



Code of Conduct

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Vision, Missions and Core Values

Vision

Committed to becoming a tertiary care provider driven by high quality health care and excellent service.

Missions

- To continuously develop to provide tertiary care through our Centers of Excellence.
- To implement Smart Service / Smart Operation / Smart Hospital systems that support process optimization.
- To gain customer trust through a service-oriented culture with happy employees.
- To continuously improve to bring the most value in the interest of our stakeholders, social environment, and governance.

Core Values

- Safety
Conduct regular self-assessment of the safety and quality of medical services delivered to patients, as well as results delivered to colleagues.
- Care
Have an understanding of the needs and expectations of internal and external service recipients, including providing service with enthusiasm, sincerity, politeness, speed, and respect to service recipients as though they were relatives, as well as displaying Excellence Services Behavior (ESB) at an appropriate level.
- Teamwork
Have an understanding of the scope, duties, and responsibilities of one's own role as a team member, listen to the opinions of colleagues, participate in solving problems, exchange experiences and opinions, to ensure that everyone can work effectively together toward the organization's goal.
- Integrity
Honesty toward oneself, one's profession, service recipients, co-workers, and the organization
- Continuous Improvement
Apply knowledge, abilities, skills, attitudes, as well as risk management across all aspects, that leads toward continuous service improvement and development.
- Learning Organization
Develop knowledge and abilities of personnel to enhance work skills, as well as being able to apply technology effectively and increase learning channels comprehensively to all personnel.

➤ Excellence

Promote excellence in providing healthcare, academics, personnel, and service, including equipment, and buildings, as well as providing efficient coordination to service recipients.

Code of Conduct

Vibhavadi Medical Center Public Company Limited (“the Company”) is committed to and promotes good ethics in its business operations. Therefore, it has established a code of ethics for all directors, executives, and employees to adhere to as a guideline for performing their assigned duties. This aims to create maximum benefits for all relevant stakeholders, build confidence, and achieve sustainable growth as follows:

1. Preventing a Conflict of Interest

The Company has established good practice guidelines for actions that may lead to conflicts of interest to be adhered to by directors, executives, and employees. These guidelines prioritize the Company's interests and prevent individuals from seeking personal benefits by leveraging their position and/or authority. The guidelines are as follows:

- 1.1 Directors, executives, and employees should avoid any actions that conflict with the Company's interests. This includes interactions with the Company's business partners, such as suppliers, customers, and competitors, or using opportunities or information gained from their roles as directors, executives, or employees for personal benefits. Additionally, they should avoid engaging in business activities that compete with the Company or performing work outside of the Company's scope that affects their professional responsibilities.
- 1.2 Directors, executives, and employees should refrain from holding shares in competitors of the Company if such holdings cause them to act or refrain from acting in accordance with their duties or if it affects their work. In cases that directors, executives, and employees acquired the shares before becoming employees, before the Company entered into such business, or by inheritance, they must report this to their superiors in the appropriate order of rank.
- 1.3 In the event it is necessary to engage in a related transaction with a related person for the benefit of the Company or its subsidiaries, the criteria for related transactions and the disclosure of related transaction information of the listed company must be strictly followed.

2. Preventing Corruptions

The Company places great importance on anti-corruption and has established an anti-corruption policy to ensure that directors, executives, and employees are aware of and strictly adhere to it. The guidelines are as follows:

- 2.1 Directors, executives, and employees must not demand, receive, or agree to receive money, items, or other benefits from individuals or entities involved in business with the Company.

- 2.2 Directors, executives, and employees may receive or give gifts in accordance with customary practices, provided that the acceptance of such gifts does not affect any business decisions of the recipient.
- 2.3 If necessary, the value of any received gift should not exceed 3,000 baht and should not be in the form of cash or cash equivalents.
- 2.4 If directors, executives, or employees receive gifts of unusual value from individuals or entities involved in business with the Company on traditional occasions, they must report these gifts to their superiors at the appropriate level.
- 2.5 Giving or receiving gifts should be done transparently, in an open place, or disclosed.

