

Human Resources Policy

Praram 9 Hospital is committed to managing human resources on the basis of respect for human dignity, human rights, and labor rights in accordance with international principles, in order to foster employment that is fair, safe, equitable, and conducive to the quality of life of all groups of personnel. The Hospital strictly complies with Thai laws and adheres to the labor standards of the International Labour Organization (ILO), the principles of the UN Global Compact, the OECD Guidelines for Multinational Enterprises, the UN Guiding Principles on Business and Human Rights, and the criteria of the Corporate Governance Report of Thai Listed Companies (CGR).

In addition, the Hospital has applied Human Rights Due Diligence (HRDD) in human resources management in order to continuously assess, prevent, mitigate, and monitor human rights impacts that may arise from the organization's operations.

This policy is under the supervision of the Board of Directors and senior management to ensure that operations are conducted in accordance with good governance principles, international standards, and stakeholder expectations. It applies to all types of hospital personnel, including permanent and temporary employees, physicians, nurses, medical personnel, and support staff in all departments, as well as disadvantaged or vulnerable groups such as persons with disabilities, older persons, female workers, migrant workers, or persons with health limitations as well as interns or students, external labor contractors, and business partners/suppliers related to the Hospital's operations, in order to ensure that the Hospital's human resources management is carried out responsibly and in accordance with the same standards throughout the value chain.

To ensure that this policy is implemented in a concrete manner, the Hospital has therefore established the following key human resources management practices.

1. Fair Employment and Responsible Recruitment

The Company conducts the recruitment and selection of personnel in a fair, equal, and transparent manner, based primarily on knowledge, capability, and qualifications relevant to the job, while respecting diversity and inclusion. The Company shall treat all employees equally and without discrimination at every stage of employment, regardless of race, religion, gender identity, sexual orientation, age, disability, nationality, political opinion, or any other grounds unrelated to job performance. This is to promote equal opportunities and a working environment conducive to collaboration. In addition, the Company ensures that all applicants and employees receive transparent and complete information on job responsibilities, employment conditions, remuneration, welfare benefits, working hours, and entitlements before commencing work, without coercion or deception,



and in strict compliance with relevant laws. The Company also strictly prohibits the improper collection of recruitment fees or placement commissions from applicants and does not retain workers' identity documents or travel documents under any circumstances. The recruitment and selection of personnel shall be conducted based on qualification and competency criteria relevant to the position, with reasonable supporting grounds that can be verified, and the personal data of applicants shall be collected only to the extent necessary in accordance with personal data protection law, without using information unrelated to work performance as a criterion for employment decisions. In addition, the Hospital appropriately promotes the employment and retention of older employees by considering adjustments to job characteristics or working conditions in line with the capability and health of personnel, in order to support age diversity and sustainable participation.

2. Prohibition of Forced Labor and Human Trafficking

The Company has a zero-tolerance policy toward forced labor and human trafficking in all forms. Employment must be voluntary, and employees and external workers may resign in accordance with the law and their contracts without being threatened or penalized, such as through the use of force, violence, intimidation, retention of documents, detention, excessive compulsory work, debt bondage, or any form of restriction of workers' freedom. The Company will investigate and take decisive action when any related incident or complaint is identified.

3. Prohibition of Child Labor and Protection of Youth/ Interns

The Company prohibits the employment of persons under 18 years of age in any manner contrary to the law, and the Company shall implement strict age verification measures for job applicants before employment begins. The Company also does not support the use of child labor in the supply chain. For students/interns, the Company shall define an appropriate and safe scope of work, provide a mentor or supervisor, and adhere to the principles of learning and skills development, without using interns to replace regular employees or assigning them work that is unreasonably hazardous

4. Diversity, Equity, and Non-discrimination

The Company is committed to creating a workplace that accepts and respects diversity and inclusion, and upholds the principle of treating all employees equally without discrimination at every stage of employment, from recruitment, hiring, capability development, performance evaluation, career advancement, or the provision of welfare benefits, regardless of gender identity, sexual orientation, age, race, nationality, religion, disability, status, pregnancy, or any other grounds unrelated to work capability. In this regard, the Hospital encourages personnel and stakeholders to express their views or report complaints in cases where discrimination or harassment in any form is found through the Hospital's grievance mechanism. The Hospital shall conduct investigations in a fair and transparent manner, maintain the confidentiality of complainants, and strictly protect them from bullying or retaliation.

