

Human Rights Policy

1. Objective

- 1.1. To establish a human rights policy and practical guidelines that comprehensively align with international human rights principles, including the Universal Declaration of Human Rights (UDHR), the United Nations Guiding Principles on Business and Human Rights (UNGPR), the OECD Guidelines for Multinational Enterprises, the International Labour Organization Core Conventions, ILO Core Conventions, and relevant Thai laws.
- 1.2. To ensure that human rights management covers all groups of personnel, including patients/service recipients, contractors, business partners, surrounding communities, and stakeholders throughout the Hospital's supply chain, in alignment with the concept of Human Rights Due Diligence: HRDD.)
- 1.3. To create transparency, confidence, and accountability in the Company's operations toward stakeholders. The Company is committed to reducing and preventing human rights violations to zero, Zero Human Rights Violations, while establishing appropriate, verifiable monitoring and disclosure systems. The Company also commits to providing accessible grievance channels, including conducting investigations and providing remediation to people harmed or affected by human rights violations arising from the organization's operations in a fair and timely manner.
- 1.4. To ensure that the Human Rights Due Diligence: HRDD, process and the identification of salient human rights issues or risks are applied as part of the Enterprise Risk Management process, together with the Company's short-, medium-, and long-term strategies.

2. Policy

The Company is committed to respecting human rights in accordance with the United Nations Guiding Principles on Business and Human Rights (UNGPR). The Company is committed to not causing or contributing to human rights impacts arising from its operations, and to implementing proactive measures to prevent, mitigate, and manage potential impacts arising from its operations, business relationships, and supply chain, with primary consideration given to rights-holders.

The Company believes that "human dignity" is a fundamental right to which everyone is equally entitled. Therefore, the Company's healthcare business operations must be based on the respect, protection, and promotion of the human rights of all stakeholder groups, including internal personnel, patients and their families, business partners, subcontractors, and surrounding communities, so that business growth proceeds sustainably together with a good quality of life for society.

To ensure that this intention is implemented systematically in practice, this policy is under the supervision of the Board of Directors and senior management. Human rights issues are integrated into the Enterprise Risk Management framework and good Corporate Governance process, with regular reviews to ensure that the Hospital's operations remain continuously aligned with good governance principles, international standards, and stakeholder expectations.

To demonstrate this commitment, the Company undertakes to implement the following:

1. Upholding Human Rights Laws and International Standards

Complies with relevant Thai laws and international human rights principles to which Thailand is a party, and applies the “Protect, Respect and Remedy” framework of the United Nations Guiding Principles on Business and Human Rights (UNGPR) as the basis for establishing policies, management systems, Human Rights Due Diligence: HRDD process and grievance and remedy mechanisms.

2. Creating an Organizational Culture that Values and Respects Diversity: DEI

Promotes Diversity, Equity & Inclusion: DEI without discrimination on the grounds of race, nationality, skin color, ethnicity, religion, language, gender identity, gender expression, sexual orientation, age, disability, social or economic status, or any other characteristics protected by law. The Company provides fair opportunities in employment, career development, access to services, and participation in the organization.

3. Zero Tolerance for All Forms of Labor Exploitation

does not tolerate forced labor, illegal child labor, human trafficking, or labor exploitation in any form, whether in the Company’s own operations or within the supply chain. The Company also establishes appropriate measures for selecting, monitoring, and assessing suppliers and contractors to prevent human rights violations.

4. Protecting Patient Rights and Health Information

The Company places importance on the rights of patients and service recipients in terms of equal access to quality healthcare services, receiving sufficient and easily understandable information for voluntary informed consent, respect for privacy, and protection of personal data and health information in accordance with Thailand’s personal data protection laws, relevant JCI standards, and cybersecurity practices.

5. Preventing, Mitigating, and Providing Remedy through Grievance Mechanisms and Whistleblowing Channels

Provides diverse, transparent, and accessible grievance and whistleblowing channels for employees, patients, business partners, and other stakeholders to report concerns or cases that may constitute human rights violations. The Company will receive reports, verify facts, establish preventive and mitigation measures, and provide appropriate remedy to affected parties, while maintaining the confidentiality of complainants and information providers to prevent bullying or retaliation in all forms.

6. Continuous Review and Improvement

Reviews and improves the human rights policy on continuous basis and in accordance with changes in laws, international standards, the context of human rights risks, and stakeholder expectations, so that Praram 9 Hospital remains a healthcare organization with high ethical standards and long-term trust from society.

