

Innovation Management Policy and Guidelines



Sikarin Public Company Limited

Innovation Management Policy and Guidelines

Sikarin Public Company Limited (“Sikarin” or “the Company”) recognizes the role of innovation as a key mechanism in enhancing the quality of healthcare services, developing operational processes, and creating a sustainable competitive advantage in the business. The Company is committed to promoting the creation of innovation in all dimensions, including in medical services, information technology, internal management, and the development of products and services that respond to the needs of patients and service users in the modern era.

Sikarin’s innovation focuses on integrating internationally recognized medical expertise with modern technology, such as the application of Artificial Intelligence (AI), digital technology, Telemedicine, and Electronic Health Records, to ensure that patient care is fast, accurate, safe, and accessible in all situations. It also enhances the efficiency of human resource management and the appropriate use of medical equipment.

This Innovation Management Policy and Practices has been developed based on the principles of good governance and in alignment with international standards, including the guidelines from the Organization for Economic Co-operation and Development (OECD) on innovation management, and the United Nations Sustainable Development Goals (UN SDGs), particularly Goal 3 (Good Health and Well-being), Goal 9 (Industry, Innovation, and Infrastructure), and Goal 12 (Responsible Consumption and Production), along with Sikarin’s internal guidelines to align with the organizational context and stakeholder needs.

Scope of the Policy

This policy covers innovation management at all levels of the organization, from the Board of Directors, executives, relevant departments, to all employees, to foster innovation development that responds to the organizational strategy and creates value for all stakeholders.

Objectives

1. Promote the creation of a culture of innovation within the organization.
2. Develop quality medical services that respond to the needs of patients.
3. Integrate technology and medical expertise to increase service efficiency.
4. Create business competitiveness and sustainability.
5. Comply with relevant laws and standards in innovation management.

Roles and Responsibilities

Board of Directors

- Set the direction and strategy for the organization's innovation management, integrating innovation with the Company's vision, mission, and core strategy.
- Consider and prioritize significant innovation issues, such as upgrading medical services with modern technology and enhancing the organization's competitiveness.
- Approve and review the innovation management policy, ensuring alignment with sustainable development frameworks.
- Oversee the innovation management process to ensure it follows good governance practices, international standards, and ESG guidelines at both the national and international levels.

Executives

- Responsible for implementing the innovation management policy and practices, by setting clear plans and strategies.
- Support the allocation of resources, budgets, and necessary tools for the development and implementation of innovative projects.
- Promote the creation of an innovative culture within the organization through activities, communication, and openness to new ideas.
- Monitor, evaluate, and report progress on innovation management to the Board of Directors regularly.

Relevant Departments

- Implement the innovation plans set by the executives, continuously tracking results and proposing development paths.
- Research and develop innovations that align with the organization's goals, emphasizing collaboration between departments and effective use of technology.
- Coordinate with external partners, both domestic and international, to expand innovation opportunities and knowledge exchange.
- Prepare innovative performance reports to assist in decision-making for executives and the Board of Directors.

Employees

- Participate in suggesting new ideas, improving work processes, and applying innovation in daily tasks.
- Engage in continuous training and skill development related to innovation to enhance problem-solving and analytical thinking capabilities.

- Support and adhere to the innovation guidelines set by the organization, upholding ethics and transparency in work.
- Act as a representative of positive change through continuous learning and adaptation to technological advancements.

Guidelines

Sikarin has established guidelines for the development of knowledge and the procurement of innovations that align with the organization's strategy and innovation development strategy. This is achieved through cooperation with both national and international organizations. Additionally, Sikarin has established an Investment Committee to evaluate investments in innovations that are practical and produce tangible results. The details are as follows:

1. Analyze the needs of patients and the methods for delivering the value of innovation to service users.
2. Establish a master plan for innovation management, including the allocation of resources and budgets to promote the creation of suitable innovations.
3. Research and develop new medical knowledge and collaborate with medical partners.
4. Establish an efficient innovation management process, with a defined organizational structure, roles, and operational procedures.
5. Provide training and knowledge about innovation and organize activities that promote innovation to improve medical services for patients, focusing on creating the best experience and benefits for patients.
6. Promote the integration of technology alongside medical expertise to enhance service capabilities, providing healthcare services that meet patients' needs anytime, anywhere, with high standards and expertise.
7. Promote the development of creativity and potential in personnel to create, select, and apply innovations in appropriate work processes, as well as foster the exchange of resources and knowledge in innovation development across departments.
8. Oversee the innovation management process to ensure compliance with the laws and regulations of relevant countries.
9. Establish performance evaluation for the innovation management process, track progress, and report results to executives and relevant committees to provide recommendations and continuously improve operations in alignment with the master plan for innovation.

This Innovation Management Policy and Practices is revised Version 3, effective from 22 February 2025, onward, as approved by the Board of Corporate Governance Committee in Meeting No. 1/2025 on 21 February 2025.

A handwritten signature in blue ink, consisting of a series of loops and strokes, positioned above a dotted line.

(Mr. Seni Chittakasaem)

Chairman of Corporate Governance Committee