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## Performance Highlights

### Major Development

The safety and wellbeing of all the Company’s doctors, employees and patients remain our key priority. Appropriate measures and programs have been put in place to provide our team with COVID-19 training and all necessary precautions are being taken to prevent the spread of COVID-19.

#### I. Update on our initiatives and mitigation plans

The Company has developed a number of key initiatives to help our doctors, staff and patients deal more effectively with the pandemic and developed communication tools and guidelines for patients including:

- ◆ **Identifying separation areas** in hospitals and ensuring these are sufficiently prepared for infection and prevention control and treatment by establishing ARI (Acute Respiratory Infection) and non- ARI clinic.
- ◆ **COVID-19 Testing:** The company, through its subsidiary Bio-Molecular Laboratories (Thailand) Co., Ltd., can provide the screening test for COVID 19 both by PCR and Rapid test
- ◆ **Samitivej Virtual Hospital**, an online hospital providing real-time consultation with doctors via application.
- ◆ **Bangkok Hospital Delivery Services**, a tele-consultation and in-home health services for blood test, vaccination and medication.
- ◆ **Medical Innovation**

Healthy Bot is a smart robot equipped with a camera and microphone to connect patients under investigation with medical personnel. The robot also assists with medication, medical supply, food and amenity delivery to patients in isolation unit.

Tytocare is handheld medical exam device that let patients perform guided medical exam by themselves including examine patients’ body temperature, heart, lung, ears, throat and skin through digital images and video. The device enables patient to send information to doctors for an online consultation.

Thailand



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## 2. 15 Days Homecoming Health Watch at Mövenpick BDMS Wellness Resort Bangkok

Bangkok Hospital Headquarter together with Mövenpick BDMS Wellness Resort Bangkok were qualified as Alternative State Quarantine from government to offer 15 days self-quarantine for both Thai citizens and expatriates who returning from aboard. The package also included health assistance from Bangkok Hospital Headquarter such as consultation with doctor on the first day to confirm your eligibility, daily health monitoring with nurse supervision, healthy supplements to boost the immune system and COVID-19 test during the self-quarantine.

### 1Q20 Performance

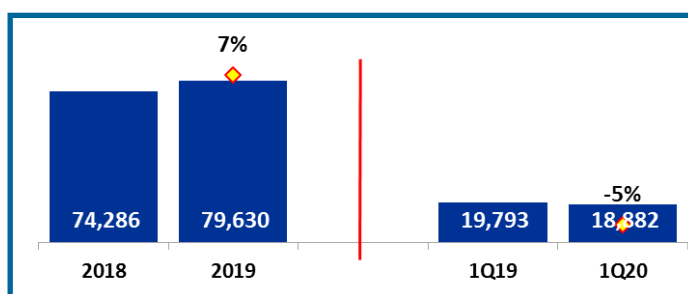
#### 1. Operating income

In 1Q20, total operating income were Baht 20,003 million, decrease of Baht 767 million or decreased by 4% yoy, primarily due to

- ◆ Revenues from hospital operations were Baht 18,882 million, a decrease of Baht 910 million or 5% yoy. The decline was contributable to a decrease in volume mainly from fly-in patients caused by the spread of COVID-19. As a result, revenue from international patients decreased 14% yoy mainly from a decrease of Middle East patients 40% yoy, Chinese patients 32% yoy and ASEAN patients (excluding Thai patients) 9% yoy. Thai patients remain flat yoy. The revenue proportion between Thai and international patients changed from 67%:33% in 1Q19 to 71%:29% in 1Q20.

Hospital in Bangkok & vicinity had more impact from COVID-19 resulting in negative revenue growth of 6% yoy while outside Bangkok hospitals had slightly negative revenue growth of 2% yoy.

- ◆ Revenues from sales of goods and food were Baht 858 million in 1Q20, increased by 14% yoy due mainly to an increase in sales of A.N.B. Laboratories Co., Ltd. and The Medicpharma Co., Ltd. Such increase were mainly from sales of COVID-19 prevention products such as hand sanitizers and face masks.
- ◆ Other incomes were Baht 263 million in 1Q20, increased by 17% yoy due mainly to an opening of Mövenpick BDMS Wellness Resort Bangkok in June 2019.



Revenue from hospital operations

#### 2. Operating expenses

In 1Q20, the Company reported total operating expenses & depreciation of Baht 16,807 million, a decrease of Baht 978 million or 5% yoy.

If excluding non-recurring items in 1Q19 from provisions for employee benefits and one-time expenses in finding the land to locate electricity sub-station for Bangkok International Hospital totaling Baht 726 million (details are shown in non-recurring items), total operating expenses & depreciation would slightly decrease by 1% yoy mainly from decrease in staff expenses.

The depreciation and amortization expenses were Baht 1,593 million, increased by 17% yoy due mainly to TFRS 16 leases, a new financial reporting standard, which required the Company to recognize asset and liabilities for all leases with a term of more than 12 months, unless the underlying asset is low value. This resulted in additional depreciation of Baht 102 million in 1Q20.

