



บริษัท กรุงเทพดุสิตเวชการ จำกัด (มหาชน)
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กรุงเทพฯ 10310

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Supplier Code of Conduct

Introduction

Bangkok Dusit Medical Services Public Company Limited (“BDMS”), has the policy and commitment to conduct business with integrity, transparency and fairness under the principles of good corporate governance and sustainable development. BDMS Central Procurement works in partnership with Suppliers to create sustainable value for all stakeholders throughout the organization. Moreover, we cover these three aspects: Environment, Social and Business Ethics which promote risk management, develop opportunities for sustainable development, and improve Suppliers’ sustainability performance throughout the supply chain. Therefore, the Supplier Code of Conduct was established for ongoing business cooperation and Suppliers of BDMS and companies in the network of BDMS (collectively, “BDMS Group”).

Suppliers refer to sellers, contractors, service providers, lessors or owners of property for hire-purchase that deliver products or services to BDMS Group as well as internal and external BDMS Group’s stakeholders. Suppliers are responsible for communicating, monitoring and evaluating performance appropriately according to the terms and conditions and policies of the BDMS Group while maintain to comply with international standards and sustainable development practices.

We sincerely hope that our Suppliers will implement and align their practices with this Supplier Code of Conduct to ensure the continuous improvement throughout the supply chain.

Mr. Sripop Sarasas

Chief Administrative Officer

Bangkok Dusit Medical Services PLC.

15 August 2026

Scope of the Supplier Code of Conduct

The Supplier Code of Conduct of Bangkok Dusit Medical Services Public Company Limited covers the following six core principles :

1. Business Ethics
2. Quality and Standards of Products and Services, and Responsible Sourcing
3. Labor Practices and Human Rights
4. Occupational Health, Safety and Working Conditions
5. Community and Social Responsibility
6. Environmental Responsibility

1. Business Ethics

1.1 Business Integrity

Suppliers must conduct their business by complying with the laws, related rules and regulations. Suppliers must also conduct business with honesty, transparency, ethics and accountability; and shall not participate in any fraudulent act or corruption.

1.2 Fairness

Suppliers must treat all stakeholders responsibly and fairly, and must provide equal opportunities in a manner that is ethical and not engage in the anti-competitiveness practice

1.3 Confidentiality

Suppliers shall not disclose, publish, reproduce, or refer any confidential information of BDMS Group or stakeholders without their prior written consent. Confidential information includes business-sensitive information and any confidential information related to all BDMS Group and relevant stakeholders.

1.4 Disclosure of Information

Suppliers shall disclose full and accurate owned information through evidence or supporting documents as required by law.

1.5 Protection of Intellectual Property

Suppliers must conduct business in compliance with laws and regulations related to intellectual property, respect intellectual property rights of others, and must not allow violation of such rights.

1.6 Avoiding Conflict of Interest

BDMS Group upholds morality and ethics in business. Therefore, Suppliers are expected to avoid all conflict of interest in their business deal. This includes conflict of interest between the BDMS Group and Suppliers, and personal interests or those of close relatives.

1.7 Anti-Corruption

Suppliers shall not engage in, participate in, or support any form of bribery or corruption, whether directly or indirectly. Suppliers are expected to establish appropriate anti-corruption policies, preventive measures, and internal control systems to prevent, detect, and address bribery and corruption.

Suppliers should also promote awareness of anti-corruption among their employees through effective communication, training, and awareness-building initiatives to foster a culture of integrity and ethical business conduct.

2. Quality and Standards of Products and Services, and Responsible Sourcing

Suppliers shall provide products and services that are safe, of high quality, and compliant with all applicable laws, regulations, and industry standards. