

## Human Rights Due Diligence Report 2025

Praram 9 Hospital Co., Ltd. is committed to conducting its business with full respect for internationally recognized human rights principles and to treating all stakeholders equitably. The HRDD process for fiscal year 2025 covered internal personnel, business partners, sub-contracted workers, customers, and the wider community.

The assessment confirms that the Hospital's human rights management systems are consistent with organizational policies and applicable international standards. No significant human rights violations were identified. The Company achieved 100% coverage of all business activities, primary stakeholder groups, and critical suppliers.

### 1. Scope of Assessment and Methodology

The Human Resources Department serves as the central coordinating function, working in close collaboration with a cross-functional team comprising the Occupational Safety Officer (Registered Safety Professional), the Business Development Department, and the Engineering Department. The assessment covers seven primary stakeholder groups:

- Permanent Employees – nurses, pharmacists, medical support personnel, and back-office staff. Physicians and licensed professionals are included per nature of organizational relationship.
- Part-time and Temporary Employees
- Migrant Workers – foreign nationals working in any capacity, including those engaged through external contractors or service providers.
- Suppliers and Sub-contractors – principal partners including facility cleaning (PCS), security (PCS), food and catering (CPF Restaurant/Food Chain), and medical equipment services (AMS). These are examples within the full assessment scope of 60 Critical Suppliers (Tier-1 and non-Tier 1).
- Business Partners
- Customers and Patients
- Community and Environment

### 2. Vulnerable Groups

The Hospital recognizes that certain stakeholder groups face heightened risk of adverse human rights impacts and are subject to enhanced monitoring:

- Pregnant Employees
- Employees with Disabilities
- Foreign Employees
- Temporary Employees and Contractors
- Pediatric Patients
- Geriatric Patients
- International Patients
- Patients with Communication Barriers

The assessment draws upon quantitative and qualitative data from multiple sources including the HR Management System, grievance records, internal audit findings, and occupational health and safety data (accident records, injury data, near-miss incidents).

Risk prioritization is based on a two-dimensional matrix evaluating Likelihood Level and Impact Level in accordance with the Company's Human Rights Risk Matrix framework.

### Human Rights Risk Matrix

The following matrix summarizes risk classifications across two dimensions: probability of occurrence (Likelihood) and severity of impact (Impact). Ratings reflect the Inherent Risk profile prior to application of mitigation measures.

Likelihood \ Impact	Negligible	Minor	Moderate	Significant	Severe
Very Likely	Low Med	Medium	Med Hi	High	High
Likely	Low	Low Med	Medium	Med Hi	High
Possible	Low	Low Med	Medium	Med Hi	Med Hi
Unlikely	Low	Low Med	Low Med	Medium	Med Hi
Very Unlikely	Low	Low	Low Med	Medium	Medium

Note: Risk levels reflect the Inherent Risk profile and are not determined solely by assessment scores. Certain issues may carry a high impact rating even where the probability of occurrence is low.

### 3. Stakeholder Assessment Results

In fiscal year 2025, the Company completed a comprehensive HRDD assessment achieving 100% coverage. No Salient Human Rights Risks or severe supply chain violations were identified.

Stakeholder Group	Key Aspects	Score	Risk Level	Findings
1. Permanent Employees (Permanent Staff)	Remuneration and Benefits	97.70%	Low Med	Wages and OT disbursed accurately; employees understand compensation structure.
	Data Privacy (PDPA)	97.70%	Low Med	Personal data and patient health records maintained in strict confidence.
	Occupational Health & Safety (PPE)	98.00%	Medium	All employees provided with appropriate PPE commensurate with occupational risk.
	Workplace Health & Safety (OHS)	Pass	Medium	LTIFR monitored continuously. No significant risks identified.
2. Part-time / Temporary Employees	Employment Standards	100%	Low	All temporary employees receive legally mandated safety entitlements and remuneration.

3. Contract Labour	Contractual Integrity	100%	Low Med	Contracts are fair and equitable; no wage exploitation identified.
	Non-discrimination	No issues found	Low Med	Contract workers operate alongside permanent employees without discriminatory treatment.
4. Sub-contractors	Forced Labour	Pass	Medium	All workers engaged voluntarily; retain right to terminate without coercion.
	Equal Treatment	99.20%	Low Med	Sub-contracted workers treated with dignity on equal basis with direct employees.
5. Migrant Workers	Employment Legality (MOU)	100%	Low Med	All migrant workers employed in full compliance with law; valid Work Permits held.
	Identity Documents	No issues found	Low Med	Workers retain personal custody of passports and identification documents.
6. Business Partners / Suppliers	Supplier Selection Criteria	System in place	Low Med	Structured supplier pre-qualification process underpinned by Supplier Code of Conduct.
	Supply Chain Risk	Low	Medium	No child labour or illegal labour practices identified in supply chain.
	Corporate Governance	Pass	Low Med	Business partners operate transparently and adhere to shared ethical standards.
7. Customers and Community	Complaints / Adverse Impacts	0 cases	Medium	No violations of patient rights or adverse community impacts recorded.

**Note:** Risk levels reflect the Inherent Risk profile; certain issues may carry a high impact rating even where probability of occurrence is low.

The Hospital has identified the following priority human rights risk areas across its value chain:

1. Occupational safety, health, and working environment of all employees.
2. Protection of personal data and medical confidentiality of patients and employees.
3. Fairness in remuneration, working hours, and conditions of employment.
4. Labor management practices of suppliers, contractors, and migrant workers.
5. Non-discrimination and equitable treatment of all individuals.

