





#### **Analyst Presentation 3Q23 Results**

**17 November 2023** 

#### **Contents**



#### Q23 & 9M23 SUMMARY



#### **3Q23 Operational and Financial Summary – Highest Ever Quarterly Revenue**



#### **3Q23 Highlights**

	3Q23				
	% Chg	% to			
		Revenue			
Operating income	11%				
	THB 26,699 mm				
Hospital revenue					
	THB 25,473 mm				
Breakdown by nationality					
<ul><li>Thai</li></ul>	9%	74%			
Thai Non COVID-19	23%				
<ul><li>International</li></ul>	19%	26%			
Breakdown by location					
<ul><li>Bangkok &amp; Vicinity</li></ul>	10%	56%			
<ul><li>Outside Bangkok</li></ul>	13%	44%			
Breakdown by type of patients					
<ul><li>Outpatients</li></ul>	11%	48%			
<ul><li>Inpatients</li></ul>	13%	52%			

Remark: - Operating income is calculated from hospital revenue + revenue from sales of goods + other income

- All operational statistics are from BDMS management report

#### **Profitability and Ratio**

(THB mm)	3Q23	3Q22	Chg. (yoy)	
EBITDA	6,594	5,999	10%	
EBITDA margin	24.7%	25.0%		
EBIT	5,200	4,545	14%	
EBIT margin	19.5%	18.9%		
Net profit	3,890	3,386	15%	
Net profit margin	14.6%	14.1%		

Remark: Margin was calculated as a percentage of operating income

#### **Commentary**

- Hospital revenue increased 12% YoY mainly from
  - Strong growth of international patients mainly from recovery of fly-in patients
  - Growth of Thai patients from demand recovery and seasonal epidemics
- NPAT increased 15% YoY partly due to good financial management resulting in an increase in interest income and decrease in interest expense

#### **9M23 Operational and Financial Summary**



#### 9M23 Highlights

	9M23				
	% Chg	% to			
		Revenue			
Operating income	9%				
	THB 71,698 mm				
Hospital revenue	9%				
	THB 75,385 mm				
Breakdown by nationality					
<ul><li>Thai</li></ul>	3%	73%			
Thai Non COVID-19	25%				
<ul><li>International</li></ul>	26%	27%			
Breakdown by location					
<ul><li>Bangkok &amp; Vicinity</li></ul>	6%	56%			
<ul> <li>Outside Bangkok</li> </ul>	12%	44%			
Breakdown by type of patients					
<ul><li>Outpatients</li></ul>	11%	48%			
<ul><li>Inpatients</li></ul>	6%	52%			

Remark: - Operating income is calculated from hospital revenue + revenue from sales of goods + other income

- All operational statistics are from BDMS management report

#### **Profitability and Ratio**

(THB mm)	9M23	9M22	Chg. (yoy)	
EBITDA	18,092	17,293	5%	
EBITDA margin	24.0%	25.0%		
EBIT	13,960	12,914	8%	
EBIT margin	18.5%	18.7%		
Net profit	10,424	9,493	10%	
Net profit margin	13.8%	13.7%		

Remark: Margin was calculated as a percentage of operating income

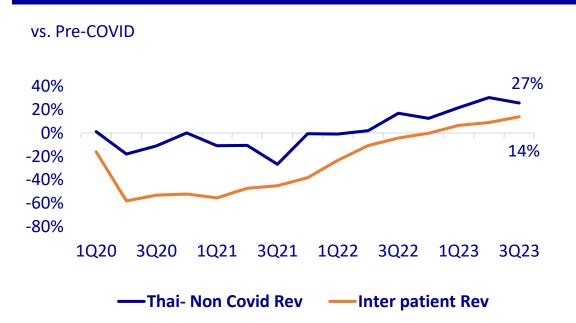
#### **Commentary**

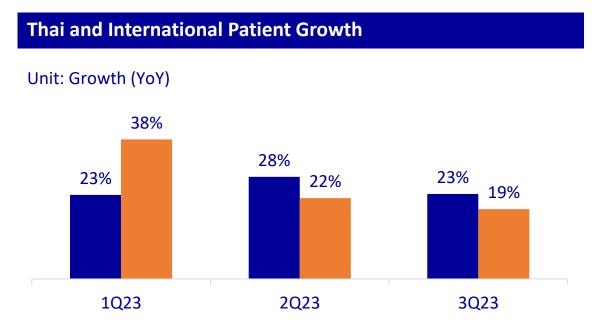
- Hospital revenue increased 9% YoY mainly from
  - Recovery of international patients
  - Higher patient intensity at Center of Excellence
  - Thai non COVID-19 growth of 25% YoY
- EBITDA increased 5% YoY while NPAT increased 10% YoY mainly from patient recovery together with lower depreciation and decrease in non-controlling interests in Samitivej Public Company Limited ("SVH")

#### Thai and International Patient Recovery - Better than Expected



#### **Good Recovery Trend: Above Pre-COVID Level**





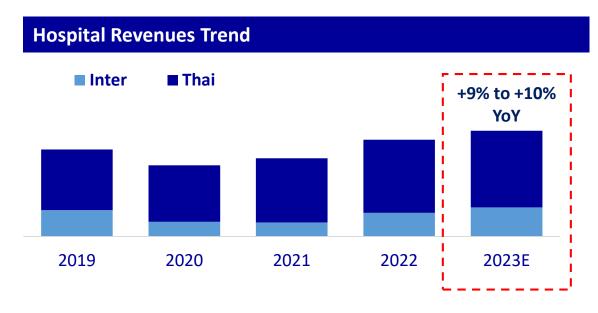
Inter Patient Rev

■ Thai- Non Covid Rev

- Good recovery of both Thai and inter patients, above pre-COVID level, supported by pent-up demand and high intensity cases at our Center of Excellence (CoE)
- Thai-non COVID revenues showed strong growth due to returning of patients and partly from seasonal epidemics i.e. RSV, Influenza and dengue fever
- Inter patient revenues were solid supported by good recovery from Middle East, Chinese & CLMV patients

