

Supplier Code of Conduct

Chularat Hospital Public Company Limited

Statement of Intent

Chularat Hospital Public Company Limited and its subsidiaries (“the Company”) is committed to sustainable growth while upholding its responsibility to society and the environment. The Company conducts its business with transparency, integrity, and strict compliance with all applicable laws, standards, and regulations, in alignment with the principles of good corporate governance.

The Company recognizes that suppliers across its supply chain play a critical role in both its business success and long-term sustainability. Accordingly, the Company has established this Supplier Code of Conduct as a guiding framework to foster ethical business practices and sustainable growth in partnership with its suppliers. This Code is consistent with applicable laws, regulations, and standards, and reflects the Company’s commitment to conducting business with fairness, transparency, and integrity.

The Company is dedicated to working with its suppliers as long-term business partners and actively supports them in advancing and strengthening their sustainability practices. The Company expects all suppliers in its supply chain to fully comply with applicable laws, uphold the principles of good corporate governance, respect environmental and social responsibilities, and adhere to industry-recognized standards in the healthcare sector as well as relevant international frameworks, including: The United Nations Global Compact, The United Nations Guiding Principles on Business and Human Rights and The International Labour Organization’s Declaration on Fundamental Principles and Rights at Work.

The Company expects all suppliers to conduct business ethically, comply with relevant laws and regulations, respect labor and human rights, ensure occupational health and safety, and safeguard the environment and society. Furthermore, suppliers are encouraged to cascade these standards throughout their own supply chains, thereby extending the Company’s commitment to sustainable and responsible business practices.

Scope of the Supplier Code of Conduct

This Supplier Code of Conduct has been established to provide guidance for the Company’s suppliers in conducting their operations in alignment with the principles of sustainable development. The Company encourages all suppliers—particularly those with significant procurement value, suppliers of critical goods and services, vendors, and contractors—to adopt and apply the practices outlined in this Code in their operations and management.

In doing so, suppliers are expected to incorporate principles of good governance, social responsibility, and environmental stewardship, thereby supporting mutual growth and long-term sustainability in partnership with the Company.

Code of Conduct Guidelines

1. Business Ethics

1.1 Conducting Business with Integrity, Honesty, and Accountability

- Suppliers must comply with all applicable laws, regulations, rules, and industry standards, as well as maintain all necessary registrations and licenses required by law to conduct their business.
- Suppliers are expected to conduct their business ethically in alignment with the principles of good corporate governance, thereby supporting sustainable growth together with the Company.
- Suppliers must conduct their business with integrity, honesty, transparency, and accountability, ensuring that their business practices are verifiable and free from conflicts of interest, while taking into account the interests of all stakeholders.
- Suppliers must disclose information accurately and completely as required by law and remain open to audits or reviews by the Company or authorized entities.

1.2 Fair Competition

- Suppliers must comply with all applicable laws and regulations governing trade and competition, and conduct their business on the basis of mutual trust and respect.
- Suppliers are expected to promote fair competition and ethical business practices by setting equitable trade terms and pricing, and must refrain from engaging in conduct that restricts or obstructs free and fair competition.
- Suppliers must not seek or obtain competitors' confidential information through dishonest, improper, or unethical means.

1.3 Anti-Corruption

- Suppliers must comply with all applicable laws relating to the anti-corruption in any forms, whether direct or indirect. This includes, but is not limited to, corruption, extortion, embezzlement, fraud, money laundering, obstruction of justice, bribery, kickbacks, and favoritism.
- Suppliers are required to strictly adhere to the Company's policies regarding the giving and receiving of gifts, gratuities, and tokens of appreciation. Suppliers must refrain from offering gifts, benefits, or entertainment to the Company's employees, contractors, or other related parties for the purpose of improperly influencing business decisions in favor of the supplier.
- Suppliers must demonstrate a clear commitment to anti-corruption practices and must not engage in any business activities that conflict with the Company's Anti-Corruption Policy.
- Should a supplier become aware of any actual or suspected violation of the above, the supplier is required to promptly report such matters to the Company.
- Suppliers must avoid conflicts of interest and disclose any circumstances or facts that may compromise fairness in the procurement process.

1.4 Conflict of Interest

- Suppliers must not engage in any business activities that create or may create a conflict of interest with the Company. If a supplier or its personnel become involved in activities that could give rise to a potential conflict of interest, the supplier must promptly disclose such matters to the Company.
- Suppliers must not improperly seek personal benefit from relationships with the Company's directors, executives, or employees, nor exploit such relationships for the benefit of themselves or related parties, whether through position, duties, or opportunities arising from their business dealings with the Company.