Definitions

Terminology	Meaning
3.1 Human Rights	Refers to the fundamental rights, freedoms, and equality inherent to all human beings, which cannot be transferred or taken away, and which are recognized under the Thai Constitution, relevant laws, and international human rights instruments to which Thailand is a party.
3.2 Human Dignity	Refers to the value of humanity that every person is entitled to have respected, without being insulted, humiliated, or treated in an inhumane manner, whether in the context of internal personnel, patients/service recipients, or other stakeholders. This is reflected through fair, compassionate, and impact-conscious treatment of each individual.
3.3 Universal Declaration of Human Rights: UDHR	Refers to the core human rights treaties. At present, Thailand is a party to five core human rights treaties recognized by the United Nations, namely <ol style="list-style-type: none"> 1) the Convention on the Rights of the Child 2) the Convention on the Elimination of All Forms of Discrimination against Women 3) the International Covenant on Civil and Political Rights 4) the International Covenant on Economic, Social and Cultural Rights 5) the International Convention on the Elimination of All Forms of Racial Discrimination
3.4 Human Rights Due Diligence: HRDD	Refers to a systematic and continuous process to: (1) identify and assess actual or potential human rights impacts arising from business operations, business relationships, and the supply chain; (2) integrate assessment results into management and decision-making processes; (3) monitor and assess the effectiveness of measures implemented; and (4) communicate performance to relevant stakeholders. This is in line with the principles of the UNGP.

Terminology	Meaning
3.5 Salient Human Rights Issues	Refers to human rights issues that pose the highest risk of causing negative impacts on stakeholders and/or severe impacts arising directly or indirectly from the Company’s business operations throughout the value chain. These are considered based on the severity of impacts, including scale, scope of affected persons, and difficulty of remediation, as well as likelihood. The Company recognizes salient human rights issues in the hospital business, including patient rights and privacy, labor standards in the supply chain, such as medical equipment manufacturers, and community impacts from waste management, as priority issues that the Company must focus on in preventing, reducing risks, monitoring, and providing appropriate remedy.
3.6 Stakeholder / Rights-holder	Refers to individuals or groups of individuals who are affected or may be affected by the Company’s business operations, directly or indirectly, such as employees, physicians, medical personnel, outsourced employees, contractors, business partners, patients/service recipients, relatives, communities, government agencies, regulators, investors, and society as a whole.
3.7 Vulnerable Groups	Refers to individuals or groups of individuals who may face higher human rights risks than others, including children, youth, older persons, persons with disabilities, women, pregnant women, LGBTQIA+ persons, migrant workers, subcontracted workers, low-income persons, patients with chronic diseases, or persons with limitations in accessing health information and services, as well as other groups additionally considered by the Company according to context.
3.8 Management	Refers to managers or the first four executive-level positions below the manager; all persons holding positions equivalent to the fourth executive level; and includes people holding executive positions in accounting or finance functions at department manager level or equivalent and above.
3.9 Employees	Refers to Company employees in positions below executive level, including permanent employees, temporary employees, special contract employees, and contract employees.

3. Responsibilities

Responsible Person/ Position	Roles and Responsibilities
3.1. Board of Directors	Responsible for approving the Human Rights Policy and supervising management to implement this policy seriously and effectively. The Board monitors the effectiveness of the Human Rights Due Diligence process, receives regular reports on risk issues, performance, and progress in resolving issues, including significant cases of human rights violations and related remedy measures. The Board of Directors also plays a role in integrating human rights issues into the Enterprise Risk Management framework and good Corporate Governance to ensure systematic and continuous oversight.
3.2. Executive Committee	Responsible for preparing appropriate plans, resources, and management structures to drive the Human Rights Policy into practice, ensuring that Human Rights Due Diligence: HRDD, is conducted to cover all key stakeholder groups, and continuously monitoring human rights indicators.
3.3. Ethics Committee	<ol style="list-style-type: none"> 1. Establishes the framework for organizational ethics management and promotes a culture of ethical conduct and decision-making. 2. Oversees organizational ethics to ensure operations are in accordance with the resolution adopting the Universal Declaration of Human Rights on 10 December 1948 at the third session of the United Nations General Assembly. 3. Considers and manages business and professional conflicts, such as unethical practices in patient care. 4. Acts as an ethical mediator in matters concerning conflicts or differing views in patient care by inviting patients and families to participate in reviews to reach conclusions and resolve problems. 5. Establishes mechanisms to support staff facing ethical issues, such as lawsuits against physicians. 6. Considers, approves, and monitors research projects conducted in the Hospital to ensure that they are carried out appropriately in accordance with established policies and rules. 7. Controls and monitors overall research to ensure that it is conducted correctly according to scientific and academic principles, taking into account safety, prevention of medical risks, and

