



**Bangkok Chain Hospital Public Company Limited**

## **Human Rights Policy**

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## Human Rights Policy

### Bangkok Chain Hospital Public Company Limited

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#### 1. Introduction

Bangkok Chain Hospital Public Company Limited (the “Company”) and its subsidiaries recognize the importance of promoting and safeguarding human rights alongside conducting business in accordance with ethical principles and good corporate governance practices. The Company is committed to protecting human rights both within and outside the organization by establishing policies and practices aligned with internationally recognized standards, including the Universal Declaration of Human Rights (UDHR), the United Nations Global Compact (UNGC), the United Nations Guiding Principles on Business and Human Rights (UNGPs), and the International Labour Organization Declaration on Fundamental Principles and Rights at Work (ILO), while strictly complying with national human rights laws and regulations in all countries where it operates.

#### 2. Objectives

- To demonstrate the commitment of the Company and its subsidiaries to respecting human rights.
- To establish clear policies and procedures for directors, executives, employees, and all relevant stakeholders to strictly comply with.
- To raise awareness of human rights and foster an organizational culture that promotes diversity, equality, inclusion, and social harmony.
- To mitigate reputational risks of the Company and its subsidiaries arising from human rights violations that may lead to negative impacts on the Company’s business operations.

#### 3. Definitions

“**The Company**” refers to Bangkok Chain Hospital Public Company Limited.

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

“**Human Rights**” refers to the rights and freedoms inherent to all individuals, aimed at promoting and protecting human dignity, equality, and fairness without discrimination based on race, religion, gender, skin color, language, political opinion, or other status as defined by the laws of each country (Source: National Human Rights Commission of Thailand).

“**Vulnerable Groups**” refers to individuals or groups who may have the ability to protect rights and benefits of others or who may be vulnerable due to poverty, lack of access to resources, disabilities, health conditions, ethnicity, religion, children, women, migrant workers, employees, or diverse gender identities (LGBTQ+), whose relationships with the organization may be affected by human rights practices.

#### **4. Scope of Enforcement**

This Human Rights Policy applies to all directors, executives, and employees of the Company and its subsidiaries, as well as business partners, including vendors, contractors, service providers, physicians, and non-permanent personnel, as well as stakeholders across the Company's and its subsidiaries' entire value chain.

#### **5. Regulations**

- 5.1 Support, promote, and respect human rights by fostering mutual respect and equitable treatment across all groups, including employees covering recruitment, employment, and work practices, customers and patients throughout service delivery, business partners, stakeholders across the Company's and its subsidiaries' value chain, and all vulnerable groups. This shall be done without discrimination based on physical or mental condition, religion, ethnicity, nationality, race, gender, sexual orientation, language, age, social status, marital status, origin, culture, customs, opinions, or any other grounds.
- 5.2 Communicate, disseminate, educate, and provide understanding, guidance, and necessary support to all employees of the Company and its subsidiaries, business partners, and stakeholders to ensure participation in ethical and moral business practices, respecting and treating everyone in accordance with this Human Rights Policy.
- 5.3 Strictly prohibit any involvement in human rights violations under a Zero Tolerance Policy, particularly the use of child labor under the legal employment age, as well as forced labor and illegal migrant labor within the operations of the Company, its subsidiaries, and throughout the supply chain.
- 5.4 Encourage employees to exercise their legitimate rights as citizens in accordance with the constitution and applicable laws.
- 5.5 Integrate this policy into human resources management processes, including recruitment, employment, compensation, and performance evaluation, ensuring fair and transparent practices.
- 5.6 Provide fair and appropriate employment conditions, including wages, compensation, working hours, and employee benefits, in compliance with the laws of each country of operation, while fostering a safe and healthy work environment that supports occupational health, safety, and ongoing development of employee skills and knowledge.
- 5.7 Support employees' freedom to form representation groups, engage in collective bargaining, and participate in decision-making processes related to operations, welfare, benefits, and changes to rules or regulations that may affect employees of the Company and its subsidiaries.
- 5.8 Develop and implement continuous Human Rights Due Diligence processes to identify, assess, and address human rights risks and impacts. This includes determining affected individuals or groups, planning and implementing corrective and preventive measures, monitoring outcomes, and establishing appropriate remediation processes in cases of human rights violations.
- 5.9 Ensure that all employees comply with policies related to human rights, such as data privacy laws, by safeguarding the personal information of employees, customers, business partners, and stakeholders. Disclosure or transfer of personal information to the public shall only occur with the consent of the individual or as required by Company regulations or applicable laws.

