaluation of treatment results is conducted through surveys and service satisfaction assessments. The company will review and improve its services based on the information obtained. The company views service recipients as respected elders, leading to closer service interactions. This has transformed the service approach from employees answering questions behind counters and dentists spending limited time with service recipients to having employees actively engage and converse with service recipients. This allows employees to better understand the needs and concerns of service recipients, thereby effectively addressing their needs and alleviating their concerns.

Customer Personal Data Protection

The company prioritizes the security and privacy of customer data by collecting and using personal information solely for dental services, follow-ups, and subsequent appointments. The company will not disclose information to external parties unless consent is obtained or it is in accordance with legal requirements. Customer data will be securely stored and deleted after the end of service for 10 years. Customers can also seek consultation from other doctors and set conditions regarding privacy in treatment. Additionally, the company may use social media platforms such as LINE to send medical information securely and promptly, which customers can choose to accept or decline, including news, privileges, and promotions from the company.

The company operates under the Personal Data Protection Act B.E. 2562 and is ready to provide additional information through the customer service department.

Setting customer management goals

Does the company set customer management goals : No

Performance and outcomes of customer management

Performance and outcomes of customer management : No

Information on community and society

Community and social management plan

Company's community and social management plan : Yes

Community and social management plan implemented by the company over the past year : Employment and professional skill development, Education, Disadvantaged and vulnerable groups

The Company's Commitment to Social Responsibility

The company has consistently recognized the importance of social responsibility and believes that sustainable long-term growth requires a focus on good governance, considering the impact on society, the environment, and stakeholders both within and outside the organization, in line with sustainable development principles. The company emphasizes the involvement of all stakeholder groups according to its policies and commitment to promoting good dental health for a better life and society, through community assistance and development. The company has established policies and initiated various projects that prioritize oral and dental health care and the quality of life of the people, communities, society, and the environment. The company believes that social

responsibility contributes to stable and truly sustainable business growth. One of the company's missions is to "create business value alongside social value," thus implementing social management plans.

Social Value and Community Engagement

The company values social contributions by focusing on being a good neighbor and actively participating in community projects, such as:

- Providing smiles to the community and the elderly every year.
- Offering scholarships and supporting various foundations.
- Organizing Open House projects for students interested in becoming dentists to broaden their perspectives.

Based on these policies, the company continuously implements various projects and activities related to social responsibility, assisting and developing communities regularly.

Setting community and social management goals

Does the company set community and social management : No
goals

Performance and outcomes of community and social management

Performance and outcomes of community and social : Yes
management

The company has organized the project "Small Brushes for Healthy Teeth" to collect and deliver to children in remote areas who lack access to dental care. This initiative aims to support and promote strong dental health, instill awareness, and encourage attention to dental care among children. The project was launched on October 21, 2024, which is National Dental Public Health Day and the birthday of Her Royal Highness Princess Srinagarindra, the mother of Thai dental public health. This campaign, filled with warmth and smiles, has created a lasting impression and spread the power of happiness to children in remote areas. Throughout the project, LDC Dental received positive responses from donors and partners who supported this initiative. The donation of toothbrushes is not just about giving ordinary items but providing opportunities for oral health care, helping children have brighter smiles and increased confidence. These small toothbrushes have become symbols of care and goodwill that many people have passed on to children in needy communities. The activities within the project were also warmly supported by the band Paper Planes, who brought joy through special performances and encouraged many to participate in helping children. The atmosphere was filled with impressions from both attendees and the LDC team.

In addition to donating toothbrushes to promote oral health for children, this campaign also raises awareness about dental care and the importance of access to oral care equipment in underserved communities. This success was not achieved by the team alone but through cooperation and kindness from all sectors, including donors, medical personnel, partner foundations, and everyone involved in the project. LDC feels grateful and appreciative of all the kindness that has been part of this mission. Your help not only creates new smiles for children but also has long-term effects on their health and quality of life. The inspiration and intention to pass on good things will continue. The company hopes that this project will be the beginning of small changes that grow into a bright future for all children.

Diagram of performance and outcomes in community and social management



Information on incidents related to legal or social and human rights violations

Number of cases and incidents of significant legal or social and human rights violations

	2022	2023	2024
Total number of cases or incidents of significant legal or social and human rights violations (cases)	0	0	0
Total number of cases or incidents leading to significant labor disputes (cases)	0	0	0
Total number of incidents or complaints related to business partner's rights violations (cases)	0	0	0
The total number of cases or complaints related to partner rights violations (Cases)	0	0	0
Total number of cases or incidents leading to disputes with the community/society (cases)	0	0	0
Total number of cases or incidents related to cybersecurity or customer data breaches (cases)	0	0	0
Total number of cases or incidents related to workplace safety and occupational health (cases)	0	0	0