



**Bangkok Chain Hospital Public Company Limited**

## **Supplier Code of Conduct**

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## **Supplier Code of Conduct**

### **Bangkok Chain Hospital Public Company Limited**

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#### **1. Introduction**

Bangkok Chain Hospital Public Company Limited (“the Company”) and its subsidiaries are committed to conducting business by building sustainable and strong relationships with suppliers, alongside developing their capabilities in tandem with the growth of the Company and its subsidiaries. The Company places importance on conducting business based on mutual fairness and support, strictly adhering to agreements, complying with laws, respecting human rights, treating labor fairly, and taking care of the environment.

To ensure these intentions are effectively realized, the Company has established this Supplier Code of Conduct as a guideline for joint business operations and to promote development throughout the supply chain for the benefit of society and the environment.

#### **2. Objectives**

- To demonstrate the commitment to conducting business with suppliers based on fairness and mutual support.
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#### **3. Definitions**

“**The Company**” means Bangkok Chain Hospital Public Company Limited.

“**Subsidiaries**” means companies in which Bangkok Chain Hospital Public Company Limited holds, directly and/or indirectly, more than 50 percent of the shares.

“**Supplier**” means an individual or group of individuals who conduct business with the Company, including product vendors, contractors, and service providers.

#### **4. Scope of enforcement**

This Supplier Code of Conduct applies to all suppliers of Bangkok Chain Hospital Public Company Limited and its subsidiaries, including product vendors, contractors, service providers, as well as physicians or personnel who are not permanent employees.

#### **5. Code of Conduct**

##### **5.1 Business Ethics**

###### **Business Integrity**

- Suppliers must adhere to principles of transparency and honesty in conducting their business, strictly complying with all applicable laws and regulations.
- Suppliers must disclose accurate information as required by law, ensuring transparency and verifiability by authorized entities.

**Fair and Equitable Treatment**

- Suppliers must disclose information accurately as required by law, with transparency that allows verification by authorized authorities.
- Suppliers must treat competitors fairly within the boundaries of applicable rules and regulations, and engage with other business partners or stakeholders with fairness and equity.
- Suppliers must not seek confidential information of competitors through dishonest or unethical means.

**Anti-Corruption**

- Suppliers must not solicit, accept, or offer any improper benefits to any individual or group involved.
- Suppliers must avoid any business activities that pose a risk of corruption or violate the Company's anti-corruption policies.

**Conflict of Interest**

- Suppliers must avoid any conflicts of interest in their activities conducted with the Company and its subsidiaries.
- Suppliers must not seek improper benefits from relationships with the Company's directors, executives, or employees.

**Data Privacy and Security**

- Suppliers must not disclose any confidential customer information or any data obtained through business dealings without proper consent.

**Respect for Intellectual Property**

- Suppliers must not infringe on others' intellectual property rights and should promote the prevention of such infringements within other entities.

**Complaint Procedure**

- Suppliers are required to provide accessible channels for stakeholders to raise concerns or complaints, and must have clear procedures for investigating, addressing, and following up on these reports.

**5.2 Labor and Human Rights****Labor Law and Human Rights Compliance**

- Suppliers must not employ any child labor below the legal minimum age set by applicable labor laws.
- Suppliers shall comply with all relevant national laws, regulations, and standards.
- Suppliers must conduct business free from forced labor, coercion, and any form of physical abuse.
- Suppliers must strictly adhere to legal requirements when employing migrant workers.

**Labor Equality and Fair**

- Suppliers must uphold human equality and conduct operations fairly without discrimination based on physical or mental condition, religion, ethnicity, nationality, skin color, gender, language, age, social status, marital status, place of origin, culture, customs, opinions, or any other grounds.

### **Workplace Environment**

- Suppliers must not require employees to work beyond the legal working hours set by each country, and must provide rest days not less than the legal minimum. Overtime work or work on rest days must be voluntary.
- Suppliers must pay wages and benefits fairly and in accordance with applicable laws.
- Suppliers must not terminate employment contracts unfairly.

