



Business Ethics and Code of Conduct

Ramkhamhaeng Hospital Public Company Limited

Business Ethics

Business operations must be conducted with honesty, integrity, and transparency. The Company has established a Code of Conduct and Ethics for Directors, Executives, and Employees, with details as follows:

1. Code of Conduct for Business Operations

1.1 Conduct business in accordance with the law.

1.2 Conduct business that benefits the economic system, society, and the environment.

- 1) Conduct business that benefits the overall economic system.
- 2) Conduct business that does not violate customs, traditions, or cause harm to society.
- 3) Conduct business with consideration for the impact on society, communities, natural resources, and the environment, including supporting activities that contribute to social and environmental well-being.
- 4) Conduct business with consideration for occupational health and safety. Maintain a hygienic and safe working environment, control the risk of accidents and health impacts that may arise from work, and ensure sufficient and readily available personal protective equipment.

1.3 Treat stakeholders fairly without taking advantage.

- 1) Protect the interests of all stakeholders fairly.
- 2) Ensure that the rights of stakeholders are protected by law.
- 3) Be sincere and fair to customers and always willing to assist them.
- 4) Be fair to all employees without discrimination and harassment. Promote a good working atmosphere, employee development, and provide appropriate compensation and benefits.

1.4 Information Disclosure

- 1) Disclose information adequately, timely, accurately, completely, and transparently on a regular basis. This should be in accordance with the regulations of the Securities and Exchange Commission and the best practices and principles of information disclosure for listed companies as prescribed.
- 2) Be careful not to mislead stakeholders or cause them to misunderstand the facts of the information.

2. Code of Conduct for Company Executives

- 2.1 Manage the Company's business to achieve growth, stability, and generate appropriate returns.
- 2.2 Perform duties and make decisions with competence and caution by applying knowledge, experience, expertise, and management skills to the best of one's ability in all cases.
- 2.3 Do not disclose the Company's internal information, confidential information of customers, employees, and the Company's operations, both intentionally and unintentionally, to outsiders unless permitted by the Company and related persons or disclosed in compliance with legal requirements.
- 2.4 Conduct oneself within the framework of good morals and traditions, refraining from disgraceful behavior, and making decisions with integrity, caution, honesty, diligence, and care for the best interests of the Company, customers, shareholders, and employees.
- 2.5 Manage with a broad vision, enhancing efficiency, effectiveness, and ethics to achieve the Company's objectives and goals.
- 2.6 Treat employees with courtesy, supervise subordinates fairly, and do not abuse authority.
- 2.7 Demonstrate commitment to ethics and code of conduct by acting as a good role model for other employees. Foster a work environment conducive to ethical conduct and strive to deter and prevent ethical violations.
- 2.8 Support capacity building, career advancement, and work efficiency improvement for employees. Provide appropriate benefits to employees, be sincere, and respect their rights and expressions of opinion.

3. Code of Conduct for Company Employees

- 3.1 Code of Conduct for Oneself
 - 1) Strictly comply with the Company's work rules and regulations.
 - 2) Perform duties with honesty, integrity, diligence, and strive to improve work efficiency for the benefit of both employees and the Company.
 - 3) Have a positive attitude towards the Company, be respectful, obedient, and comply with the orders of supervisors issued in accordance with the Company's policies and regulations.
 - 4) Perform duties with knowledge, ability, efficiency, and standards according to the position.
 - 5) Conduct oneself within the framework of good morals and traditions, refraining from disgraceful behavior.

3.2 Code of Conduct Towards Colleagues

- 1) Be united and supportive of one another, avoiding conflicts that could lead to harm to others and the Company.
- 2) Treat fellow employees with friendliness, sincerity, respect for their rights, and mutual respect. Avoid disclosing or criticizing information or stories about others, both work-related and personal, in a manner that could cause damage to colleagues and the Company.
- 3) Avoid giving and receiving gifts of high value or for the purpose of receiving favors or creating bias, both for oneself, fellow employees, and between subordinates and supervisors.