Responsible Person/ Position	Roles and Responsibilities
	avoidance of ethical issues. 8. Oversees the confidentiality and security of research data.
3.4. Human Resources Department	Responsible for integrating human rights principles and non-discrimination principles into human resources policies and practices at every stage, including recruitment, selection, development, evaluation, remuneration, and termination of employment. It also coordinates and provides regular training for employees at all levels on human rights, the Human Rights Policy, and HRDD. The Human Resources Department also serves as the main unit for coordinating and driving the HRDD process for labor groups and internal personnel, as well as subcontractors and outsources, that are involved.
3.5. Executives, Physicians, Medical Personnel, and All Employees	Responsible for studying, understanding, and strictly complying with the Company's human rights policies and practices. They must treat one another politely, with respect, respect diversity, and not discriminate on any grounds. They must not ignore any act that constitutes or may constitute a human rights violation, and are responsible for reporting incidents or concerns through the grievance or reporting channels designated by the Company.

4. Operational Process

- 4.1 Directors, executives, physicians, other medical personnel, and employees shall treat one another with respect and dignity, and shall treat one another equally without discrimination based on physical or mental differences, race, nationality, country of origin, ethnicity, religion, gender identity, sexual orientation, language, age, disability, skin color, education, social status, culture, customs, or any other characteristics.
- 4.2 Executives, physicians, other medical personnel, and all employees shall treat patients, service recipients, persons involved in business, and other stakeholders with equality, without discrimination, and without distinction based on physical or mental differences, race, nationality, country of origin, ethnicity, religion, sex, language, age, skin color, education, social status, culture, customs, or any other matters.
- 4.3 Executives shall supervise physicians, other medical personnel, and all employees to treat patients, service recipients, persons involved in business, and other stakeholders with equality, without discrimination, and without distinction based on physical or mental differences, race, nationality, country of origin, ethnicity, religion, gender identity, sexual orientation, language, age, disability, skin color, education, social status, culture, customs, or any other characteristics. Executives, physicians, other medical personnel, and all employees shall not neglect or ignore any act that may constitute a human

rights violation related to the Company. They must report such matters to their supervisor or responsible person and cooperate in fact-finding investigations. If there are doubts or questions, they should consult their supervisor or responsible person through the designated channels.

4.4 The Company provides whistleblowing channels and a human rights Grievance Mechanism that are accessible, convenient, safe, and confidential, allowing employees, business partners, contractors, patients/service recipients, and other stakeholders to submit complaints or report incidents both with identification and anonymously.

The Company shall ensure that such mechanisms are appropriately accessible to vulnerable groups, such as persons with disabilities, older persons, and migrant workers, by providing easy-to-understand communications and supporting language assistance or facilitation as necessary, so that there are no barriers to making complaints or seeking assistance.

The Company provides fairness and protects whistleblowers, complainants, witnesses, and persons who provide information in good faith from retaliation or bullying in all forms, Non-retaliation. The Company establishes transparent and independent receiving, verification, and investigation processes within a clearly defined predictable timeframe. In cases involving high risk or severe impacts on affected persons, the Hospital shall escalate the matter for urgent consideration through the designated governance line and report to relevant committees as appropriate, while communicating progress and results to the complainant as appropriate.

If the investigation finds that the Company’s operations have caused human rights impacts, the Company commits to providing appropriate and fair remedy/remediation so that affected persons are restored to their original condition or receive fair compensation. This may include compensation, rehabilitation, and measures to prevent recurrence, Non-recurrence.

The Company will maintain and protect information confidentially in accordance with laws and personal data protection standards, monitor the effectiveness of the mechanism, and continuously improve it, including reporting overall results without disclosing personal data.

