

Whistleblower Protection and Remediation Policy

Chularat Hospital Public Company Limited

Chularat Hospital Public Company Limited and its subsidiaries (the “Company”) are committed to adhering to the Whistleblower Protection and Remediation Policy, which serves as a guideline and framework for employees in carrying out their duties. The Company places the highest importance on integrity, ethics, and honesty, and upholds the principles of good corporate governance in all aspects of its operations.

Reporting Non-Compliance with the Code of Conduct

If any executive or employee becomes aware of actions or omissions which, although not explicitly stated in the Company’s Employee Code of Conduct, may adversely affect the Company’s reputation, transparency, or good corporate governance principles, or conflict with any other Company policy, it shall be the duty of that executive or employee to directly report the matter to the responsible person.

Designated Persons

Reporting channels for suspected non-compliance with the Code of Conduct, violations, or behavior suggestive of fraud or corruption shall follow the procedures set out under the Whistleblowing section of the Company’s Business Code of Conduct and the Anti-Corruption Policy, specifically under the “Whistleblowing Channels” section.

Types of Whistleblowing	Report to
Violations of laws, fraud, Company Regulations, and Employee Code of Conduct	Senior Vice President -Corporate HR /or Chief Human Resources Officer
Violations of the Code of Conduct by directors	Chairman of the Board/or Chairman of the Audit Committee/or Company Secretary
Violations of Medical Ethics	Chief Medical Operating Officer/or Chief Medical Officer
Irregularities in Financial Reporting	Chairman of the Audit Committee
Matters that affect the Company’s reputation and image	Chief Executive Officer

Types of Reports	Report to
Violations of the Employee Code of Conduct	hrg@chularat.com
Violations of the Directors' Code of Conduct	companysecretary@chularat.com
Violations of the Medical Code of Conduct	chularat3@chularat.com
Irregularities in Financial Reporting	internalaudit@chularat.com
Matters that may impact the Company's reputation and image	companysecretary@chularat.com

By Mail: Reports can be sent to the designated recipient at the following address:

Chularat Hospital Public Company Limited 88/8-9, Moo 11, T.Bangpla, A.Bangplee, Samutprakarn

The designated recipient of complaints shall take the following steps:

- Fact Gathering:** Collect all relevant facts regarding the alleged violation, omission, or non-compliance with the Code of Conduct. Custodians of related information are required to disclose all relevant details to the person responsible for collecting and reviewing the complaint.
- Data Processing and Analysis:** Process and analyze the information to determine the root cause of the action and assess whether it constitutes a violation, omission, or non-compliance with the Code of Conduct. Prepare a report summarizing the findings and submit it to the authorized decision-maker for consideration.
- Investigation and Corrective Measures:** Present the facts to the Company's Executive Committee or the delegated committee for further investigation. Appropriate corrective actions shall then be determined to address and resolve the violation or non-compliance.
- Notification to Complainant:** Inform the complainant of the outcome, provided that the complainant has disclosed their identity.
- Escalation of Significant Matters:** In cases involving significant issues that may materially affect or cause substantial impact to the Company, the responsible person shall report the matter to the Chief Executive Officer and the President for further consideration and submission to the Board of Directors.

Protection and Remediation for Whistleblowers and Cooperating Individuals

Individuals who report concerns or provide assistance in fact-finding investigations shall be protected and treated fairly. The Company has established the following guidelines:

- 1. Anonymity of the Reporter:** Reporters may choose to remain anonymous if disclosure could pose a safety risk. However, if a reporter elects to disclose their identity, the Company can provide progress updates and clarification more efficiently, and take appropriate measures to remediate any actual harm incurred.
- 2. Confidentiality and Non-Retaliation:** Personnel assigned to handle complaints are required to maintain confidentiality and disclose information only as necessary, taking into account the safety and potential harm to the reporter or cooperating individuals. The Company guarantees that no report will be used as grounds for termination, disciplinary action, or any other adverse consequences against the reporting employee or cooperating individual.
- 3. Fair Remediation:** Individuals who suffer harm or loss as a result of the reported issue will receive appropriate and fair remediation through established processes.

All executives and employees at every level are expected to uphold this policy as a guiding framework in their work, emphasizing integrity, ethical conduct, and good corporate governance.

The Company will regularly review this policy and refine related practices to ensure that its business operations remain fully aligned with the principles of good corporate governance and securities trading.