3.3 Code of Conduct Towards the Company

- 1) Have faith, commitment, honesty, diligence, loyalty to the organization, and uphold the Company's reputation.
- 2) Do not use one's authority for personal gain or for the benefit of others, both directly and indirectly, which may cause damage to the Company.
- 3) Report matters that affect the Company's operations or reputation to supervisors without delay.
- 4) Maintain the confidentiality of the Company. Do not disclose information, news, or innovations, both tangible and intangible, that could harm the Company. Do not use information obtained from work for personal gain.
- 5) Safeguard and maintain the Company's assets in good condition, utilize them to their fullest potential, and be economical, preventing waste, loss, damage, or deterioration before their time.

3.4 Prohibited Conduct Against the Company's Interests

- 1) Do not use one's position to seek personal gain or benefit one's group or engage in business that competes with the Company.
- 2) Do not engage in or operate, both directly and indirectly, in businesses that compete with or conflict with the interests of the Company.
- 3) Have no financial interest in customers or business partners, whether as an owner, partner, shareholder, director, creditor, debtor, or consultant. If such an interest exists, it must be disclosed to the supervisor.

- 4) Do not collect or accept any assets from customers or those doing business with the Company other than expenses and fees charged by the Company.

4. Stakeholder Engagement Policy

The Board of Directors is committed to treating stakeholders fairly, conducting business with respect for their rights, and listening to their opinions or concerns. The Company also aims to build understanding and collaboration with stakeholders on matters of their interest, including social and environmental development, to ensure the Company's sustainable business operations. Stakeholders are categorized into groups, and the Company has guidelines for engaging with each group as follows:

4.1 Dealing with Shareholders

- 1) Treat shareholders fairly, both large and small, considering their fundamental rights, such as those stipulated by law and the Company's Articles of Association, the right to attend shareholder meetings and vote, and the right to express opinions freely.
- 2) Protect the rights of shareholders to receive fair returns.
- 3) Report the status and performance of the Company, including its future prospects, to shareholders equally, completely, and truthfully. Do not seek benefits for oneself or related persons by using any information of the Company that has not yet been disclosed to the public.
- 4) Grant shareholders the right to provide suggestions regarding the Company's business operations as owners of the Company. All-important suggestions will be collected and submitted to the Board of Directors for consideration.

4.2 Dealing with Customers

- 1) Provide services/products that maximize customer benefits in terms of quality and price under appropriate safety and technology, and continuously raise standards.
- 2) Comply with contracts, agreements, or conditions with customers transparently and equally. In cases where compliance is not possible, promptly negotiate with customers in advance to find solutions together and prevent damage.
- 3) Establish a customer service system and open communication channels to provide advice on problem-solving and receive complaints to ensure maximum customer satisfaction and confidence in receiving excellent service.

- 4) Disclose complete, accurate, timely, and undistorted information about services, and maintain good and lasting relationships.
- 5) Give importance to maintaining the confidentiality of customer information at all times and do not use such information for the benefit of oneself and/or other related persons.

4.3 Dealing with Business Partners

- 1) Comply with contracts, agreements, and conditions with business partners strictly, transparently, and equally.
- 2) Select business partners based on needs in terms of quality, price, quantity, time, service, delivery, after-sales service, warranty, and other conditions. Do not engage in transactions with individuals or legal entities that violate the law, engage in fraud, or exhibit fraudulent behavior.
- 3) Establish clear procurement and operational procedures. In cases where compliance with conditions is not possible, promptly notify business partners in advance to jointly consider solutions.
- 4) Make payments to business partners accurately and on time.
- 5) Maintain the confidentiality of business partner information at all times and do not use such information for personal gain and/or for the benefit of other related persons, unless permitted by the business partner.
- 6) Encourage and support business partners in conducting business based on the principles of sustainable development with social and environmental responsibility.

4.4 Dealing with Competitors

- 1) Conduct business within the framework of free competition and relevant laws transparently, and do not take advantage of competitors through unlawful means.
- 2) Do not seek confidential information of competitors through dishonest or inappropriate means.
- 3) Do not damage the reputation of competitors by making false accusations.
- 4) Do not enter into any agreements with competitors or any person that would reduce or limit competition in the market.

4.5 Dealing with Creditors

- 1) Establish contracts with all types of creditors in accordance with the law. Comply with contracts or agreed-upon conditions, including potential liabilities and debts, and be responsible for collateral.