The Company will maintain and protect information confidentially in accordance with laws and personal data protection standards. The Company will monitor the effectiveness of such mechanisms and continuously improve them, and will disclose aggregate performance information, Aggregate Disclosure, without disclosing personal data, to strengthen transparency and stakeholder confidence

4.5 The Company supports and promotes careful implementation and performance of duties to prevent risks of human rights violations and to protect human rights so that no person is deceived, forced into slave labor, or compelled to engage in any form of wrongful act, without discrimination. The Company protects the rights of employees/ workers in accordance with the law as follows:

Area	Guidelines
Forced Labor	The Company shall not engage in or support forced labor in any form. It shall not request or accept deposits, identity cards, or any other

Area	Guidelines
	<p>personal documents of employees as a condition of employment, except where explicitly permitted by law. The Company shall not use corporal punishment, harassment, intimidation, or violence, whether physical, sexual, psychological, or verbal, as disciplinary measures or means of controlling employees' work.</p>
Child Labor	<p>The Company shall not employ or support the employment of children under 18 years of age and shall not allow or support child labor to perform work that is hazardous to health or in conditions that may directly or indirectly cause danger to health and safety.</p>
Female Labor	<p>The Company shall not allow female employees to perform work that is hazardous to health or body as prescribed by law, and shall ensure that pregnant female employees work in an environment that is not harmful to the health and safety of the mother and child. The Company shall not terminate employment, demote, or reduce employee benefits due to pregnancy or any other status protected under law and human rights principles.</p>
Employment of Migrant Labor	<p>The Company shall employ migrant labors in full compliance with the law in all respects, including identity documents, employment contracts, migrant work permits, wages, and safe working conditions. The Company also supports and expects business partners and contractors to strictly comply with laws and human rights principles in the employment of migrant workers in the same manner.</p>
Segregation or Discrimination	<ul style="list-style-type: none"> - The Company shall not engage in or support discrimination in employment, payment of wages and work compensation, provision of welfare benefits, opportunities for training and development, consideration of promotion or position, termination of employment, or retirement. The Company shall not interfere with, obstruct, or take any action that affects employees' exercise of rights or practices due to differences in nationality, religion, language, age, sex, marital status, personal attitudes regarding sex, disability, political party preference, or other personal beliefs. - The Company shall treat organizational stakeholders equally and without discrimination.
Freedom of Association and Collective Bargaining	<p>The Company respects employees' rights to freedom of association and collective bargaining in accordance with the law, including joining or not joining associations and electing employee representatives as prescribed</p>

Area	Guidelines
	by law. The Company shall not obstruct, interfere with, or create barriers to employees' lawful exercise of rights to association and collective bargaining.
Working Environment and Quality of Working Life	The Company promotes appropriate employment conditions for employees, including maintaining a safe working environment so that employees have a good quality of life and can work without adverse impacts on physical and mental health. The Company also places importance on high standards of occupational health and safety, prevention of accidents, injuries, and work-related illnesses during operations, under protection and fair treatment based on social principles and legal provisions related to labor protection, labor welfare, labor relations, and occupational safety, health, and working environment, as well as relevant procedures. These shall be regularly reviewed, developed, and improved as appropriate.
Responsibility for Employees Regarding Harassment and/or Sexual Harassment	The Company promotes appropriate employment conditions and a safe working environment in accordance with occupational health and safety standards, with sufficient measures to prevent accidents, injuries, and occupational diseases. The Company also ensures that work does not negatively affect employees' physical and mental health and supports employees in having a good quality of life alongside work performance.
Work Compensation	The Company pays wages and work compensation at not less than the legal minimum and clearly, transparently, and verifiably informs employees of wage details, overtime pay, and other benefits to which employees are entitled in each pay period, so that employees fully understand their rights. The Company places importance on determining fair remuneration consistent with knowledge, capability, duties and responsibilities, and labor market context, while also taking into account employees' sufficient livelihood in accordance with the concept of a living wage.
Working Hours	The Company sets working hours, overtime work, and holiday work in accordance with labor laws and relevant Company regulations, and provides various types of leave according to laws and Company regulations so that employees can appropriately maintain work-life balance.