#### **4Q23 Outlook and Revised Up 2023 Guidance**





#### **Key International Patient growth**



#### **Key Drivers & Target**

- 4Q23 Outlook
  - Thai patients
    - Strong growth nationwide from seasonal epidemics (RSV/ influenza) in Oct 2023
    - Solid growth from COE hospitals and social security hospitals (higher capitation rate)
  - Inter patients
    - Positive trend from high season of fly-in patients and tourist rebound
- 2023 guidance
  - Hospital revenues to grow 9-10% YoY (revised up from 6-8% YoY previously)
  - EBITDA margin of ~24% (unchanged)

### COMPANY UPDATE







#### Affirmed Rating at "AA+" with Stable Outlook

	16 October 2023		
Company rating	AA+		
Senior unsecured debentures	AA+		
Outlook	Stable		

- Tris Rating affirmed the Company and senior unsecured debenture rating at "AA+" with Stable Outlook
- The rating reflect the following factors:-
  - BDMS's market position as the largest private hospital in Thailand, its extensive network of hospital and strong franchise of hospital brands
  - BDMS's improved operating performance post-pandemics supported by strong revival of international patient revenues together with increasing in Thai patient revenues with higher complex diseases and aging society
  - Profit margin to remain strong despite elevated costs by enhancing work efficiency and streamline processes through the integration of modern technology and rationalized expenses
  - Strong balance sheet with ample liquidity over the next 3 years

#### **Movenpick BDMS Wellness Resort**





#### **BDMS Connect Center**













- BDMS Connect Center was opened on 30 October 2023
- Facilities: Exhibition Hall / Ball Room / Function Rooms



We received the internationally recognized LEED GOLD and Fitwel certification as a symbol of sustainability achievement and leadership in the green building of the property

#### **BDMS Connect Center**





#### **Embracing Sustainability: Building a Responsible Future**

- Providing vehicle charger stations, 5% of parking spaces
- Building surfaces reduce heat absorption, less electricity usage by 18.7%
- Using high-efficiency plumbing fixtures, saving 45% of water consumption
- Installing PhotoVoltaic system, reducing 20% of energy consumption
- Using non-toxic building materials, minimize effect of VOCs on Indoor Air
   Quality, IAQ
- Using only LED bulbs in this project
- Designing space for acoustic requirement, lower noise level better for customers and staff
- Carpet made from recycled plastic using 122,100 water bottles for 2,788 m<sup>2</sup>



#### **BDMS Connect Center**





#### **Example of Sustainable Concept**



#### **Energy-efficient**

- Strategies such as high efficiency equipment, LED lightings, are employed to reduce the overall building energy consumption
- The project also use chilled water supplied from hotel part. So, investment for space cooling system is relatively low



#### Renewable energy production

The project installed Photovoltaic system as the renewable source for producing energy, which can reduce 20% energy consumption.













#### **Construction Waste Management**

- The project construction team implement waste sorting and recycle program so more than 75% of waste is diverted from landfill
- Carpet contains 70% recycled PET plastic or 122,100 water bottles for 2,788 m<sup>2</sup>

#### **BDMS Connect Center**





#### **Meeting and Conference**

#### **BDMS Connect Center**

A world-class 627 sq.m. Grand Ballroom catering up to 600 persons.

Dimension		Capacity						
Function room	Floor	Size/sq.m.	Ceiling Height/m.	Theatre	Classroom	U shape	: <b>:</b> : Banquet	Cocktail
Refresh	L1	133	3.5	100	70	35	80	100
Renew	L1	192	3.5	140	100	40	120	150
Harmony Grand Ballroom	L2	627	8	500	280	-	350	500
Harmony I	L2	318	8	200	140	80	170	250
Harmony II	L2	309	8	200	140	80	170	250
Serenity	L2	53	4.6	-	-	-	-	-
Focus I & II	L3	144	3.5	72	50	30	80	120
Focus I	L3	72	3.5	36	24	15	40	60
Focus II	L3	72	3.5	36	24	15	40	60
Balance	L3	85	3.5	36	24	15	40	60
Radiant Junior Ballroom	L4	357	6	200	176	90	220	300
Energize I & II	L4	144	3.6	72	50	30	80	120
Energize I	L4	72	3.6	36	24	15	40	60
Energize II	L4	72	3.6	36	24	15	40	60
Inspire	L4	85	3.6	72	50	20	40	60
Bliss Outdoor Terrace	L4	339			Existing 4	45 Seats		90









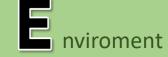




#### **Sustainability Development**



#### **Embracing ESG Aspects into Business Process**





- Social

- BDMS Green Healthcare: Award announcement for 18 sites. (Platinum 5, Gold 10, Silver 3)
- Solar Roof: Plan to install solar cells at all BDMS sites. 21 hospitals has completed installation (~35% of total sites)
- Low Emission Support Scheme (LESS):
   Waste DD Project by Phyathai 2 Hospital
   and Phyathai 3 Hospital reduced 757.09
   tonCO<sub>2</sub> equivalent.



- CPR & First Aid Knowledge Sharing: ~50,000 participants joined life saving skills training participants
- Access to Healthcare:
  - Construct medical rooms, playgrounds and cafeterias in 62 schools 28 provinces benefiting more than 10,000 students in Thailand.
  - Initial health checkup for 370 underprivileged children in 5 communities in Bangkok.
  - Support 64 Scholarships for nurse practitioners in 14 Institutions over Thailand.
- Human Rights Due Diligence: progress report meeting on the human rights mitigation plan for monitoring and reviewing its human rights performance with relevant units of all main business units.
- Announced BDMS Occupational Health and Safety Policy.

