



## Anti-Corruption Policy

Ramkhamhaeng Hospital Public Company Limited

## Anti-Corruption Policy

### 1. Anti-Corruption Policy

Corruption means any act of offering, promising, soliciting, demanding, giving, or accepting money, assets, or any other benefits to or from government officials or any other persons conducting business with the Company, whether directly or indirectly, in order to induce such person to perform or refrain from performing their duties so as to obtain or retain any improper business advantage. This excludes cases where such actions are permitted by applicable laws, regulations, rules, local customs, or recognized trade practices.

Directors, executives, and employees shall neither engage in nor tolerate any form of corruption under any circumstances. The Company has established guidelines and procedures to ensure regular monitoring and review of compliance with this Anti-Corruption Policy to ensure consistency with changes in business operations, regulations, and applicable laws.

#### **Procedures**

1. Directors, executives, and employees must strictly comply with the Company's Anti-Corruption Policy as communicated and disseminated through various channels, such as employee training programs and the Company's website. They must not be involved in any form of corruption, whether directly or indirectly.
2. Directors, executives, and employees must exercise caution in giving or receiving hospitality, gifts, or any other benefits. Such actions must strictly comply with the Company's policy on giving or receiving gifts or other benefits and must not influence, or appear to influence, decision-making in the performance of their duties.
3. Procurement, charitable donations, and sponsorships must be conducted in accordance with the Company's established procedures, ensuring transparency and auditability, and in compliance with the Company's policy on charitable contributions and sponsorships. The Company places importance on maintaining adequate and appropriate internal controls to ensure operations are conducted in accordance with the principles of good corporate governance.
4. Directors, executives, and employees must not ignore or overlook any act that may constitute corruption involving the Company. They are required to report such matters

to their supervisors, responsible persons, or through the channels specified in the Company's Whistleblowing and Complaint Policy, and must fully cooperate in any investigation.

5. Any person who engages in corruption shall be subject to disciplinary action in accordance with the Company's regulations and may also be subject to legal penalties if such act constitutes a violation of applicable laws.

## 2. Whistleblowing

The Board of Directors provides opportunities for directors, executives, employees, and stakeholders both internally and externally of the Company and subsidiaries can report the clues about illegal actions, complaints, or suggestions about legal offenses, business ethics, inaccurate financial reports, corruption, or deficiencies of the internal control system of the Company and subsidiaries. The Company will bring such clues, complaints, or suggestions to investigate the facts to determine regulatory measures. The channels for notification include

**By E-mail:** [IA@ram-hosp.com](mailto:IA@ram-hosp.com)

**Via the Company's Website:** <https://www.ram-hosp.co.th/>

**By mail** Delivery information of Whistleblowing  
To: Board of Directors, Chairman of the Audit Committee,  
Head of Internal Audit  
Ramkhamhaeng Hospital Public Company Limited  
436 Ramkhamhaeng Rd., Huamak Sub-district, Bangkok  
District, Bangkok 10240

### Complaint handling process

Initially, the Internal Audit Department is responsible for overseeing, collecting, filtering information, investigating facts, and summarizing complaints to the Hospital Director. The Hospital Director will appoint an investigating committee to filter information and investigate. Representatives of the investigating committee participating in the consideration include the Human Resources Director or a representative from the department, the supervisor in the complainant's line of work who must be a person with no conflict of interest with the complainant, a representative from the Risk Management

Working Group, the Secretary of the Audit Committee, or a representative from the Audit Committee to observe.

After the investigation, the Internal Audit Department will summarize the report and submit the report on the progress of the complaint and whistleblowing to the Audit Committee. In the case of matters that affect the reputation, image, or financial status of the Company, or matters that conflict with the Company's business policies, or matters related to senior management, the Audit Committee will propose to the Board of Directors for further consideration.

**Measures to protect whistleblowers and complainants, including confidentiality**

The Board of Directors has defined policies and guidelines for the protection of whistleblowers and complainants. The information of the whistleblowers and complainants will be kept confidential. The person receiving information from performing duties related to such matter is obliged to keep the information, complaints, and document evidence of the whistleblowers and complainants confidential. Such information must not be disclosed to persons who have no relevant duties, unless it is a disclosure in accordance with the duty required by law.