1.5 Confidentiality and Data Privacy (PDPA)

- Suppliers must safeguard and protect all information received from the Company, including personal data, as stipulated in contracts and applicable laws. Such information is deemed confidential and must not be disclosed to any third party without the Company's prior written consent, nor used for the supplier's own benefit or for the benefit of others.
- Suppliers must respect the right to privacy, and must protect and securely manage any personal data and confidential information entrusted to them, in compliance with applicable laws, regulations, and standards relating to personal data protection.

1.6 Respect for Intellectual Property Rights

- Suppliers must respect and not infringe upon the intellectual property rights, trademarks, and patents of others, including those of the Company. Intellectual property and trade information belonging to the Company, its business partners, or third parties must only be used for purposes agreed upon in contracts. Such intellectual property must not be disclosed, shared, or otherwise misused without prior authorization or written consent from the Company.

1.7 Financial Integrity and Disclosure of Information

- Suppliers must maintain financial credibility by providing accurate and reliable financial reports to the Company, and must establish appropriate measures to prevent the misuse of inside information.
- Suppliers must agree to disclose all necessary and relevant information to the Company upon request, including any issues or circumstances that may have an impact on the Company.

1.8 Cybersecurity

- Suppliers must safeguard and protect all data, networks, and online systems used in their business operations, ensuring compliance with applicable laws, regulations, and standards relating to cybersecurity.

1.9 Product and Service Safety and Quality

- All products and services supplied to the Company must meet applicable standards, be safe, and be suitable for medical use. Suppliers must also ensure traceability in the event of any issues or defects.

2. Respect for Human Rights

2.1 Compliance with Human Rights Principles

- Suppliers shall conduct their business with a firm commitment to universally recognized human rights, which are fundamental to all individuals.
- Suppliers shall respect and uphold human rights and individual freedoms, including the rights to life, freedom of thought, expression, belief, religion, personal security, diversity, coexistence, and equality.
- Suppliers shall uphold the principle of non-discrimination in all forms, refraining from any unfair treatment or exclusion based on race, nationality, skin color, gender identity, sexual orientation, age, disability, language, religion, education, customs, culture, social status, property, residence, political opinion, or any other status.
- Suppliers shall comply with human rights practices that align with the Company's Human Rights Policy.
- Suppliers shall establish complaint and grievance mechanisms and commit to providing effective remedies for individuals or communities adversely affected by their business operations.

3. Labor Practices

3.1 Compliance with Labor Laws

- Suppliers shall comply with all applicable labor laws, regulations, and relevant labor standards in every jurisdiction in which they operate.

3.2 Fair Labor Practice and Respect for Human Dignity

- Suppliers are required to uphold and respect the fundamental rights of all workers, ensuring fair, equitable, and dignified treatment at all times. Any form of discrimination based on race, nationality, indigenous or minority status, language, religion, gender identity, sexual orientation, age, disability, educational background, political opinion, or any other characteristic is strictly prohibited.
- Suppliers must neither engage in nor tolerate any form of inhumane or abusive practices, including physical, verbal, or psychological harm; harassment or sexual exploitation; disciplinary measures that inflict physical or mental distress; coerced or involuntary labor; modern slavery; or human trafficking.

3.3 Labor Protection

- Suppliers must respect and ensure fair treatment of all categories of workers, including but not limited to women, pregnant employees, elderly workers, persons with disabilities, and migrant workers, in alignment with internationally recognized human rights and labor standards.
- Suppliers must provide a safe, healthy, and supportive working environment, actively preventing conditions that could endanger the health, safety, or well-being of workers.
- Suppliers must establish employment practices and compensation structures in full compliance with applicable labor laws and regulations, and in line with the principles of fairness, equity, and non-discrimination.
- Suppliers must strictly prohibit the use of child labor below the minimum age stipulated by applicable laws.