- BDMS Award 2023: Enhance BDMS innovation culture through 3 award categories: Smart Healthcare (Innovation), Valued Healthcare (Quality), Green Healthcare (Sustainability) 15 winning projects from 657 paper submission.
- BDMS received "AA" rating in SET ESG Rating 2023 for the service industry, which BDMS has participated for 4th consecutive years.



#### **Sustainability Development**



#### BDMS Awards - Execute Innovative Healthcare Services Through Innovation Culture & Global Collaboration

# SAWARDS 2023 INNOVATIVE SUSTAINABLE HEALTHCARE



#### **PRESIDENT AWARD 2023**

Minimally Invasive Screw Cement Augmentation in Pedicle Technique (MIS CAPT)

#### Smart Healthcare: Paperless Health Information Exchange





Digital health information for image report via My B+ Application developed by Bangkok Hospital, provides crucial convenience to patients, helps reduce communication errors between the hospital and patients, minimizes paper usage, and saves hospital expenses.

### Value Healthcare: Minimally Invasive Screw Cement Augmentation in Pedicle Technique (MIS CAPT)





The MIS CAPT: developed by Orthopedics Center, Bangkok International Hospital, the innovative surgical technique with a minimally invasive surgical procedure and the reinforcing cement injection, to enhance treatment for elderly with poor quality spinal bone surgery.

#### Green Healthcare: Sustainable management of water systems in hospital





Dibuk Hospital has successfully developed rainwater filtration systems, corrosion control mechanisms, and storage systems to produce high-quality tap water from rainwater.

#### **Sustainability Development**



#### **BDMS Green Healthcare - Moving Forward to Sustainable Healthcare**











On the 3rd November 2023, an Award Ceremony of Green Healthcare Certificate was held at the Grand Ballroom of the BDMS Connect Center with the presence of Assoc. Prof. Soranit Siltharm, M.D. BDMS Assistant Chief Administrative Officer. This event aimed to support and promote sustainable environmental management within BDMS network hospitals and business units





### UR NETWORK HOSPITAL – GROUP 5 (Phyathai and Paolo Hospital)





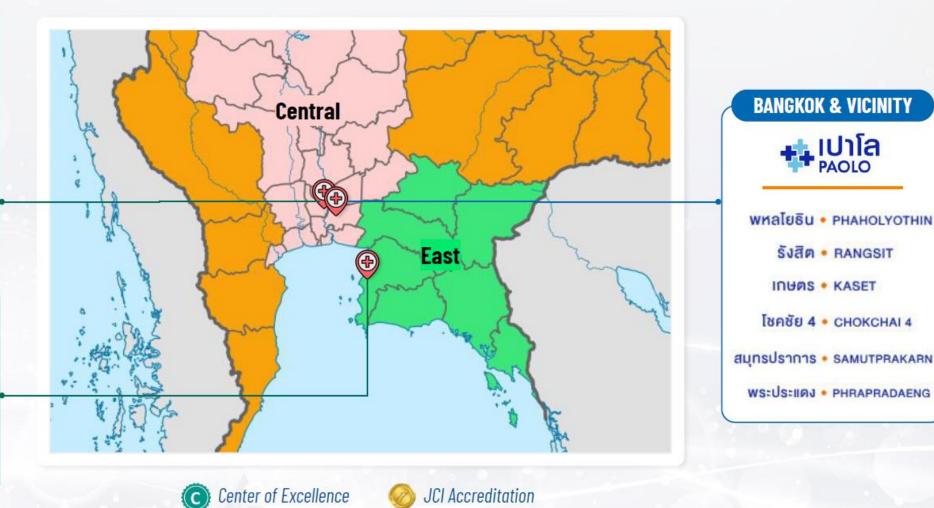




# **12 NETWORK HOSPITALS**







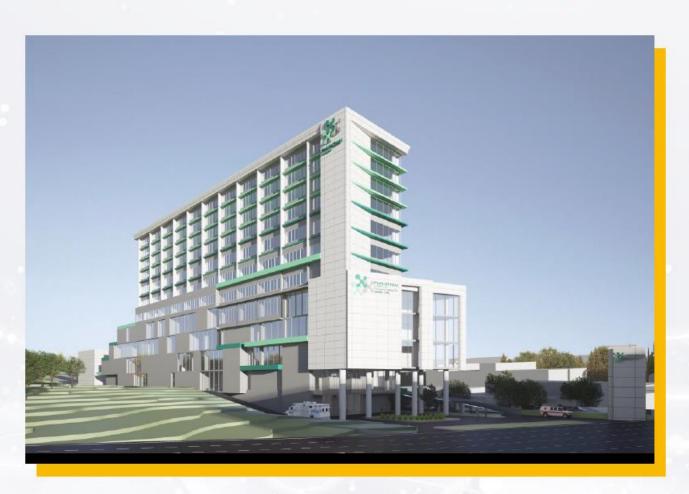






## PHYATHAI BOWIN HOSPITAL

A New Greenfield Hospital to be opened by 2025





220 Structured Beds (1st Phase: 59 Beds)



Located on Highway 331 Bo Win, Sriracha District, Chon Buri



Secondary Care Hospital Targeting

- Social Security
- Self-pay & Insurance
   Serving residents and workers in EEC area