Area	Guidelines
Termination of Employment and Severance Payment	<p>The Company shall comply with the Labor Protection Act 1998, which sets out the duties of employers and the rights of employees in cases of termination of employment. Based on the principles of the International Labour Organization conventions, the Company has established the following:</p> <ul style="list-style-type: none"> - The Company shall not terminate employees without justified reasons related to the employee's capability or conduct. - Employees shall be notified before termination or receive severance pay correctly in accordance with labor laws, except where the employee has committed serious misconduct.
For Business Partners and Contractors in the Supply Chain	<p>The Company supports compliance with human rights principles by business partners, including suppliers and contractors, and treats them fairly. The Company provides a transparent procurement process to promote fair competition, covering non-involvement in violations and potential human rights impacts. In addition, the Company promotes the procurement of goods and services from local entrepreneurs and/or the use of local service providers as appropriate, based on fair competition, service quality and safety, and compliance with laws and human rights principles. The Company will consider supporting the creation of economic opportunities for surrounding communities through local procurement and local employment in appropriate positions, without discrimination and without creating risks to labor rights or community rights in the supply chain.</p>
Respect for Patients/Service Recipients' Rights	<p>The Company promotes respect for the human rights of patients by supporting and monitoring compliance with the declaration of patient rights and patient responsibilities, and does not violate patients' personal data under the law.</p>
Respect for Community Rights	<p>The Company promotes listening to opinions and supports community participation.</p>
Conducting Human Rights Due Diligence: HRDD	<p>The Company is committed to creating and maintaining an organizational culture that upholds respect for human rights under this Human Rights Policy and requires regular Human Rights Due Diligence: HRDD.</p>

- 4.6 The Company communicates, disseminates knowledge, promotes understanding, establishes guidelines, and provides other support to executives, physicians, other medical personnel, employees, persons involved in business, and other stakeholders so that they participate in conducting business with integrity, respecting human rights, and treating everyone in accordance with human rights principles under this policy through the following processes:
- 4.6.1 Communication through organizational executives, both through announcements and executive meetings, Town Hall meetings.
 - 4.6.2 Employee orientation: The Human Resources Department includes human rights training topics in new employee orientation so that employees are informed, understand, and are able to implement them correctly.
 - 4.6.3 Department heads and employees who provide patient services communicate guidance on patient rights and responsibilities, Patient Rights, to patients and personnel, and post notices at various service points in the Hospital where patients can clearly see them.
 - 4.6.4 Communication through the Human Resources Department via information channels, Intranet, e-mail, and the Company website.
 - 4.6.5 Communication through relevant departments that conduct business with business partners and contractors of the group companies.
- 4.7 The Company provides channels for executives, physicians, other medical personnel, employees, patients, service recipients, persons involved in business, and other stakeholders to appropriately participate in expressing opinions or making complaints regarding human rights, so that they can be used to identify development opportunities. Persons who witness incidents may report risks, Incident Report, to the Risk Management Department, Quality Department, or directly to the Quality Management Representative, QMR. The reporter's identity shall be kept confidential and protected from blame.
- 4.8 Upon receiving a risk report regarding a violation of the Human Rights Policy and Guidelines, the Risk Management Department shall proceed in accordance with the Risk Management Policy, HP-QPS-01, and report to the executives and Hospital governance supervisor at least every three months to monitor human rights management, from risk assessment, impacts, planning, and problem-solving after human rights violations are found, in order to ensure continuous improvement and appropriate remedy for impacts that occur.
- 4.9 Remediation: When the Company's operations cause human rights violations, Hospital executives will provide initial assistance, and the Risk Management Department will investigate the facts involving relevant persons for consideration at the meeting of the Ethics Committee, Praram 9 Hospital, which consists of the highest-ranking executives from all departments and the Hospital's legal experts, to consider assistance and conclude appropriate remediation. The matter shall then be presented to the Board of Directors for consideration and approval of actions to manage risks related to human rights to prevent or mitigate impacts. The Risk Management Committee shall review and analyze the root cause

of the problem and prepare a prevention or mitigation plan in the form of reports, practice guidelines, and announcements, and present them to executives for approval and communication to relevant management departments for implementation of the prevention plan.

4.10 Persons who commit human rights violations shall be subject to disciplinary action as determined by the Company. In addition, they shall be subject to legal penalties if the act violates the law.