3. Preventing Use of Inside Information

Directors, executives, and employees should avoid using material inside information that is important to changes in the price of the Company's securities and has not yet been disclosed to the public for personal profit or benefit, whether directly or indirectly. This includes engaging in business that competes with the Company or related businesses. The guidelines are as follows:

- 3.1 Directors, executives, and employees shall avoid using inside information for their own benefit in buying or selling the Company's securities or providing inside information to other persons for their benefit in buying or selling the Company's securities.
- 3.2 Directors and executives, as defined by the SEC, have a duty to report their trading in the Company's securities to the SEC within 3 business days. Employees who have access to inside information, such as Company Secretary, Investor Relations, and finance and accounting staff, have a duty to report their trading in the Company's securities to the Board of Directors within 3 business days. This is to prevent the buying or selling of shares using inside information and to avoid allegations regarding the appropriateness of buying or selling shares by insiders.
- 3.3 Directors, executives, and employees who have access to inside information should refrain from buying or selling the Company's securities for 30 days prior to the release of financial statements, the status of the Company, or other material information, and should wait at least 24 hours after the disclosure to the public before buying or selling the Company's securities and the Board of Directors should be notified of the stock trading at least 1 day in advance before trading.
- 3.4 Directors, executives, and employees shall not disclose confidential business information to outsiders, competitors, or those conducting business related with the Company.
- 3.5 All employees must keep customer and patient information confidential and must not disclose or share it with others or the public, even if the customer or patient is a well-known or public figure.

4. Dealing with Stakeholders

4.1 Shareholders

The Company promotes shareholders' rights and treats shareholders equally, and is committed to being a good representative of shareholders in conducting business to create satisfaction for shareholders. It considers the growth of the Company's value in the long term with appropriate and continuous returns. The Company ensures the disclosure of information in a transparent and reliable manner, operating and complying with the principles of good corporate governance, and developing communication with shareholders and investors.

4.2 Employees

The Company's employees are the key to running a healthcare business which the organization must depend on the knowledge, abilities, dedication, and sacrifice of its employees in every sector of the organization. The Company, therefore, places great importance on taking care of its employees to ensure that they are contented, safe, secure, and ready to grow with the organization. In this regard, the Company adheres to human resource management guidelines in accordance with the principles of good corporate governance, which recognizes the importance of employees as its valuable resource in driving the organization to progress and operate the business successfully. The Company focuses on three main areas of this aspect: manpower planning and recruitment, employee training and development, and maintaining and supporting all employees to receive equal opportunities to grow in the organization, regardless of gender, race, and religion, that focus on developing knowledge and professional skills and be prepared to accommodate changes under a working atmosphere that respects and accepts differences, to ensure contentment across all of its employees. The Company has established a core value that is committed to instilling in employees the principles in which they work, which include: Safety, Caring, Cooperation, Integrity, focus on self-improvement, and the pursuit of knowledge to attain excellence

4.3 Customers/Patients

The Company places great importance on the safety and health of its customers/patients by providing quality medical care staffed by medical personnel who possess the necessary knowledge and capabilities, and modern medical equipment. The Company also places great respect for human rights and strives to continuously develop the quality of medical care services to meet the needs of its customers by constantly developing the quality of its personnel to be aware of safety, ethics, professional standards, patients' rights, as well as ensuring the appropriate use of resources and technology. Additionally, it also applies effective risk management measures and ensure the protection of service users' personal data to ensure customer satisfaction. External agencies are employed to assess its operations and the results are used to make continuous improvements to its services.

4.4 Partners

The Company recognizes the importance of its partners, who are considered participating allies in creating value and a good image for the Company. The Company is committed to conducting business with its partners in a transparent, fair, and distinct manner, to ensure fairness to all parties involved by placing importance on the procurement of medicines and quality medical supplies, based on the related safety standards and care about the environment. The Company also conducts appropriate assessments of its suppliers accordingly.

4.5 Creditors

The Company is committed to providing accurate, transparent, and auditable information to its creditors. In addition, the Company also strictly complies with the loan conditions with honesty and is always committed to paying its debts on time. The Company believes in building a good relationship with its creditors, in addition to confidence and trust.

4.6 Competitors

The Company conducts itself in accordance with the principles of good competition within the framework of the law, including treating its business competitors in an honest and fair manner as it regards its competitors as one of the compelling factors that make the Company committed to developing the quality and efficiency of providing better services to its customers and patients.

4.7 Government agencies

The Company has established procedures for dealing with government agencies to avoid inappropriate activities that may lead to corruption. All employees must comply with the Anti-Corruption Policy.

5. Human Rights

The Company recognizes the importance of respecting international human rights principles, therefore, its directors, executives, and employees, are required to actively be involved in respecting human rights and rights in the workplace. The guidelines are as follows:

- 5.1 Every employee has the opportunity to learn and develop their full potential, have the right and freedom to express opinions that are beneficial to the Company, and have the right to express their opinions as long as they do not violate the rights and freedoms of others under the provisions of the law, work regulations, and other related terms and regulations, including in accordance with proper social norms and practices.
- 5.2 The Company always realizes that it is required to treat all employees equally under the provisions of the law, work regulations, as well as other related terms and regulations, including respect for the local customs, traditions, and culture, in which the Company and/or its subsidiaries are located.