Synergy with Phyathai Sriracha

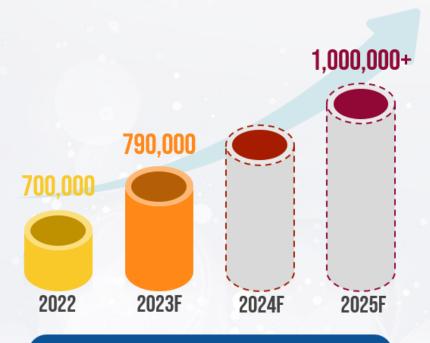






## **SOCIAL SECURITY**

#### **Growing Market Share in Social Security Market**



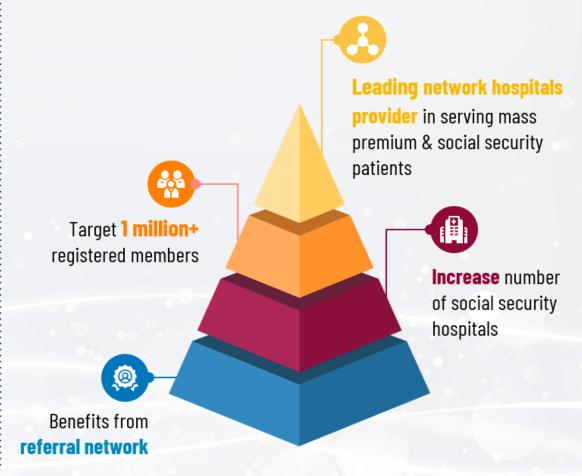
Number of Registered Members in BDMS



- 1. Phyathai Sriracha 4. Paolo Samutprakarn 7. Dibuk
- 2. Paolo Chokchai 4 5. Paolo Phrapradaeng 8. Thepakorn
- 3. Paolo Kaset
- 6. Phyathai Nawamin

9. Bangkok Surat

- 10. Bangkok Pluak Daeng
  - 11. Bangkok Pakchong
  - 12. Phyathai Bowin



# **GROUP 5**

# LEADING CHANGES













# **GROUP 5 TRANSFORMATION MAP**









# **HEALTH UP G5 Super Healthcare Application**









# **HEALTH UP G5 Super Healthcare Application**















### FEATURES IN HEALTH UP

Doctor Appointment 1

Queue System 2

My Laboratory Result

My Physical Examination

TeleCare 5

Health Content 6

Health Package and Retail 7

My Profile 8

Contract Company



- e-Payment
- Health Assessment
- My Vaccine
- My Pharmacy
- My X-Ray Image
- Healthy Together
- **FIT Point**
- Online Survey







### **HEALTH UP AT A GLANCE**

**422,683**Total Downloader (YTD 31 Oct 2023)



+60% YOY Growth Rate



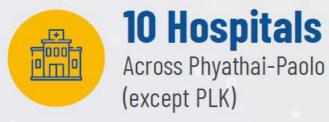
**82.42%** 348,407 Active Users







18 Features
4 more from last year





**37,282,618**Total Transaction (YTD 30 Sep 2023)















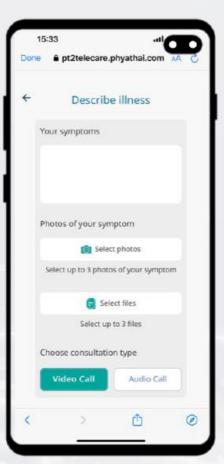
# Telecare

# **EASE TO BE CARED**

















# **Telecare**

# **DOCTOR SCREEN**

#### How it work?

#### **Nurse Station**

- **KYC + Patient Profile**
- Screening
- Select available Doctor
- Internal chat (Provider only)
- Service Summary

#### **Doctor station**



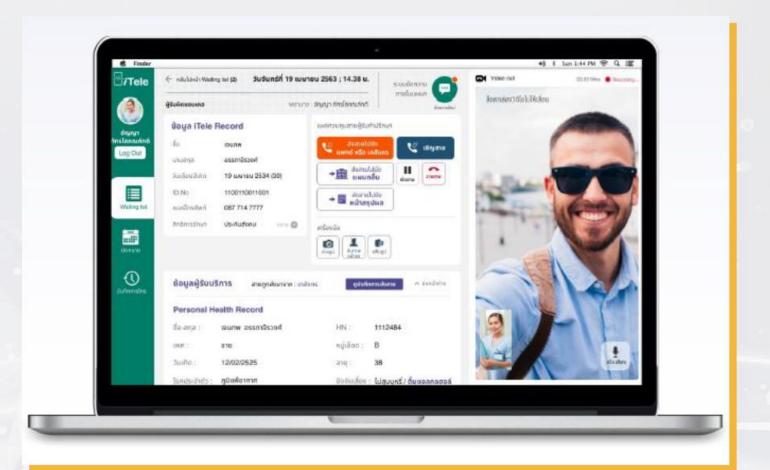
- **Patient Profile**
- Consulting
- Doctor note