5. Prevention of Harassment and Bullying

The Company has a zero-tolerance policy toward acts of harassment, intimidation, or bullying in the workplace in all forms, whether verbal, physical, or psychological. If employees witness or are subjected to such acts, they may report them through the Whistleblowing Channel provided by the Company. The Company shall keep the information of complainants confidential and shall have a fair investigation process to protect complainants from retaliation. This policy also covers acts occurring through online communication systems or in contexts related to work performance, and applies to employees, physicians, medical personnel, contractors, and relevant stakeholders. Offenders shall be subject to disciplinary consideration in accordance with the Company's regulations

6. Employment of Female Workers

The Company does not allow female employees to perform work that is hazardous to their health or physical condition as prescribed by law. The Company shall also ensure that pregnant female employees work or remain in an environment that is not hazardous to health, hygiene, and pregnancy safety, and shall not terminate employment, reduce position, or reduce the benefits of female employees due to pregnancy.

7. Employment of Migrant Workers

The employment of migrant workers by both the Company and its business partners must be fully compliant with the law in respect of employment contracts, migrant work permits, wages, and safe working conditions, in order to enhance the competitiveness of business partners and the group of companies so that they can grow together sustainably.

8. Employee Capability and Competency Development

The Company supports and promotes the continuous and fair development of employees' capability and competency in order to enhance service quality and the safety of service recipients, as well as strengthen organizational readiness. The Company requires Training Needs assessments, taking into account equality of access to development opportunities and non-discrimination in the selection or allocation of training and development opportunities on any grounds, and prepares individual/departmental development plans in line with roles and responsibilities, performance results, risks, and relevant professional standards. The Company also provides learning and training in both professional skills and general skills necessary for work, including ethics, personal data protection, safety and occupational health, and digital skills as appropriate. In this regard, the Company promotes diverse forms of development, such as internal/external training, online learning, on-the-job teaching, mentoring/coaching, and simulation exercises, while taking into account equality of access to development opportunities without discrimination, and monitors and evaluates development results in order to continuously improve effectiveness, as well as supports career advancement as appropriate.

9. Equitable and Fair Remuneration and Benefits

The Company is committed to placing importance on and ensuring fairness in the payment of remuneration and benefits, appropriately and equally for work of equal value, taking into account the principle of paying a living and setting wages not lower than the legal minimum wage. All employees shall receive wages, overtime pay, and benefits in accordance with their legal entitlements, without unlawful wage deductions, in order to ensure that all employees and their families have a good quality of life, income security, and are able to live with dignity.

The Company implements the principle of "Equal Pay for Work of Equal Value" by considering remuneration based on job characteristics, responsibilities, and performance, without discrimination on the grounds of sexual orientation, age, race, religion, nationality, disability, or any other personal characteristics.



The remuneration structure is established on the basis of job evaluation and is reviewed regularly, taking into account economic conditions, cost of living, and labor market competitiveness, while monitoring fairness among employee groups in order to prevent unfair inequality.

The Company provides a transparent grievance mechanism regarding wages and benefits and protects complainants from all forms of retaliation.

10. Appropriate Working Hours

The Company strictly complies with the Labor Protection Act, including managing employees' working hours appropriately and in accordance with labor law, while promoting sufficient rest for employees and supporting work-life balance, with a focus on eliminating excessive working hours. In this regard, the Company requires the monitoring of overtime work and measures to reduce fatigue risks. In addition, overtime work must be voluntary on the part of employees, and employees shall receive correct and fair remuneration.