- 5.10 Establish a whistleblowing and complaint channel for reporting human rights violations related to or arising from the operations of the Company and its subsidiaries. The Company shall prioritize respecting the rights of complainants and whistleblowers, ensuring that reports are addressed, investigated, and managed in a transparent and timely manner. Progress updates will be communicated regularly to complainants and affected parties, and appropriate remedial measures will be considered on a case-by-case basis.
- 5.11 Any act of human rights violation shall be deemed a breach of the Company's Code of Conduct and subject to disciplinary action in accordance with the Company's prescribed penalties. In addition, violators may face legal consequences if the act is unlawful.
- 5.12 The Company and its subsidiaries shall foster and maintain a corporate culture committed to respecting human rights in accordance with this Human Rights Policy. They shall not support or promote any activities that violate fundamental human rights principles. The Company is also committed to communicating and disclosing its human rights practices to the public completely and transparently.
- 5.13 The Human Rights Policy shall be reviewed at least once a year to ensure its ongoing alignment and appropriateness with the Company's and its subsidiaries' current business operations. Any revisions to this policy must be approved by the Board of Directors and communicated to the entire organization.

## 6. Human Rights Complaint and Reporting Channels

The Company has designated responsible departments to receive complaints related to human rights violations from individuals or groups who are directly or indirectly affected by the Company's and its subsidiaries' operations. Complaints can be submitted through the following channels:

Telephone	02-836-9937
Fax	02-106-4858
E-mail	report@bangkokchainhospital.com
Company Website	www.bangkokchainhospital.com
Postal Mail	Submit whistleblowers and complaints To <b>"Recipient of Complaint"</b> Bangkok Chain Hospital Public Company Limited World Medical Hospital Building, 22nd Floor 44 Moo 4 Chaengwatthana Road, Pak Kret Subdistrict, Pak Kret District, Nonthaburi 11120

Note: "Recipient of Complaint" is the Company Secretary.

### Confidentiality and Protection Measures

- The Company shall keep personal information, such as name, address, or any data that can directly or indirectly identify the complainant or informant, strictly confidential. Such information will be stored and protected in accordance with the Company's privacy policy and applicable data protection laws, and access will be strictly limited to personnel responsible for handling and investigating the complaint.

- whistleblower reports will be taken seriously, and whistleblowers will receive fair and appropriate protection.
- Complainants must act in good faith. Suppose the Company finds that a report was made with fraudulent intent or maliciously to harm others by causing damage, defamation, hatred, or embarrassment. In that case, the Company reserves the right to take legal action or other appropriate measures.

## **7. Remediation Measures**

Upon receiving a complaint regarding human rights violations, the Company shall respond promptly, investigate the matter thoroughly, and address the complaint in a transparent and timely manner. If the investigation confirms that the Company's operations have caused a human rights violation, the responsible department shall assess the risk and determine the appropriate level of remediation measures. Actions will be carried out according to the defined plan, monitored continuously, and applied on a case-by-case basis. The incident shall also be reported to the Risk Management Committee and relevant executives, and the findings shall be used to develop preventive measures and improve or update the Human Rights Policy in the future.

Any individual found to have committed a human rights violation shall be deemed to have breached the Company's Code of Conduct and will be subject to disciplinary action in accordance with the Company's established penalty regulations. In addition, legal action may be taken if the violation constitutes a breach of the law.

## **8. Review and Improvement**

This Human Rights Policy is overseen by the Audit Committee and shall be reviewed at least once a year or whenever significant changes occur that may affect the Company's business operations, to ensure its alignment with the Company's practices and compliance with relevant rules, regulations, and laws. Any revisions must be approved by the Board of Directors and communicated clearly and comprehensively throughout the organization.

This Human Rights Policy shall take effect from January 13, 2025, pursuant to the resolution of the Board of Directors' meeting No. 1/2025 held on January 13, 2025.