3.4 Employment and Compensation

- Suppliers shall ensure that all recruitment and employment practices are conducted fairly, transparently, and in a manner subject to verification. Employment contracts must be provided in a language that workers can clearly understand, and workers must retain full freedom of movement without restriction. Under no circumstances shall recruitment fees or related charges be imposed on workers.
- Suppliers must employ workers on a voluntary basis and strictly prohibit any form of forced labor, bonded labor, involuntary employment contracts, coercion, intimidation, or violence. The use of illegal migrant labor, human trafficking, or child labor is strictly prohibited.
- Suppliers shall fully comply with all applicable laws concerning working hours, rest days, overtime, and public holidays. Suppliers must provide fair and equitable compensation, benefits, and welfare, aligned with industry standards and legal requirements. Employment contracts must adhere strictly to labor laws, and workers shall be entitled to all leave and entitlements in accordance with established workplace regulations.
- Suppliers must comply with all applicable labor laws regarding termination of employment, including adherence to legal requirements for severance pay and any other termination-related compensation.
- Suppliers must comply with laws governing working hours and overtime, with a focus on preventing excessive working hours and ensuring compliance with minimum wage requirements and/or provision of wages sufficient to support a decent standard of living.

4. Occupational Health, Safety, and Work Environment

4.1 Compliance with Occupational Safety, Health and Environment Laws

- Suppliers shall fully comply with all applicable occupational health and safety laws, industry-recognized standards, and the Company's safety, occupational health, and environmental requirements. Suppliers must not ignore any actions or conditions that pose risks to worker safety or hygiene, or engage in work practices that are unsafe or fall below legal or Company-mandated standards

4.2 Safe and Healthy Work Environment

- Suppliers shall provide workplaces that are safe, hygienic, and equipped with adequate facilities and welfare provisions to support employees, including at their own sites, offices, and third-party locations, in accordance with applicable laws.
- Suppliers shall develop, implement, and enforce comprehensive policies, procedures, and protocols to ensure safe work practices, prevent workplace accidents, and minimize health risks associated with all work activities.
- Suppliers shall ensure that all work environments, equipment, and materials comply with recognized standards for hygiene, occupational health and safety, accident prevention, and emergency medical preparedness.
- Suppliers shall ensure that work environments, equipment, and materials meet recognized standards for sanitation, occupational health, safety, accident prevention, first aid and emergency medical care.
- Suppliers shall require employees to use appropriate personal protective equipment (PPE) while performing work tasks.



- Suppliers shall deliver comprehensive training and education on workplace health and safety, and implement effective mechanisms that enable employees to report or raise concerns regarding safety, hygiene, and related issues.

4.3 Emergency Preparedness

- Suppliers shall establish measures, protocols, and contingency plans to address potential emergency situations, including but not limited to fires, chemical spills, explosions, epidemics, floods, earthquakes, natural disasters, national emergencies, political instability, or other extraordinary events. Such plans must include preventive measures, impact mitigation strategies, and procedures for responding to and managing emergencies effectively.
- Suppliers shall assess the preparedness of personnel and equipment for emergency response, and provide training to ensure employees understand and can implement emergency and disaster response plans promptly and correctly.

5. Environmental Management

5.1 Compliance with Environmental Laws

- Suppliers shall strictly comply with all applicable environmental laws, regulations, and industry standards, as well as the Company's environmental management requirements.

5.2 Environmental Responsibility

- Suppliers shall conduct their operations in a manner that is fully responsible toward the environment, demonstrating a strong commitment to preventing and mitigating adverse environmental impacts. Suppliers shall implement appropriate measures and management practices to minimize environmental impacts in full compliance with applicable laws, regulations, and industry standards, at both manufacturing facilities and operational sites.
- Suppliers are encouraged to align their operations with sustainable development principles, emphasizing the conservation of natural resources and the environment. This includes optimizing the use of resources, energy, and water; managing waste and emissions responsibly; reducing greenhouse gas emissions; treating wastewater; and selecting environmentally friendly products, materials, and services. Suppliers shall also provide comprehensive training to cultivate environmental awareness and accountability among employees.
- Suppliers shall establish and enforce robust procedures and measures for the safe use, storage, handling, disposal, and destruction of hazardous substances and chemicals, in accordance with applicable standards and regulatory requirements. Training must be provided to ensure that all personnel understand, recognize, and adhere to safe practices in handling these materials.

6. Social Responsibility

6.1 Prevention of Impacts on Communities and Society

- Suppliers shall conduct their operations in a socially responsible manner, preventing negative impacts on communities and society while promoting positive contributions. Suppliers must avoid any actions that could harm the Company's reputation or trust, and are encouraged to support and promote local employment.





- Suppliers shall act as responsible corporate citizens, operating with due care and consideration for the social and community impacts of their business activities. Suppliers must respect cultural diversity, local traditions and customs, collaborate with communities, and actively contribute to community and social development initiatives.