- 2) Disclose accurate and clear information to creditors, including allowing them to visit the business and arranging meetings with management.
- 3) Do not conceal important information or facts, and do not use any fraudulent means that may cause damage to creditors.
- 4) Repay loans and interest to all types of creditors in full and on time as agreed.
- 5) In the event of non-compliance with any condition or default on debt repayment, promptly notify the creditor to jointly consider solutions based on reasonableness.
- 6) Manage capital to have an appropriate structure to support the Company's business operations and maintain creditor confidence.

4.6 Dealing with Employees

- 1) Recruitment, selection, and employment will be conducted on the basis of equality and equal opportunity for all applicants. Consideration will be given to individuals with knowledge, abilities, experience, and ethics suitable for the position and whose attitudes align with the organization's values.
- 2) Evaluate performance and manage compensation based on the suitability of responsibilities and individual employee capabilities. Provide fair and appropriate benefits to employees and ensure continuous improvement.
- 3) Establish employee welfare funds in accordance with the law, including contributions to the Social Security Fund and employee welfare funds, such as the Provident Fund, to provide long-term care for employees.
- 4) Treat employees fairly. Manage with fairness. Appointments, transfers, rewards, and punishments of employees must be carried out fairly and impartially.
- 5) Support and respect the right of employees to express their opinions freely. Listen to opinions and suggestions from employees at all levels equally and fairly.
- 6) Promote continuous skill development and capacity building, along with providing job security and career advancement. Encourage employees to receive further training in fields related to their work, providing equal and consistent opportunities for all employees.
- 7) Comply with relevant laws and regulations regarding employees and the principles of fundamental human rights according to international standards.
- 8) Manage work according to the occupational health and safety management system, cultivate awareness, and promote happy working. Create a good working atmosphere and environment with an international standard environmental management system.

- 9) Encourage employees to understand ethics and their roles and responsibilities to foster ethical behavior in the workplace.
- 10) Encourage employee participation in setting work direction, including solving problems within the department and the Company as a whole.
- 11) Provide channels for disclosing important information to employees to ensure their understanding of the Company's business operations and performance in various businesses.
- 12) Establish a personnel development policy to serve as a framework and guideline for human resource management planning to ensure fairness, transparency, and employee satisfaction, as follows:
 - (1) Promote systematic, comprehensive, and continuous development by enhancing knowledge, abilities, potential, and appropriate work skills to ensure efficient and successful operations in accordance with the objectives. Also, promote morality and ethics among personnel according to their job positions.
 - (2) Develop a personnel development plan according to job positions.
 - (3) Continuously develop the potential of executives and enhance the work performance of employees at all levels according to their job positions.
 - (4) Develop knowledge management to create a culture of continuous learning, knowledge sharing, and the exchange of work experiences.
 - (5) Promote and facilitate training and knowledge provision to the Company's directors and executives on good corporate governance to ensure continuous work improvement.

4.7 Dealing with the Community, Society, Resources, and the Environment

- 1) Protect the environment surrounding the community. Control and manage waste disposal from processes, general use, and contaminants using efficient technology and continuous monitoring to prevent environmental impact.
- 2) Support medical and public health activities/projects to improve the health and well-being of people in the community and society.
- 3) Support activities/projects that provide relief to disaster victims.
- 4) Support foundations and charitable organizations to help the underprivileged have a better life.
- 5) Promote and support cultural preservation and religious activities.

- 6) Promote the conservation of energy, natural resources, and the environment for the well-being of society.
- 7) Do not support any activities that are harmful to society or good morals and/or promote vices.
- 8) Listen to opinions and suggestions. Establish a grievance system for community impacts resulting from the Company's operations. The Company will conduct investigations, make improvements, and provide timely feedback.
- 9) Instill in the Company's personnel a sense of social and environmental responsibility.

4.8 Dealing with Relevant Government Agencies and Regulatory Bodies

- 1) Strictly comply with relevant laws and regulations.
- 2) Do not engage in any act that may induce employees of government agencies or regulatory bodies to act improperly.
- 3) Provide opinions and support the activities of government agencies and regulatory bodies.
- 4) Accept inspections, listen to opinions, suggestions, or complaints from government agencies or regulatory bodies.