### 3. Others majors items

- ◆ Share of income from investments in associated companies were Baht 218 million in IQ20, decrease of Baht 68 million or 24% yoy due to weak performance of associated companies. Share of income from investments in associated companies were mainly from Bumrungrad Hospital Public Co., Ltd. of Baht 191 million or decreased by 29% yoy.
- ◆ Finance expenses decreased to Baht 228 million in IQ20 or decreased by 21% yoy due mainly no outstanding liability of convertible bonds (“CB”) since September 2019.
- ◆ Taxes in IQ20 were Baht 506 million, decrease from Baht 2,067 million in IQ19. High taxes in IQ19 were from non-recurring items totaling of Baht 1,378 million which mainly from taxes from divestment of all investment in Ramkhamhaeng Hospital Public Co., Ltd. (“RAM”) . (Details are shown in non-recurring items)

### 4. Non-recurring items

During IQ19, the Company recorded non-recurring items (net of income tax) of Baht 5,513 million. Details as follows:-

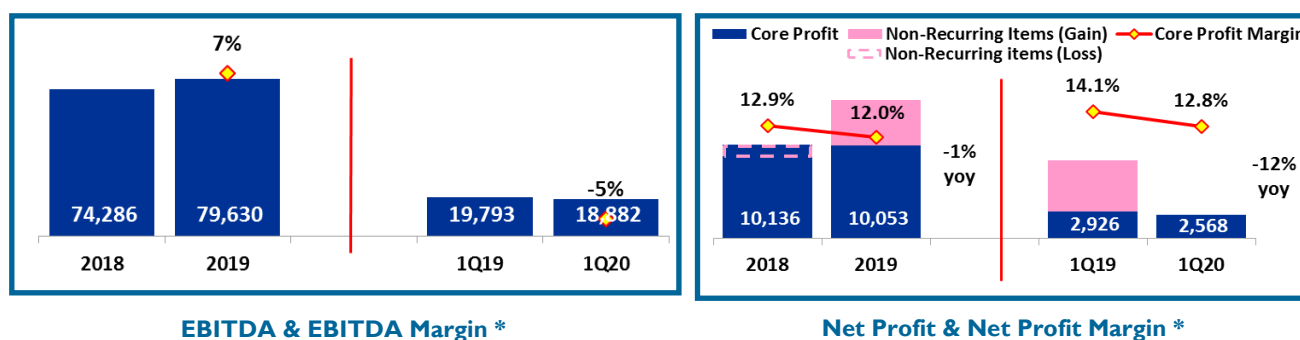
(THB mm)	Amount	Tax	Net of tax
(1) Gain on sales in RAM	7,617	(1,523)	6,094
(2) Provisions for employee benefits	(616)	123	(493)
(3) One-time expenses in finding the land to locate electricity sub-station for Bangkok International Hospital	(110)	22	(88)
<b>Total</b>	<b>6,891</b>	<b>(1,378)</b>	<b>5,513</b>

### 5. Profitability analysis

If excluding non-recurring items, core EBITDA decreased from Baht 5,070 million in IQ19 to Baht 4,790 million in IQ20 or decreased by 6% yoy resulting in a decrease in EBITDA margin from 24.4% in IQ19 to 23.9% in IQ20.

Core profit was Baht 2,568 million, decreased 12% yoy. As a result, core profit margin decreased from 14.1% in IQ19 to 12.8% in IQ20. Core EPS was Baht 0.16 per share in IQ20.

If including non-recurring items, net profit decreased by 70% yoy due to non-recurring items in IQ19 which was gain from divestment of all investment in RAM.



\* Excluding non-recurring items

# Summary of Balance Sheets

(Unit : THB mm)	<u>Mar-20</u>	<u>Dec-19</u>	<u>Chg %</u>
Total Assets	142,889	133,662	7%
Total Liabilities	58,906	46,480	27%
Total shareholders' equity	83,983	87,182	(4)%

As of 31 March 2020, the Company and its subsidiaries reported total assets of Baht 142,889 million, an increase of Baht 9,218 million or increased by 7% from 31 December 2019, due mainly to an increase in cash and cash equivalents of Baht 6,637 million from short-term loans in preparation for interim dividend, redemption of debenture in 2Q20 and liquidity reserve during uncertainty situation of COVID-19. Total assets also increased from an increase of right-of-use assets of Baht 3,501 million from a new financial reporting standards, TFRS 16 leases.

Total consolidated liabilities as of 31 March 2020 were Baht 58,906 million, an increase of Baht 12,425 million or increased by 27% from 31 December 2019 due mainly to increase in bank overdrafts and short-term loans of Baht 8,985 million in preparation for interim dividend, redemption of debenture in 2Q20 and liquidity reserve in response to impact of COVID-19. Moreover, there were an increase of dividend payable of Baht 4,956 million and increase of liabilities under lease agreements of Baht 3,558 million from TFRS 16 leases netted with repayment of debenture of baht 3,000 million and accrued expenses of Baht 1,893 million.