#### **Pharmacist station**



- **Patient Profile**
- Medicine consulting











# **FIT POINT**





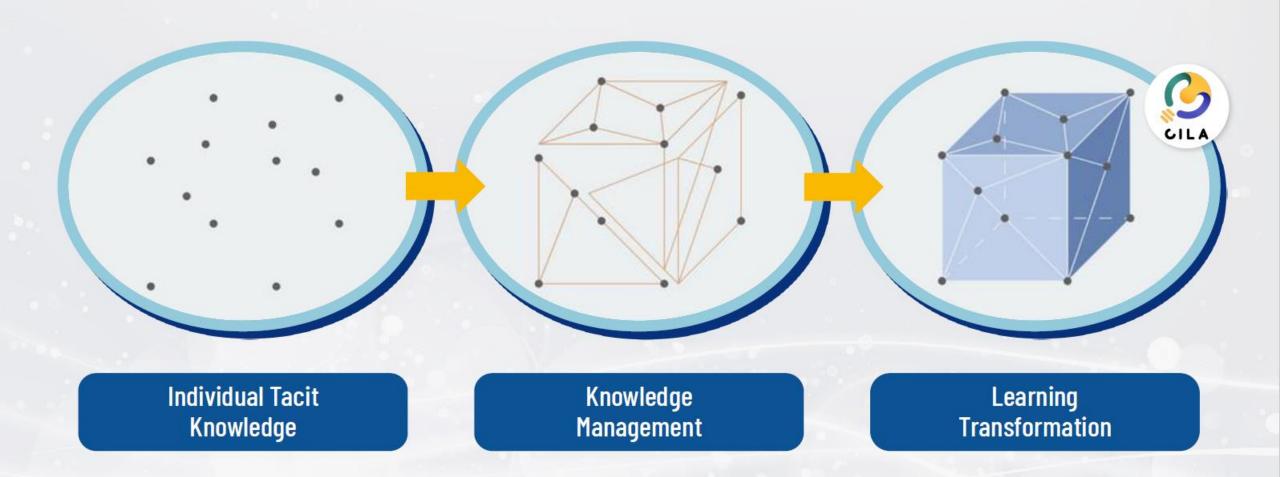
# **CENTER OF INTERACTIVE LEARNING**







# **KNOWLEDGE IS NEW OIL**

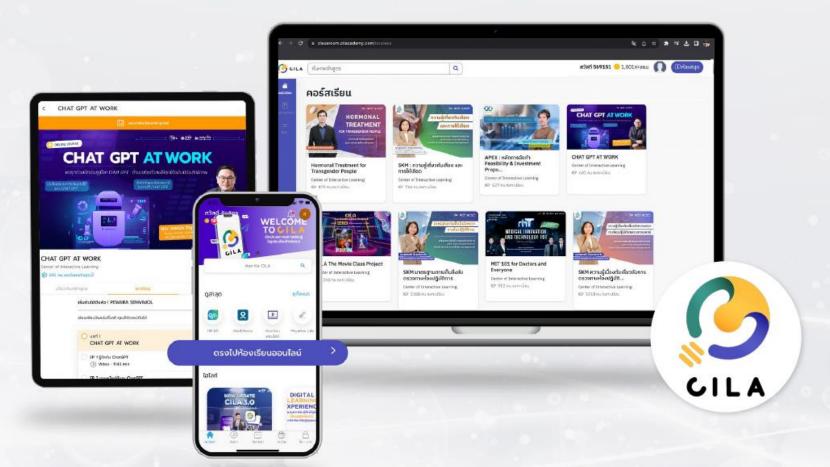








# **Anywhere & Anytime**



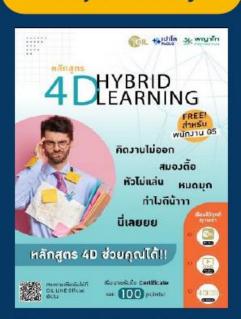






## MANAGERIAL LEARNING COURSES

#### **4D Hybrid Learning**



- Disruptive Business Trend
- Design Thinking Digital Business Model Canvas
- Digital Transformation

#### X10 Hybrid Learning



- New S-Curve
- **Customer Empathy**
- Data Analytic
- Customer Experience Management
- Storytelling

#### Innopreneurship **Hybrid Learning**



- **Growth Mindset**
- **Customer Insight**
- Customer Value Proposition
- Basic Financial Analysis
- KPI, OKR

#### Hospitaverse **Hybrid Learning**



- Opportunity for Healthcare Industry
  Evolution of Marketing
  Insightful & Personalize Marketing
  Foresee the Business Future