4.11 Human Rights Due Diligence: HRDD - The Human Resources Department is assigned to coordinate the implementation of the Hospital's HRDD process as follows:

4.11.1 Assess/conduct Human Rights Due Diligence: HRDD, for relevant stakeholder groups as follows:

No.	Stakeholder Group Relevant to Business Activities	Assessor/ Auditor	Inspection Period		
			Before	During	Annually
1	Use of Migrant Labor	Human Resources Department*/ Safety Officer, Professional Level*	/	/	/
2	Contract Labor	Employees/ Safety Officer, Professional Level*			/
3	Partners with Business Relationship	Business Development Department*	/	/	/
4	Full time Hospital Employees	Employees/ Safety Officer, Professional Level*			/
5	Part time Hospital Employees	Employees/ Safety Officer, Professional Level*			/
6	Employees of Subcontractors Working in the Hospital, (Outsource)	Employees/ Human Resources Department*/ Safety Officer, Professional Level*			/
7	Customers	Service Recipients			/

Remark:

1) Inspection Period

- Before means before employment / business relationship.
- During means within three months after commencement of work.
- Annually means within the fourth quarter of every year.

2) X* means the HRDD audit team, consisting of Safety Officer, Professional Level / Business Development Department / Engineering Department / Human Resources Department.

4.11.2 Responsible persons shall record the Human Rights Due Diligence: HRDD, assessment results in the relevant forms as follows:

4.11.2.1 Conduct Human Rights Due Diligence by the Internal Audit Team using forms according to type as follows:

- QF-TQC-57 HRDD_Use of Migrant Labor

- QF-TQC-58 HRDD_Use of Contract Labor
- QF-TQC-59 HRDD_Other Organizations with Business Relationships Partner Engagement
- QF-TQC-60 HRDD_Employees
- QF-TQC-61 HRDD_Temporary Employees
- QF-TQC-62 HRDD_Customers
- QF-TQC-63 HRDD_Community Engagement

4.11.2.2 Conduct Human Rights Due Diligence assessment using employee/worker questionnaires, recorded in Google Form QF-HRM-43(MS), Human Rights Due Diligence: HRDD, Google Form, by employees/workers.

4.11.3 Relevant parties shall implement the Hospital's HRDD process through five sub-processes as follows:

No.	HRDD Process	Method
1	Assess actual and potential human rights impacts	<ul style="list-style-type: none"> - The Quality Department considers the results obtained from Human Rights Due Diligence, HRDD, under Clause 5.12 and past human rights violation incidents. - It assesses actual and potential human rights impacts and reports them to the Enterprise Risk Management Committee.
2	Integrate findings and take action to prevent or mitigate impacts	<ul style="list-style-type: none"> - The Enterprise Risk Management Committee reviews and analyzes the root cause of the problem and prepares a prevention or mitigation plan. - It prepares reports, practice guideline documents, and announcements, and presents them to executives for approval.
3	Monitor how effectively the Company manages various impacts	<ul style="list-style-type: none"> - The Quality Department monitors how effectively responsible persons manage various impacts.
4	Communicate procedures and results of impact management to executives, employees, and all relevant persons	<ul style="list-style-type: none"> - The Quality Department prepares reports and development plans for submission to the Enterprise Risk Management Committee and communicates impacts, implementation, and monitoring results to executives, employees, and all relevant persons.
5	Establish remediation or compensation processes for impacts caused by the	<ul style="list-style-type: none"> - Hospital executives will provide initial assistance. - The Risk Management Department will investigate the facts involving relevant persons for consideration at the meeting

No.	HRDD Process	Method
	Company's human rights violations	<p>of the Ethics Committee, Praram 9 Hospital, which consists of the highest-ranking executives from all departments and the Hospital's legal experts, to consider assistance and conclude appropriate remediation.</p> <ul style="list-style-type: none"> - The matter shall be presented to the Board of Directors for consideration and approval of actions to manage risks related to human rights.

5. Flow Chart

- None

6. Warning / Suggestion / Notice

- None

7. Evaluation and Monitoring

Zero human rights violation cases

8. Reference Document

- Universal Declaration of Human Rights: UDHR
- International human rights covenants to which Thailand is a party
- United Nations Guiding Principles on Business and Human Rights (UNGPR)
- OECD Guidelines for Multinational Enterprises
- International Labour Organization Core Conventions, ILO Core Conventions
- Joint Commission International, JCI, standards related to patient rights, ethics, and organizational governance
- FTSE Russell ESG Ratings and S&P Global Corporate Sustainability Assessment, CSA, assessment guidelines/criteria for hospitals and healthcare service providers
- Human Rights Risk Assessment / Reference: HRDD Manual, National Human Rights Commission of Thailand

9. Supporting Document and Form

- Risk Management Policy (HP-QPS-01)