Total consolidated shareholders' equity as of 31 March 2020 was Baht 83,983 million, decrease of Baht 3,199 million or decreased by 4% from 31 December 2019, due mainly an interim dividend of Baht 4,768 million.

Financial Analysis	IQ20	IQ19
<b>Returns (%)</b>		
Return on Asset	7.4	8.7
Return on Equity	12.5	15.8
<b>Liquidity (x)</b>		
Current Ratio	0.8	0.8
Quick Ratio	0.7	0.8
<b>Asset &amp; Liabilities Management (Days)</b>		
Average Collection Period	40.5	36.1
Average Inventory Period	13.9	11.6
Average Accounts Payable	39.1	33.8
<b>Leverage &amp; Coverage Ratio (x)</b>		
Interest Coverage	21.0	17.6
	<b>Mar-20</b>	<b>Dec-19</b>
Total Debt to Equity	0.4	0.3
Net Debt to Equity	0.3	0.2
Net Debt to EBITDA	1.2	1.1

**Remark**

- Excluding non-recurring items
- Assets & Liabilities Management is calculated based on 360 days
- Interest coverage = EBITDA/Interest Expenses
- Debt refers to interest bearing debt

If excluding non-recurring items, return on assets ("ROA") and return on equity ("ROE") in IQ20 decreased from IQ19 as a results of decrease in profit from operations in IQ20.

Current ratio remained unchanged from IQ19 while quick ratio in IQ20 slightly decreased from IQ19 due to an increase in short-term loans from financial institutions.

Average collection period increased from 36.1 days in IQ19 to 40.5 days in IQ20 due to decrease in operating income. The Company and its subsidiaries recognizes an allowance for expected credit losses on its financial assets measured at amortized cost without requiring a credit-impaired event to have occurred prior to the recognition.

Average inventory period increased from 11.6 days in IQ19 to 13.9 days in IQ20. The Company's inventories were mostly medicines and medical supplies which the Company and its subsidiaries already recorded allowance for the expired medicine and medical supplies to reduce its cost to net realizable value.

Average payable period also increased from 33.8 days in IQ19 to 39.1 days in IQ20 as a results of debt management.

Interest coverage ratio increased from 17.6x in IQ19 to 21.0x in IQ20 due to lower finance expenses.

Total interest bearing debt to equity increased from 0.3x as of 31 December 2019 to 0.4x as of 31 March 2020. Net interest bearing debt to equity also increased from 0.2x as of 31 December 2019 to 0.3x as of 31 March 2020.

Net interest bearing debt to EBITDA slightly increased from 1.1x as of 31 December 2019 to 1.2x as of 31 March 2020.

The impact of COVID-19 remains a great deal of uncertainty surrounding the trends and duration of the impact, requiring the company to plan for a wide range of scenarios for full year 2020. As a result of the operating and financial strategies the company has implemented, the company strongly believes that it has sufficient liquidity and will continue to be able to successfully adapt as the situation evolves

## IR Activities

### Credit Suisse ASEAN Virtual Corporate Day



On 11 March 2020, Narumol Noi-Am, Acting President and CFO, Khun Ajaya Intaraprasong, AVP, and Khun Chama Vijitsathean, Assistant Manager, Investor Relations have been invited to join Credit Suisse ASEAN Virtual Corporate Day 2020. The format is group VDO conference through Credit Suisse office in Thailand as well as a webinar for registered institutional investor. This is an effective platform to maintain engagement with investors in current situation with COVID-19. There are 14 local and international fund interested to join our session.

### Virtual Analyst Meeting 1Q20 Results (WebEx)



BDMS hosted a virtual analyst meeting for 1Q120 results on 19 May 2020. The meeting was led by Khun Narumol Noi-Am, Acting President and CFO, Dr. Trin Charumilind, CMO, Dr. Poramaporn Prasarttong-Osoth, CEO Group I, Khun Ajaya Intaraprasong, AVP and Khun Jitima Ratanatam, Assistant Director of Investor Relations. The meeting provided the investment community an opportunity to update on the Company's performance and strategic direction together with addressing any questions or comment to the management. There are more than 100 investors and analysts joining the session

Presentation material and webcast also posted on our website at [www.bangkokhospital.com](http://www.bangkokhospital.com) under investor relations.



Bangkok Dusit Medical Services

Thailand



Overseas



**Bangkok Dusit Medical Services Public Company Limited** ( SET Symbol : BDMS ) is the largest private hospital operator in Thailand in terms of patient services revenue and market capitalization with approximately THB 142,889 million in assets as of March 2020. Bangkok Dusit Medical Services Public Company Limited ("BDMS") currently has 46 hospitals in Thailand and 2 hospitals in Cambodia. BDMS is focused on Bangkok and various high-growth markets in Thailand and overseas. The Company is committed to be the leading network healthcare provider by meeting the needs of Thai and foreign patients with high quality, internationally-accepted standards, and value for money services together with the state-of-the art medical technology.

**Contact:** Investor Relations  
 Bangkok Dusit Medical Services Public Company Limited  
 2 Soi Soonvijai 7, New Petchburi Road, Bangkok 10310 Thailand  
 Tel +66(0)2755-1793