5. Policy of Compliance with Laws and Principles of Human Rights

The Board of Directors upholds universal human rights principles as a shared practice, taking into account human dignity, freedom, equality, and non-discrimination. The Company will not engage in or promote any violation of universal human rights. The Company will diligently monitor its business operations to ensure that they are not complicit in human rights abuses. The Company has established the following guidelines:

- 5.1 All employees must understand the laws related to their duties and responsibilities, and the code of conduct for the Company's employees.
- 5.2 All employees have the opportunity to learn and develop their full potential, have the freedom to express opinions that are beneficial to the Company, and have the right to express their opinions as long as they do not violate the rights and freedoms of others, under the provisions of the law, labor regulations, and other relevant rules and regulations, as well as in accordance with good social standards
- 5.3 The Company complies with universal human rights principles and treats all employees equally under the provisions of the law, labor regulations, and other relevant rules and regulations. The Company also respects local customs, traditions, and cultures where the

Company and/or its subsidiaries are located, without discrimination based on origin, sex, age, color, race, nationality, religion, belief, political opinion, disability, family status, or any other status irrelevant to work performance. The Company also respects personal freedom and protects personal data

5.4 The Company must diligently monitor its business operations to ensure that they are not complicit in human rights abuses, including participating in and adhering to socially beneficial practices.

6. Supervision of subsidiaries and associated companies

The Board of Directors recognizes the importance of good corporate governance based on the principles of corporate governance. The focus is on conducting business with transparency, accountability, ethics, and compliance with relevant laws. The Board of Directors has assigned executives to serve on the boards of subsidiaries and associated companies as appropriate. The Board has also provided policies to directors working with subsidiaries and associated companies, especially by providing policies directly to the boards of directors of subsidiaries and associated companies on business risks. As the private hospital business is considered an important business that must care for patients according to medical ethics, the Board of Directors prioritizes having a system with quality standards, risks related to patient rights, risks in the operating system, and risks in other areas such as financial risk, financial reporting, accounting standards, and financial risk assessment that affect the business. The guidelines are similar to those of Ramkhamhaeng Hospital Public Company Limited, as follows:

6.1 Internal Reporting System: The Board of Directors has established meetings to report at the executive level to acknowledge business operations, system development, and problem-solving on a weekly basis, and to report operating results on a monthly basis.

6.2 External Reporting System: The Board of Directors has established a system for reporting quarterly and annual operating results in conjunction with the reports of the auditors.

6.3 Information Disclosure Policy: Financial position and operating results, related party transactions, asset acquisitions, or other material transactions will be reported by the Board of Directors in accordance with accounting standards, which have been audited by a certified auditor, as required by the Stock Exchange of Thailand.

6.4 The Board of Directors appoints directors and executives and defines the scope of duties and responsibilities of the persons acting as representatives to act honestly to protect the interests of the subsidiary and to comply with the Company's policies in accordance with good corporate governance principles and relevant laws. At the same time, the Company has established a policy for voting as a director of a subsidiary on important resolutions such as capital reductions, capital increases, balance sheet approvals, management structure approvals, or various transactions as required by the Securities and Exchange Act. These must be in accordance with the guidelines set by the Company, including the principles of good corporate governance established by the Company.

6.5 The Board of Directors, subcommittees, executives, and employees of the Company and its subsidiaries who have interests or potential conflicts of interest, both directly and indirectly, with the Company or its subsidiaries, including holding positions in other companies with the same business as the Company, shall not disclose or use any confidential information of the Company or its subsidiaries to other companies and/or any other person in a manner that may cause a conflict of interest with the Company or its subsidiaries, such as financial information that has not yet been disclosed to the public, except for the disclosure of information to enable that company to use such information to comply with rules, announcements, regulations, or requirements regarding the disclosure of information reports of relevant agencies.

7. Internal Control and Risk Management

The Company places great importance on continuous internal control. The Board of Directors has assigned the Audit Committee to review the assessment of the internal control system to ensure that it is adequate and appropriate for the Company's business operations. The system aims to enhance operational efficiency and effectiveness, ensure the proper use of resources, safeguard assets, and prevent or mitigate errors, damages, data leaks, waste, or fraud. Furthermore, it ensures the accuracy and reliability of accounting and financial reporting, as well as compliance with laws, regulations, and relevant rules governing the Company's operations.