## **5.3 Occupational Health and Safety**

### **Occupational Health and Safety Compliance**

- Suppliers must strictly comply with occupational health and safety laws in all countries where they operate.
- Suppliers must provide a safe working environment to minimize the risk of work-related injuries and potential health impacts arising from their operations.

### **Communication**

- Suppliers must promote safety awareness and provide training to ensure that employees understand workplace safety practices and can follow emergency response measures appropriately.

### **Emergency Preparation**

- Suppliers must establish emergency response plans and ensure employees are well-informed and capable of responding appropriately during emergencies.

## **5.4 Social and Environmental Management**

### **Environmental Laws Compliance**

- Suppliers must strictly comply with all applicable environmental and social laws and regulations as stipulated by relevant government authorities.
- Suppliers must implement effective measures to prevent, mitigate, and reduce environmental impacts arising from their service processes throughout the whole lifecycle.

### **Social Responsibility**

- Suppliers shall conduct their business in a way that does not negatively impact communities and society. They are also encouraged to support or participate in activities that promote sustainable social and environmental development.

## **5.5 Business Continuity**

### **Emergency Preparedness**

- Suppliers shall establish a system to identify and assess risks related to employees, service processes, and other factors that may impact business continuity, in preparation for emergencies.
- Suppliers shall conduct regular training and emergency response drills.

### Emergency Reporting

- Suppliers must promptly report to the Company and its subsidiaries any emergency incidents that occur while providing services, as well as any situations that may affect the Company and its subsidiaries.

## 5.6 Supply Chain Collaboration

### Sustainable Supply Chain

- Suppliers must promote responsible business practices among their suppliers by ensuring compliance with the principles outlined in this Supplier Code of Conduct, serving as a standard for joint business operations.

## 6. Supplier Code of Conduct Violation Reporting Mechanism

The Company has assigned the Corporate Secretary to act as the recipient of complaints regarding violations of the Supplier Code of Conduct. All internal and external stakeholders of the Company and its subsidiaries can submit complaints directly through the following channels:

<b>Tel.</b>	02-836-9937
<b>Fax</b>	02-106-4858
<b>Email</b>	<a href="mailto:report@bangkokchainhospital.com">report@bangkokchainhospital.com</a>
<b>Website</b>	<a href="http://www.bangkokchainhospital.com">www.bangkokchainhospital.com</a>
<b>Postal</b>	Submission of Tips and Complaints To: <b>"Complaint Recipient"</b> Bangkok Chain Hospital Public Company Limited World Medical Hospital, 22nd Floor 44 Moo 4, Chaengwattana Road, Pakkred Subdistrict, Pakkred District, Nonthaburi Province 11120

**Note:** The "Complaint Recipient" refers to the Company Secretary.

### Confidentiality and Protection Measures

- The company will strictly keep personal information, such as names, addresses, or any data that can be linked to an individual, whether directly or indirectly, confidential to protect the rights of whistleblowers and informants. Access to such information will be limited only to those responsible for investigating the complaints, in accordance with the company's privacy policy and applicable data protection laws.
- The company takes all complaints seriously and ensures fair protection for whistleblowers.
- Whistleblowers must act in good faith. Suppose it is found that any report is made fraudulently or with malicious intent to harm, defame, insult, or disgrace others. In such cases, the company reserves the right to take legal action or take any other appropriate measures as deemed necessary.

## **7. Review and Improvement**

The Supplier Code of Conduct is overseen by the Audit Committee. This document is subject to regular reviews at least once annually or more frequently in the event of significant changes that may affect business operations. The objective of these reviews is to ensure that the Code remains aligned with the company's practices and continues to comply with all applicable laws and regulations. Any amendments to the Supplier Code of Conduct must receive approval from the Board of Directors. Following approval, the revised policy will be communicated to all relevant stakeholders.

This Supplier Code of Conduct shall be effective from January 13, 2025, as approved by the resolution of the Board of Directors' Meeting No. 1/2025 held on January 13, 2025.