

## Human Rights and Labor Practices Policy

### Chularat Hospital Public Company Limited

#### Revision 1

Chularat Hospital Public Company Limited and its subsidiaries (“the Company”) are fully committed to upholding human rights as fundamental rights to which all individuals are equally entitled. The Company strictly prohibits discrimination based on gender, age, race, religion, nationality, beliefs, political opinions, social status, disability, or any other status. In addition, the Company is dedicated to ensuring fair and equitable labor practices across all operations. To formalize this commitment, the Company has established a declaration, policy, and statement on the respect for human rights and labor practices, which has been approved by the Company’s highest-level management. This framework is grounded in fundamental human right principles, including: respect for human dignity, basic freedoms, non-discrimination and equal treatment, mutual respect, patient rights legislation and applicable labor laws. The policy aligns with internationally recognized human rights standards and serves as a guiding framework to ensure that all personnel at every level of the Company conduct themselves in accordance with these principles in their daily work.

#### Objectives

1. To prevent any human rights violations across all operations and activities of the Company.
2. To safeguard employees from all forms of discrimination, harassment, or intimidation.
3. To foster equal opportunities for all employees in professional development, career advancement, and collaborative work.

#### Human Rights Practices and Respect for the Rights of Patients, Medical Personnel, Employees, and Stakeholders

1. **Respect for Patient Rights** – Provide medical services that are safe, high-quality, equitable, and non-discriminatory, while ensuring patients have the opportunity to participate in decisions regarding their treatment.
2. **Support for Medical Personnel and Staff** – Uphold the rights of medical professionals and employees by ensuring workplace safety, fair opportunities for development, and treatment with dignity and respect.

3. **Prevention of Human Rights Violations** – Prohibit all forms of human rights abuse, including unfair labor practices, sexual harassment, discrimination, and exploitation.
4. **Promotion of an Inclusive Culture** – Foster an organizational culture that embraces Equality, Diversity, Inclusion and actively builds awareness and understanding of human rights among employees at all levels.
5. **Provide Safe and Fair Grievance Mechanisms** – Establish accessible and secure channels for patients, families, and employees to raise concerns, ensuring that all complaints are reviewed and addressed appropriately and fairly.
6. **Promote Responsible Business Partnerships** – Encourage business partners and suppliers to operate in alignment with human rights principles and to uphold the same standards of respect, fairness, and accountability.

**Human Rights and Labor Practices**

1. The Company is committed to conducting its business with social responsibility, upholding and promoting the human rights of employees, customers, business partners, communities, and all stakeholders throughout the supply chain. This commitment is guided by internationally recognized principles, including the Universal Declaration of Human Rights, the United Nations Guiding Principles on Business and Human Rights (UNGPs), the conventions of the International Labour Organization (ILO), as well as all applicable national and international laws and regulations.
2. The Company respects the rights of all stakeholders and rights-holders who may be affected by its business activities and throughout its supply chain. Particular emphasis is placed on respecting and protecting the rights of vulnerable groups—including women, children, persons with disabilities, the elderly, and migrant workers—while recognizing and addressing their specific needs arising from their vulnerabilities.
3. The Company is committed to operating under the principle of non-discrimination, firmly upholding human rights and complying strictly with all applicable laws and regulations. This commitment extends across all levels of business operations, both within and outside the Company. The Company is dedicated to treating all individuals with fairness, equality, and mutual respect, without discrimination based on race, origin, religion, belief, gender, color, language, ethnicity, political opinion or other views, social status, or any other aspect of Diversity, Equality, and Inclusion (DEI).