- Marketing Strategy and Planning

**Graduates** 

2020 665

2021

529

610

2022

**Graduates** 

2021

2022

901

517

#### **Graduates**

2022

2023

806

600

#### **Graduates**

2023

830

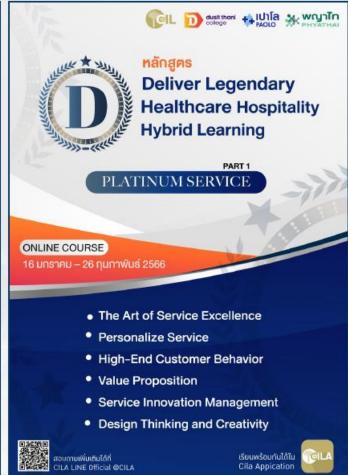






# Deliver Legendary Healthcare Hospitality Hybrid Learning Course with Dusit Thani College













# MIT DOCTOR 101 COURSE









## **CLINICAL LEARNING COURSE - 341 SUBJECTS**















suhla sk wonin















## PASSION BASE COURSE - 91 SUBJECTS











วิชากลุ่มนี้ ใครๆ ที่สนใจ ก็สามารถเข้าเรียนได้







## SOCIAL SECURITY KNOWLEDGE MANAGEMENT - 5 SUBJECTS



















# **IN HOUSE STUDIO, End to End Production Process**



















## **ENGAGEMENT ACTIVITIES**

## Not only learning application, but also learning community







**Point Rewards** 

**CILA Marketplace** 

**E-Library** 

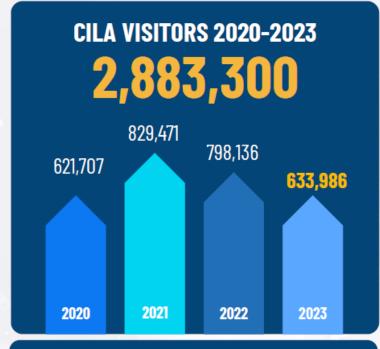


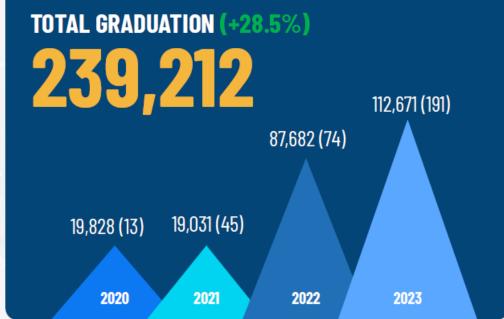






## **CILA APPLICATION**







**KEY1** = 0.6 / 1M. Visit

KEY2 = +28.5 / 25% Grad

**KEY3** = +39 / 24 Passion

**KEY4** = CILA #3 / Oct

12,025

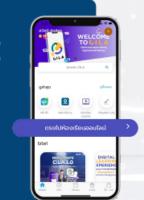
341 1 215 FUNCTIONAL

91 1 31
PASSION BASE

6 1 5
MANAGERIAL

TOTAL COURSE











## CILA EXPANSION THROUGH BDMS NETWORK

ขยายการเรียนรู้สู่เครือข่าย BDMS ผ่าน CILA โรงพยาบาลจากกลุ่ม 4 และกลุ่ม 6 เข้าใช้งาน CILA ในส่วนของการอบรมสายงานประกันสังคม



























## PREVENTIVE INTEGRATED PRODUCT

## All You Can Check Health Prevention



### **All You Can Fit**

**Physical Improvement** 



### All You Can Shine Wellness & Longevity



## **GROUP 5 Backbone**



Health Up



**Fitpoint** 



Membership







# **MOVING TOWARD PREVENTION & LIFETIME VALUE**









# **MOVING TOWARD PREVENTION & LIFETIME VALUE**













## **MOVING TOWARD PREVENTION & LIFETIME VALUE**







## **OPERATIONAL STATISTICS & FINANCIAL HIGHLIGHTS**



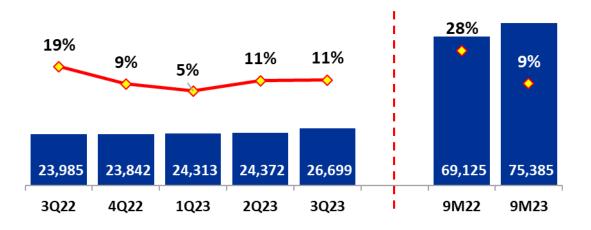
### **Operating Income and Hospital Revenue**



#### **Operating Income Trend**

(THB mm)

#### **Growth YoY**



#### **Commentary**

- 3Q23 Operating income increased by 11% YoY mainly from growth of both inter and Thai patients
- 9M23 Operating income increased by 9% YoY mainly from recovery of inter patients and growth of COE