#### 4. Risk Management and Mitigation Measures

Notwithstanding satisfactory overall outcomes, and in alignment with the Company's ESG commitments, the following measures have been established to maintain and continuously improve human rights standards.

#### 4.1 Human Rights Performance Indicators

Performance Indicator	FY2025 Result
Employees completing human rights training	100%
Employees completing PDPA and confidentiality training	100%
Human rights complaints received	0 cases
Lost-Time Injury Frequency Rate (LTIFR)	0.28%
Complaints investigated and closed	100%
Critical suppliers acknowledging Supplier Code of Conduct	100%

#### 4.2 Policy and Strategy

The Company conducts its business in accordance with good corporate governance, upholding the values of human dignity, equality, and justice. It is firmly committed to operating in alignment with the UN Guiding Principles on Business and Human Rights (UNGPR) and the Universal Declaration of Human Rights (UDHR), consistent with the 56-1 One Report 2025.

#### 4.3 HRDD Process

In FY2025, the Company assessed all principal business units, key activities, and critical suppliers: Critical Tier-1 (30 entities) and Critical Non-Tier 1 (30 entities), totaling 60 entities representing 100% coverage of each category.

On-site Audits were conducted at the operational premises of two suppliers:

- Thai Otsuka Pharmaceutical Co., Ltd. – Passed all criteria. Internationally compliant quality control systems in place; no human rights risks or violations are identified.
- Master Laundry Co., Ltd. – Passed all criteria. Standard service delivery processes in place; no human rights risks or violations identified.

**4.4 Assessment Results** The assessment results have been utilized to support human rights risk management and related sustainability initiatives, aimed at establishing preventive and mitigation measures for potential impacts.

##### 1) Remuneration and Benefits (Fair Remuneration)

**Risk Finding:** No significant human rights risks identified.

**Management Strategy:** The Company continues its HR Digitization program under its Digital Transformation initiative. Time-recording technology is already deployed to eliminate human error. Additional communication measures will ensure all employees can verify their individual compensation. A Payroll Audit mechanism will be incorporated into the annual supplier performance evaluation.

##### 2) Grievance Mechanism and Whistleblower Protection

**Performance:** No human rights complaints received during the reporting period.

**Risk Finding:** No significant human rights risks identified.

**Management Strategy:** The Company maintains a Zero Tolerance policy against retaliation (non-retaliation), classified as a serious disciplinary offence, to uphold a culture of transparency. Human

rights training is mandatory at onboarding and reviewed annually; 100% employee completion is required.

### 3) Supply Chain and Migrant Worker Management

**Risk Finding:** No significant human rights risks identified.

**Management Strategy:** The Company prioritizes Ethical Recruitment and promotes fair treatment of migrant workers. Measures are in place to prevent unlawful recruitment fee imposition, supporting transparent and equitable employment arrangements.

## 5. Monitoring and Review

The Hospital conducts a minimum annual review of the effectiveness of its human rights management measures, covering emerging risks from business activities, legislative developments, and evolving stakeholder expectations. The Quality Department prepares management reports for submission to the Enterprise Risk Management Committee and communicates findings to management, employees, and all relevant parties.

## 6. Grievance and Whistleblowing Channels

Human rights risk profiles may evolve as business activities or stakeholder compositions change. The Company conducts an annual review to ensure response measures, preventive strategies, and remediation approaches remain effective.

The Company has established multiple channels for both internal and external stakeholders to report concerns regarding violations of the Hospital's code of business conduct or applicable regulations:

Channel	Contact Details
Email — Procurement / Supply Chain	procurement@praram9.com
Email — HR Department / Whistleblowing	nattidak@praram9.com
Online Whistleblowing Portal	<a href="https://investor.praram.com/th/company-info/corporategovernance/whistleblowing-channel">https://investor.praram.com/th/company-info/corporategovernance/whistleblowing-channel</a>
Hotline	1270 (available 24 hours)
Postal Address	Praram 9 Hospital Co., Ltd., 99 Bangkapi, Huai Khwang, Bangkok 10310

Note: The procurement@praram9.com channel is designated for supply chain-related complaints. All complaints are acknowledged within 5 business days and investigated with outcomes communicated within 30 days. Anonymous submissions are accepted.

## 7. Remediation Process

In the event of a human rights violation, the Company has established a structured remediation process to ensure affected parties receive appropriate redress and to prevent recurrence. The Ethics

Committee (comprising senior executives from all functional areas and the Hospital's legal counsel) reviews cases and formulates remediation measures prior to submission to the Board of Directors for approval.

The remediation process comprises the following steps:

1. Receipt of complaint through designated channels.
2. Fact-finding and evidence collection, conducted transparently by the Risk Management Department.
3. Assessment of impact level and associated risk.
4. Implementation of corrective and mitigation measures, submitted to the Ethics Committee for review.
5. Provision of appropriate remediation to affected parties, in both financial and non-financial forms.
6. Monitoring of outcomes and review of preventive measures; findings reported to the Board of Directors for approval.

Praram 9 Hospital Co., Ltd. is committed to respecting human rights across all stakeholder groups and to continuously identifying, assessing, preventing, monitoring, and managing human rights impacts to ensure a safe, transparent, and sustainable environment for all.

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