4. The Company encourages employees to exercise their freedom of expression appropriately, within the framework of ethical standards and mutual respect. The Company also reaffirms its commitment to protecting the rights of LGBTQI+ individuals, ensuring that no discrimination occurs in any aspect of its operations, including recruitment, employment, service provision, career development, stakeholder engagement across the entire supply chain in every location where the Company conducts business.
5. The Company firmly believes that the promotion of Diversity, Equality, and Inclusion serves as a fundamental cornerstone for fostering a strong and sustainable corporate culture—one that genuinely upholds and respects human rights.
6. The Company upholds employees' freedom of association and their right to collective bargaining in accordance with applicable national laws. The Company ensures that employees are able to actively engage with the Company through the Welfare Committee, which serves as a platform for consultation on matters relating to employment, working conditions, and employee benefits.
7. The Company is committed to providing a safe and healthy working environment for all employees, with a strong focus on occupational health and safety in every dimension—covering both physical and mental well-being. Comprehensive welfare and benefits programs are provided for employees and their families to promote holistic health and overall quality of life.
8. The Company is committed to the principle of providing fair compensation and equal opportunities for all employees. Every employee is afforded equal access to personal development and career advancement.
9. The Company is fully committed to respecting human rights and shall avoid any actions, whether direct or indirect, that may constitute human rights violations.
10. The Company shall conduct comprehensive human rights risk assessments and impact analyses across its business activities. Appropriate measures shall be established for monitoring, reviewing, and addressing such risks in a timely and effective manner.
11. In the event of unforeseen human rights incidents, the Company shall promptly assess its responsibilities and implement fair, equitable, and effective remediation measures. Employee representatives shall be engaged in negotiations with the Company regarding any agreements or decisions that may affect employees.

12. The Company is committed to promoting and supporting human rights among all stakeholders in every form. This includes ensuring respect for human rights, adherence to the principle of non-discrimination, and a strict prohibition on the use of child labor.
13. The Company encourages its business partners and stakeholders to conduct their operations with due respect for human rights, consistent with the Company's principles.
14. The Company shall communicate, disseminate, and provide training to all stakeholders to enhance understanding of human rights. Furthermore, the Company shall actively support business partners and joint ventures in adopting practices that uphold human rights standards.
15. The Company shall not disregard or ignore any actions that may constitute human rights violations related to the Company. Such incidents must be reported through the Company's designated whistleblowing channels, with strict assurance that the identity of the reporter will remain confidential.
16. The Company shall ensure non-discrimination in recruitment and selection processes. Employment decisions shall not be based on age, gender, race, nationality, disability, or religion, but solely on the qualifications and competencies required for the position.
17. The Company is committed to preventing all forms of human rights violations, including child labor, forced labor, harassment, and any practices involving coercion, intimidation, physical abuse, or psychological harm. The Company shall not tolerate or support the use of labor under any form of exploitation.
18. The Company maintains a Zero Tolerance Policy toward child labor, forced labor, and human trafficking within its business operations and across the supply chain. The Company conducts monitoring and due diligence to identify such violations throughout the supply chain and shall take immediate corrective actions upon discovery.
19. The Company ensures that wages, compensation, and benefits are provided in full compliance with labor laws, paid in a timely manner, and aligned with the principle of equal pay for work of equal value.
20. The Company strictly prohibits any form of harassment, abuse, or intimidation, whether verbal, physical, or otherwise, against any employee.
21. The Company is committed to treating all employees fairly and equally, free from discrimination arising from personal circumstances, prejudices, or any non-job-related factors. The Company also fully respects employees' rights to freedom of association and collective bargaining.