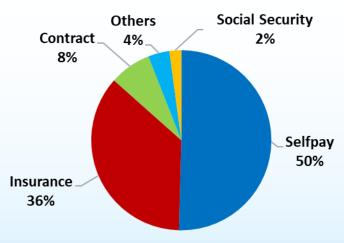
#### **Hospital Revenue Breakdown**

#### % to hospital revenues



### **Patient Revenue by Payor in 9M23**

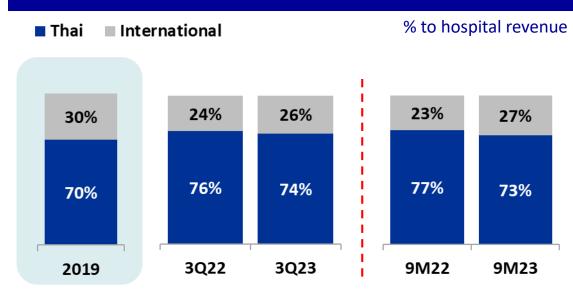
#### % to hospital revenues



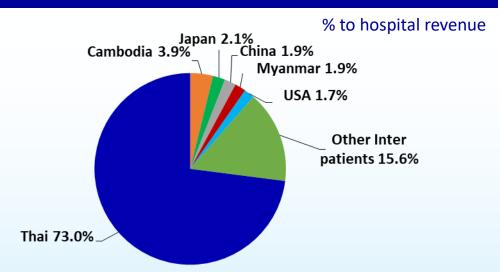
### **Thai and International Patients**



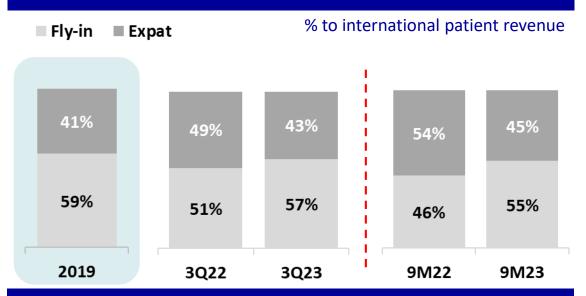




### **Top 5 Nationality Contribution in 9M23**



#### **Breakdown of International Patients**

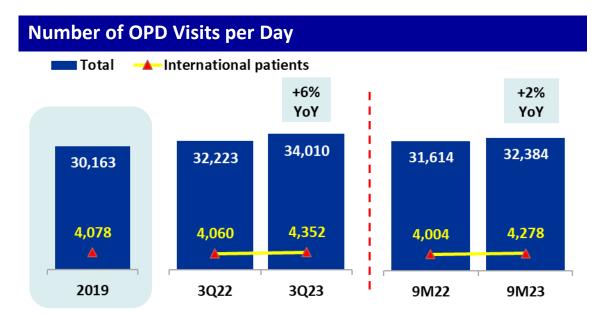


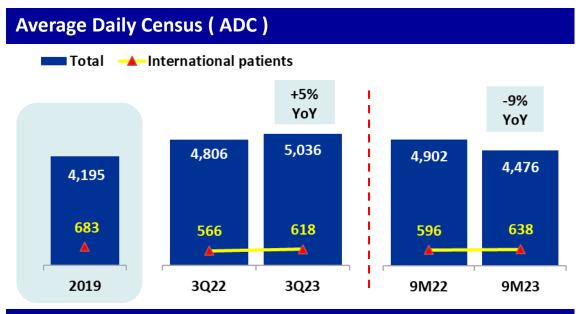
### Commentary

- In 3Q23, Revenue from Thai patients +9% YoY while revenue from inter patients +19% YoY mainly from Qatar (+81%), China (+42%) and Cambodia (+11%)
- In 9M23, Revenue from Thai patients +3% YoY while revenue from inter patients +26% YoY mainly from Russia (+145%), China (+49%) and Cambodia (+35%)

## **Patient Volume and Occupancy Rate**



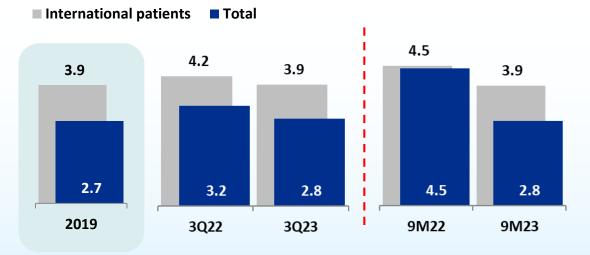




### **Occupancy Rate Based on Available Beds**



#### **Average Length of Stay (days)**



Remarks:- Excluding hospitels and field hospital

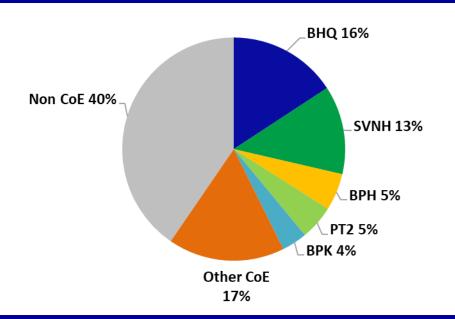
## FINANCIAL HIGHLIGHTS



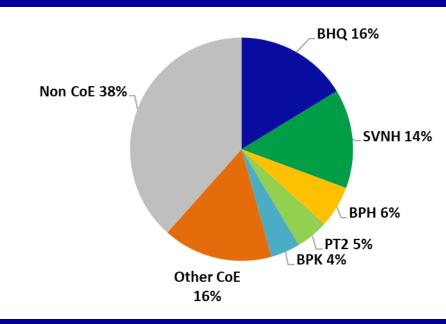
## **Diversified Sources of Revenues and Profitability**



### **CoE**: Hospital Revenue Contribution in 9M23



#### **CoE: EBITDA Contribution in 9M23**

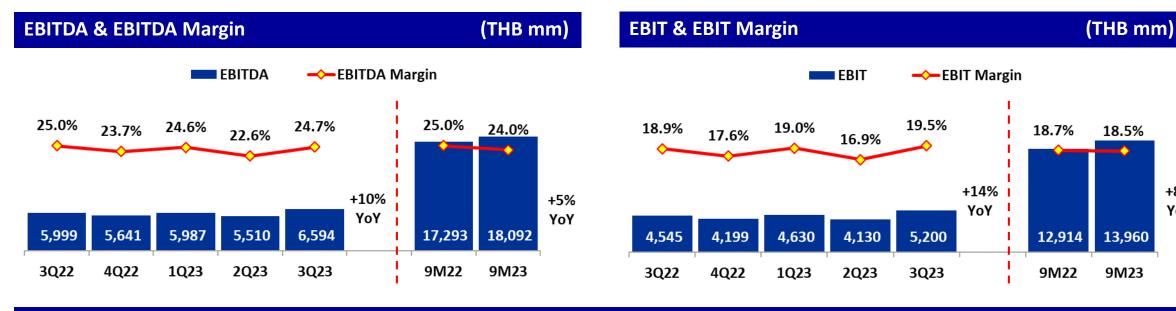


### **Commentary**

In 9M23, revenues from 14 Center of Excellence (CoE) grew 12% YoY while contributed 60% of hospital revenue and 62% of hospital EBITDA with EBITDA margin of around 26%

## **Profitability Trend**



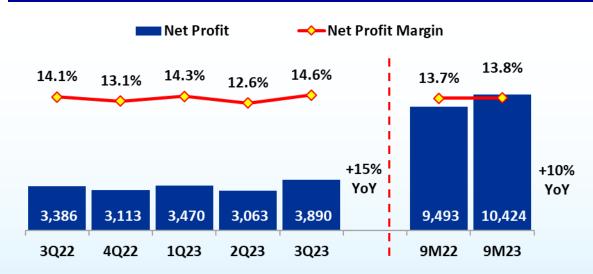




(THB mm)

+8%

YoY

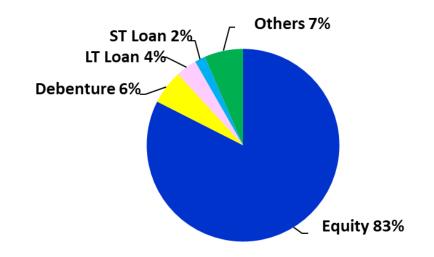


- In 9M23, EBITDA increased 5% YoY with EBITDA margin of 24.0%
- Net profit was THB 10,424 million, increased 10% YoY from recovery of Thai & Inter patients together with lower depreciation and decrease in non-controlling interests in SVH