- 5.3 All employees will refrain from conducting themselves in a manner that is deemed offensive or threatening, whether verbally or physically, toward others on the basis of culture, race, gender, religion, education, age, marital status, sexual orientation, identity, and/or sexual expressions, physical and mental disabilities, including through expressing comments, notions, and working styles.
- 5.4 The Company will provide medical care services that are in line with international standards with equality for individuals of all races, religions, ages, genders, and statuses. The Company will maintain standards of business ethics and personal dignity and aims for its executives and partners to respect human rights and conduct business in accordance with the Company's rules.

6. Information Technology Security

Currently, information technology systems play an important role in business operations, both in collecting personal information of external parties, such as customer and business partner information, and in collecting internal information of the company. Therefore, data security must be protected from unlawful violations. The guidelines are as follows:

- 6.1 Establish policies and guidelines for protecting personal information, including supporting and promoting personnel to have knowledge and awareness of their duties and responsibilities in collecting, storing, using, and disclosing personal information of data owners. The company's personnel must comply with the policies and guidelines for protecting personal information as specified by the Company.
- 6.2 Implement international standards in the organization as guidelines for managing the security and safety of the organization's information system.

7. Non-Infringement of Intellectual Property or Copyrights

The Company prioritizes the non-infringement of intellectual property and copyright. All directors, executives, and employees must strictly adhere to the Company's policy on the non-infringement of intellectual property and copyright. The guidelines are as follows:

- 7.1 Employees must comply with the policy of non-infringement of intellectual property and copyright. If employees come across any action that is considered a rights violation, or considered as actions that may cause disputes regarding intellectual property, the employees are duty-bound to report such incidents to their supervisor immediately.
- 7.2 Employees must not infringe on any intellectual property or copyrights, through actions of copying, duplicating, modifying, or distributing various works or computer software.
- 7.3 Employees must not claim information from work or research data, or any computer programs resulting from their duties assigned by the Company, as their own. They must also not disseminate such information without permission from the Company or the responsible person
- 7.4 The Company requires its employees to comply with laws related to intellectual property and copyrights, such as the laws on trademarks, patents, copyrights, or any other related laws. In

this regard, the Company supports training to educate employees on the relevant intellectual property laws.

8. Occupational Health and Safety

The Company promotes good health in the workplace for all employees, as well as customers, business partners, and contractors conducting various activities within the hospital area. This is to ensure safety and reduce accidents or illnesses related to work. To achieve this, the company has implemented a safe working environment in line with various standards and provides training on workplace safety. The guidelines are as follows:

- 8.1 Establish policies and guidelines for accident prevention and conduct regular training for employees.
- 8.2 Establish work regulations and standards, appoint safety officers at various levels, create a committee for occupational health, safety, and the work environment, and set up a dedicated unit to manage these areas.
- 8.3 Collect and analyze data or statistics on hazards or accidents to identify causes and develop strategies for future prevention.

9. Environmental Safeguard

The Company operates a private hospital. Therefore, the quality of life and environment both inside and outside the hospital must not negatively impact the Company's stakeholders. The Company places importance on environmental conservation and the wise use of resources and energy. The guidelines are as follows:

- 9.1 The Company will conduct business with consideration for environmental conservation and safety management measures, as well as comply with environmental laws.
- 9.2 The Company will not create or release pollution into the communities surrounding the hospital. The Company will also support these communities in creating a good environment.
- 9.3 The Company encourages all employees to cooperate in conserving energy and reducing waste to decrease the organization's greenhouse gas emissions.

10. Whistleblowing

The Company has established a policy regarding the reporting of misconduct to ensure that those who file complaints to the Company will receive appropriate and fair protection, as well as being protected from harassment resulting from such complaints. The Company will listen to and process all complaints in an impartial, transparent, and fair manner, through the use of systematic and fair measures to protect the complainants.

There are communications channeled through the Company's Audit Committee to carry out the process set by the Company and report the incident to the Board of Directors. The available contact channels, are as follows:

(1) Post mail :

Audit Committee

Vibhavadi Medical Center PLC.

51/3 Ngamwongwan rd., Latyao, Jatujak Bangkok 10900

(2) E-mail : info@vibhavadi.com

11. Penalty

Directors, executives, and employees who violate or fail to comply with the Code of Conduct will be subject to disciplinary action in accordance with the Company's Policy Manual and Regulations on Discipline and Disciplinary Penalties.