11. Fair Termination and Severance Payment

The Company complies with the Labor Protection Act, 1998, which prescribes the duties of employers and the rights of employees in cases of termination. Based on the principles of International Labour Organization conventions, the Company has established the following:

- Shall not terminate employees or workers without justified reasons related to the employee's capability or conduct.
- Employees shall be notified at least 30 days in advance of termination or shall receive severance pay correctly in accordance with labor law, unless the employee has committed serious misconduct, whether by violating legal requirements or Company regulations.

12. Freedom of Association and Collective Bargaining

The Company respects employees' rights to form associations, establish representatives, or become members of labor organizations for the purpose of collective bargaining, on a voluntary basis and in accordance with the law, in line with the principles of the International Labour Organization (ILO C98), without intimidation, interference, or discrimination against employees exercising such rights. The Company also provides channels for the constructive submission of demands, such as the Employee Welfare Committee.

13. Safety, Occupational, and Well-being at Work

The Company places the highest importance on safety and occupational health, and is committed to continuously improving operational processes in order to prevent work-related injuries and illnesses, with the ultimate goal of zero accidents. This policy covers all employees, including contractors and visitors. The Company therefore seeks to create a safe and hygienic working environment in accordance with international standards, conducive to the well-being of all personnel, and also covering contractors/outsource personnel within the hospital premises. This includes risk assessment, the establishment of control standards, training, and continuous communication on safety. In addition, the Company places importance on the prevention and management of incidents of violence, intimidation, or harassment in the workplace in all forms, including incidents involving external persons/service recipients, with measures for caring for affected persons, incident reporting, and review to prevent recurrence. The Company also prepares a Security Plan and establishes indicators to monitor safety matters, with a quantitative target of zero accidents within the hospital, including contractors

14. Supply Chain Governance

The Company requires suppliers to comply with labor standards and human rights principles that are consistent with the Company's policy and encourage business partners to comply with equivalent labor standards. This may include the regular use of self-assessment forms, audits, or joint ethical agreements. The Company conducts labor and human rights risk assessments of suppliers based on the level of risk of the activities or type of services provided in order to determine monitoring measures that are appropriate and proportionate to such risk. If it is found that a contractor uses forced labor or acts contrary to labor standards or relevant labor laws, the Hospital may suspend or terminate the engagement in accordance with the prescribed process, in order to ensure that the same standards are applied throughout the value chain.

15. Promotion of Career Opportunities for Youth and New Graduates

The Company supports the reduction of youth unemployment by providing internship programs for higher education students, vocational training in support positions, as well as cooperation with educational institutions in job placement for new graduates. Such implementation is considered part of the Company's sustainable employment policy and social contribution.

16. Grievance Mechanism and Remedy

The Company provides a grievance mechanism that is safe, easily accessible, and allows anonymous complaints, so that employees, physicians, medical personnel, contractors, outsourced workers, business partners, and all groups of stakeholders can confidently report incidents or concerns relating to violations of labor rights, human rights, discrimination, harassment, or related issues. The Hospital affirms the principle of non-retaliation against complainants, witnesses, or persons providing information in good faith, and will consider complaints with impartiality, transparency, and confidentiality. In this regard, the Company has a process for fact-finding, investigation, determination of corrective measures, and appropriate and fair remedy, including follow-up to prevent recurrence, and immediate escalation of management in cases where there is a risk to the safety of personnel or service recipients.

17. Internal Communication and Training

The Company communicates, disseminates, and provides training on this policy to employees at all levels, including external personnel or contractors working within the hospital premises, and provides an English translation in order to ensure understanding and consistent implementation throughout the organization. The policy content shall be integrated into the new employee orientation process, and training/review shall be conducted periodically as appropriate, at least once a year, or whenever there are changes in laws, standards, or material risks. In this regard, the Hospital will monitor the coverage of communication and training, as well as continuously review and improve the content to ensure alignment with the operational context and current requirements.

18. The Company shall disclose information on labor, diversity, and personnel development transparently and appropriately in accordance with relevant standards frameworks, taking into account personal data protection laws and stakeholder expectations.