22. The Company provides equal and inclusive opportunities for all employees to participate in training, skills development, career advancement, and other professional growth initiatives.
23. The Company ensures a safe, fair, and non-discriminatory working environment, supported by adequate occupational health and safety measures, including the provision of necessary equipment to prevent workplace hazards.
24. The Company provides designated areas for employees to engage in physical exercise and organizes activities to foster positive relationships and inclusivity across all levels of personnel.
25. The Company promotes employee awareness of their rights, duties, and responsibilities toward others and society, reinforcing a culture of accountability and respect.
26. The Company establishes formal grievance mechanisms, including a Whistleblowing channel, to ensure fairness and equality in organizational processes. All complaints and feedback relating to human rights concerns are treated with strict confidentiality, and appropriate actions will be taken to address such matters.
27. The Company respects the rights of migrant workers and their families and is committed to providing a safe and supportive working environment, along with fair compensation in full compliance with applicable labor laws.
28. The Company communicates its Human Rights Policy to all employees, ensuring it is well understood and consistently upheld as a guiding principle in business operations. The Company is committed to conducting comprehensive human rights due diligence to identify, prevent, and mitigate potential risks and impacts across its operations, business relationships, and supply chain.
29. The Company is committed to establishing effective grievance mechanisms and providing access to remediation for individuals who may be adversely affected.
30. The Company publicly discloses its Human Rights Policy through its official communication channels to ensure external stakeholders are informed. This includes publication on the Company's website at: [www.chularat.com](http://www.chularat.com)  
> Investor Relations > Corporate Governance > Board Charters / Company Policies and Documents.

**Employees**

The Company recognizes employees as the cornerstone of sustainable development and is firmly committed to upholding labor rights, while promoting health, welfare, and overall quality of life. Directors, executives, and employees are expected to adhere strictly to the Company's policies and Code of Conduct, reflecting integrity and accountability in all aspects of their work.

**Business Partners, Suppliers, and Contractors**

The Company is committed to responsible procurement practices and is in the process of strengthening its supplier screening mechanisms by incorporating sustainability considerations prior to establishing business relationships. In addition, existing suppliers are subject to ongoing assessments and audits to identify, monitor, and mitigate human rights risks throughout the supply chain.

The Company expects all business partners, suppliers, and contractors to uphold fundamental human rights principles, strictly avoiding the use of forced labor, child labor, or human trafficking, and ensuring safe and healthy working conditions.

The Company also promotes respect for the rights to freedom of association and collective bargaining, which are communicated through the Supplier Code of Conduct. Furthermore, the Company encourages suppliers to adopt and implement these standards effectively, while maintaining robust human rights risk screening and monitoring across the entire supply chain.

**Comprehensive Human Rights Due Diligence**

The Company conducts ongoing human rights due diligence to identify, assess, and monitor potential risks and impacts across both internal operations and the supply chain. Priority is placed on high-risk areas, while medium- and low-risk areas are monitored through appropriate mechanisms. Where risks or impacts are identified, the Company implements mitigation measures in line with established action plans and discloses progress transparently, while ensuring full protection of whistleblowers.

**Grievance and Remediation Mechanisms**

The Company has established effective grievance mechanisms to receive and address human rights-related concerns from all stakeholders. Throughout the grievance process, the rights of complainants and whistleblowers are respected and safeguarded. The Company commits to acknowledging complaints within 30 days, providing timely updates on progress, and determining appropriate remediation measures on a case-by-case basis.

**Reporting of Human Rights Policy Violations**

In the event of any suspected or actual violation of this Human Rights Policy, stakeholders may contact the Central Human Resources Management Department at +66 (0) 2033 2988 or via email at [companysecretary@chularat.com](mailto:companysecretary@chularat.com). All reports will be investigated within 30 days, with immediate investigation for severe cases. Disciplinary actions will be taken against violators, and whistleblowers will be fully protected in accordance with the Company's Code of Conduct.

**Policy Implementation, Communication, and Review**

The Company entrusts the Human Resources Department with overseeing the effective implementation of this Human Rights and Labor Practices Policy, including monitoring compliance and progress across all operations. The policy is clearly communicated to both internal and external stakeholders to foster understanding, alignment, and accountability. This policy will be formally reviewed at least once every three years, or earlier if warranted by new risks, regulatory changes, or emerging impacts.

The Company is committed to the continuous improvement of its practices to ensure that all business activities are conducted in full alignment with internationally recognized human rights standards.