7. Business Continuity

7.1 Business Risk Assessment

- Suppliers shall identify and assess risks related to business operations, including those affecting employees, production activities, emergencies, or disasters, as well as any risks that could impact the ability to produce and deliver goods and services. Suppliers must implement measures to prevent, mitigate, or respond to such events. Suppliers are also encouraged to provide training to employees on these risks and conduct regular drills to ensure effective emergency preparedness.
- In the event of an emergency or incident that could affect business continuity, suppliers must promptly report the situation to the Company.

8. Supply Chain Collaboration

8.1 Promoting a Sustainable Supply Chain

- Supplier shall actively promote and support the practical implementation of this Supplier Code of Conduct across their workforce, subcontractors, and suppliers. This commitment aims to cultivate an ethical business environment that aligns with sustainable development principles and is grounded in good corporate governance, social responsibility, and environmental stewardship.

9. Monitoring and Assessment

The Company reserves the right to monitor and assess the operations of suppliers to evaluate compliance with this policy.

In cases where violations are identified, the Company may take appropriate actions, including the termination of contracts.

Implementation of the Supplier Code of Conduct

Management of the Supplier Code of Conduct

- Suppliers shall review, acknowledge, and comply with the provisions of the Supplier Code of Conduct.
- Suppliers shall establish management systems and processes to ensure operations are fully aligned with the Supplier Code of Conduct.
- Supplier shall grant the Company the right to monitor and assess their operations and shall promptly implement any improvements recommended by the Company. Failure to address such recommendations within the specified timeframe may result in the Company taking appropriate corrective measures, including, where necessary, contractual measures.



Communication and Training

- Suppliers shall communicate and provide training on the Supplier Code of Conduct to their employees, workers, and subcontractors to promote sustainable supply chain management.

Grievance and Whistleblowing Mechanisms

- Suppliers shall establish accessible and transparent channels for stakeholders to raise grievances or report concerns. These mechanisms must include procedures to handle complaints fairly, protect the confidentiality of complainants, whistleblowers, and related parties, and securely maintain relevant information and evidence.
- Suppliers may raise complaints or report suspected violations of the Supplier Code of Conduct in accordance with the Company's whistleblowing policies and procedures.
- Suppliers shall promptly report to the Company any situations or impacts that may arise from non-compliance with this Supplier Code of Conduct.

Channels for Concerns or Whistleblowing

In the event that suppliers or other stakeholders have concerns, or become aware of actions suspected of violating applicable laws, regulations, the Code of Conduct, human rights principles, or the corporate governance policies of Chularat Public Company Limited, they are encouraged to seek clarification, report the issue, or submit a formal complaint with supporting evidence and relevant details through the designated contact channels.

Department	Telephone	Fax	E-mail Address
Internal Audit	02 033 2900 ext. 5059	02-751-1538-9	internalaudit@chularat.com
Anti-corruption Working Group	02 033 2900 ext. 3325	02-751-1538-9	anticorruption@chularat.com
Company Secretary	02 033 2900 ext. 3325	02-751-1538-9	companysecretary@chularat.com

All information provided by whistleblowers will be kept strictly confidential, and whistleblowers will be protected in accordance with the Company's whistleblowing policy and procedures for reporting potential ethical violations.

Enforcement and Continuous Improvement

- The Company considers compliance with this Business Partner Code of Conduct as a key criterion in its engagement with Suppliers, including the commercial terms and contract performance.
- The Company will review the Supplier Code of Conduct on an annual basis, or in response to significant events, to ensure alignment with evolving business and regulatory environments.
- The Company encourages and supports suppliers in continuously improving their operations in accordance with this Code of Conduct. In cases where a supplier refuses to comply or acts in violation of the Code, the Company may take appropriate measures, including termination of contracts or cessation of business relationships.



Acknowledgment and Commitment

I hereby confirm that I have read, understood, and acknowledged this Supplier Code of Conduct, and I agree to fully comply with its requirements in the course of conducting business. I further commit to communicating and ensuring that all employees, workers, and personnel under my responsibility are made aware of and adhere to this Code. I also agree to allow the Company to review or assess my business operations to ensure compliance with the intent and principles of this Supplier Code of Conduct.

In confirmation thereof, I have affixed my signature and, where applicable, the official company seal (if any) as evidence of my acknowledgment and commitment.

Company/Legal Entity/Partner's Full

Name:

Address:

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Telephone:

Email:

Sign and stamp with the company seal (if any)

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(.....)

Authorized Person

Position :

Date :

