



BDMS Human Rights Policy

To fulfill our mission as the trusted healthcare network, Bangkok Dusit Medical Services Public Company Limited (the "Company") commits to respect rights of all stakeholders and right holders, in particular vulnerable groups. The Company is aware of and commits to manage the impacts caused by our activities in our operations, supply chain, and business relationships which may infringe on the rights and livelihood of our stakeholders and rights holders.

BDMS hereby reaffirm our commitments to adhere to international human rights standards, including the International Bills of Rights; the United Nations Guiding Principles on Business and Human Rights; the ILO Declaration on Fundamental Principles and Rights at Work; and the adherence to compliance to law in locations we operate. The Company therefore set forth the following policy to state our commitment to respect human rights.

This policy is applied to the Company and all subsidiaries, disregarding the location of their operations. This policy sets forth the expectations and responsibilities of employees, suppliers/ contractors, and business partners (including joint venture partners) for their responsibilities to respect human rights of all involved and impacted throughout the Company's Supply Chain.

Our principles and commitments:

1. The Company respects rights of all stakeholders and rights holders who are impacted by our activities in our business operations and across our supply chain. We pay particular attention to respect the rights of vulnerable groups, including women, children, persons with disability, older persons, migrants, and persons in marginalized situations, and recognize their needs due to their vulnerabilities.
2. The Company adheres to the principle of non-discrimination based on race, colour, sex, sexual orientation, language, religion, political or other opinion, national or social origin, property, birth, or other status. We promote equality in all aspects of our operations; among our employees in respect of employment, recruitment, and occupation; towards our patients and customer in respect of services provided; and towards other stakeholders throughout supply chain.
3. The Company shall provide opportunities for employees to exercise their freedom of association and the right to collective bargaining, in line with domestic law. The Company guarantees that employees can engage with the Company through the Welfare Committee, where employment, working conditions, and welfare for employees are openly discussed.
4. The Company guarantees that our employees are working in a safe and healthy working environment. We promote health and safety of employees in all dimensions, including physical and mental health. We provide welfare for all employees and their families to promote their physical and mental well-being.
5. The Company adheres to the principle of equal remuneration and equal opportunities for our employees. All employees have equal opportunity for personal development and career advancements.
6. The Company respects and promotes the culture of diversity, equality, and inclusions, and ensures that our employees can exercise freedom of expressions. We respect the rights of LGBTQI persons; we ensure non-discrimination and equality for this group in all aspects of their employments, and services provided.
7. The Company adopts policy of zero tolerance for the use of child labour, forced labour, and human trafficking in our operation and across our supply chain. We commit to actively identify such crime throughout supply chain and take immediate responses.
8. The Company respects rights of migrant workers and their families and are committed to ensure the working environment and remunerations in line with the law.
9. The Company is committed to actively exercise our human rights due diligence to identify, prevent, and mitigate human rights risk and impacts in our own operations, business relationships, and supply chains.
10. The Company is committed to provide effective grievance mechanism, and access to remedy for affected persons.

Our employees

The Company values our employees as they are the main force of our business sustainability, and the main actor to guarantee our respects to human rights to all groups of stakeholders and right holders. In this regard, the company guarantees that all employees are respected of their labour rights, while promoting their health, welfare, and well-being. Meanwhile, the Company expects that all directors, executives, and employees to adhere to this policy and the roles stipulated in the Code of Conduct.

Our business partners, suppliers, and contractors

The Company is committed to the principles of responsible sourcing. We are working, in all aspects, for the company and subsidiaries to ensure their process of pre-screening of vendors on their ESG conducts before entering into business relations with the company. We also have established the process for auditing and reviewing existing suppliers and contractors of their business conducts and ESG management, to ensure that all human rights risks are identified and impacts mitigated or prevented. In addition, we ensure that our human rights due diligence process covers managing risks and impacts identified in our supply chains.

The Company expects our suppliers, contractors and business partners to uphold our commitment in the fundamental rights at work and guarantee that they are not involved in the use of forced labour, child labour, and human trafficking. We expect our suppliers, contractors, and business partners to provide safe and healthy working conditions for their workers. Last but not least, we encourage our suppliers to respect freedom of association and right to collective bargaining. We communicate our expectation in the Supplier Code of Conduct.

The Company also encourages the application of this policy in their operations. We stand ready to support and build capacity of our suppliers, contractors and business partners to respect human rights in line with this policy. We also encourage our suppliers and contractors to follow our responsible sourcing principles, to ensure that they effectively screen human rights risks and consider mitigating such risks among our non - tier-1 suppliers.

Human Rights Due Diligence

BDMS established the due diligence process to ensure that we have risk and impact assessment process in place, and monitor the prevention and mitigation measures put in place to address such risks and impacts. We expect our ongoing due diligence process to identify the risks and impacts effectively across our business units. We ensure that mitigation measures are in place for high and very human rights risks, and monitoring mechanism in place to follow the medium and low risks. The due diligence process also considers human rights risks and impacts in our supply chain.

1. We are committed to establish human rights due diligence to ensure our human rights risks and impacts are identified, managed and mitigated, and disclosed for transparency. The process of our due diligence process is as follows:
 - a. We are committed to conduct periodical risk and impact assessment to identify the risks and impacts both in our own operations, and supply chains;
 - b. We keep track of the high human rights risks, while implementing the mitigation plan, and monitoring improvements in line with such plan and disclose on annual basis;
 - c. We monitor the mitigation plan; and
 - d. We disclose how we prevent and mitigate human rights risks, taking into consideration our whistleblowing protection principles.

Grievances and Remediation

The Company is committed to provide effective grievance mechanism for all stakeholders and rights holders to report their human rights grievances. We are committed to respecting the rights of reporters and whistleblowers throughout the grievance receiving process, and ensure the responsive and transparent case management. The Company is set to respond to complains within 30 days, and effectively communicate progresses to the complainants and affected persons throughout the case management period.

The Company is committed to consider remediations for the impacts caused by and linked to the company. Our remediation will be considered on a case-by-case basis.

Reporting in the case of violation of the policy

In the case of a violation of this policy or should additional information be required in relation to this policy, please contact the Corporate Human Resources Department at Tel. No. 0-2755-1911 and 0-2755-1912, or via email at ConductEmployee@bdms.co.th. The Corporate Human Resources Department will investigate the facts and monitor and report on the complaint within a period of one month. Should there be any serious incidents investigation will be promptly carried out. Any person found to be guilty will face disciplinary action. All internal informants shall be protected under BDMS' Code of Conduct

Enforcement, communication, and reviews of this policy

The Company will oversee the implementation of this policy. The Corporate Human Resources Department will monitor the implementation of this policy. This policy shall be communicated effectively to internal stakeholders, throughout the Company corporate level, and subsidiaries. This policy will be communicated and disclosed to external stakeholders. This policy will be reviewed periodically (every 3 years, or earlier if the Company see the changes in our landscape of human rights risks and impacts).