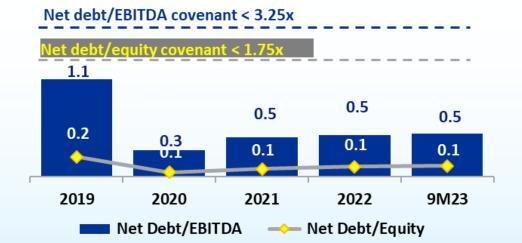
## **Capital Management**



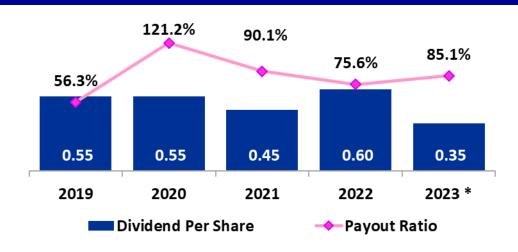
### **Capital Structure as of September 2023**



### **Gearing Ratios: Well Within Covenants**

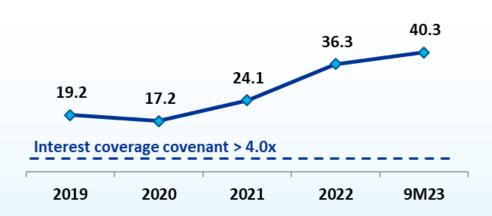


### **Dividend Payment & Payout Ratio**



<sup>\*</sup> Interim dividend

### **Interest Coverage**



## Appendix 1/



## For More Information:- www.bangkokhospital.com

Group 1 (Bangkok&West)	Ownership	No. of Beds
1. Bangkok Hospital	ן 100%	329
2. Bangkok Heart Hospital	100%	54
3. Wattanosoth Hospital	100% 🛚 🌈	47
4. Wattanosoth International (BHQ)	100%	30
5. Chiva Transitional Care	100%	52
6. Bangkok International	100% <sup>J</sup>	172
7. Bangkok Huahin (BHN)	100% 🦠	64
8. Bangkok Sanamchan (BSN)	100%	191
9. Thepakorn (TPK)	50.0%	100
10. Bangkok Phetchaburi (BPR)	100%	200
11. Bangkok Muangraj (BMR)	100%	140
Group 2		
12. Samitivej Sukhumvit (SVH)	98.9% 🤵	275
13. Japanese by Samitivej	98.9%	30
14. Samitivej Srinakarin (SNH)	98.9% 🤵	300
15. Samitivej Sriracha (SSH)	69.7%	260
16. Samitivej Thonburi (STH)	64.0%	150
17. Samitivej Chonburi (SCH)	100%	250
18. Samitivej Chinatown (SCT)	100%	50
19. BNH Hospital (BNH)	91.5%	115
Group 3 (East)		
20. Bangkok Pattaya (BPH)	97.3%	400
21. Bangkok Rayong (BRH)	100%	222
22. Bangkok Rayong Cancer (BRC)	100%	4
23. Sri Rayong (SRH)	100%	195
24. Bangkok Pluak Daeng (BRD)	100%	180
25. Bangkok Chanthaburi (BCH)	99.7%	200
26. Bangkok Trat (BTH)	99.8%	100
27. Koh Chang International	99.8%	3
28. Jomtien (JTH)	97.3%	232

		,
Group 4 (North&Northeast)	<u>Ownership</u>	No. of Beds
29. Bangkok Chiangmai (BCM)	100%	139
30. Bangkok Ratchasima (BKH)	91.5%	285
31. Bangkok Pakchong (BHP)	91.5%	40
32. Bangkok Udon (BUD)	100%	243
33. Bangkok Phitsanulok (BPL)	100%	200
34. Bangkok Khon Kaen (BKN)	100%	150
35. Bangkok Chiangrai (BCR)	100%	80
Group 5		
36. Phyathai 1 (PT1)	98.6%	174
37. Phyathai 2 (PT2)	97.8%	262
38. Phyathai 3 (PT3)	97.6%	260
39. Phyathai Sriracha (PTS)	77.4%	295
40. Phyathai Bangphra	77.4%	3
41. Phyathai Nawamin (PTN)	99.8%	140
42. Paolo Phaholyothin (PLP)	100%	220
43. Paolo Samutprakarn(PLS)	93.7%	200
44. Paolo Chokchai 4 (PLC)	85.7%	169
45. Paolo Chokchai 4 Building 3 (PL	C) 85.7%	29
46. Paolo Chokchai 4 Building 5 (PL	C) 85.7%	59
47. Paolo Rangsit (PLR)	100%	128
48. Paolo Kaset (PLK)	100%	162
49. Paolo Phrapradaeng (PLD)	84.0%	60

Gro	up 6 (South&Cambodia)	Ownership	No. of Beds
50.		99.7%	234
51.	• ,	100%	181
52.		99.7%	75
53.	Bangkok Hat Yai (BHH)	98.8%	193
	Bangkok Samui (BSH)	100%	57
55.	Phangan International	100%	10
56.	Bangkok Surat (BSR)	100%	88
57.	Royal Phnom Penh (RPH)	100%	100
58.	Royal Angkor International (RA	AH) 80.0%	33
Gro	oup 7: Non-Hospital		
1.		99.3%	
2.	Bio Molecular Laboratories	95.0%	
3.	N Health Pathology	95.0%	
4.	N Health Novogene Genomic	74.0%	
5.	The Medicpharma	89.1%	
6.	A.N.B Laboratories	100%	
7.	Save Drug Center (SDC)	100%	
8.	General Hospital Products	47.2%	
BDI	MS Wellness		
1.	BDMS Wellness Clinic	100%	
2.	BDMS Wellness Resort	100%	
	(Mövenpick BDMS Wellness R	esort)	
3.	BDMS Silver	100%	

**BDMS IR** 

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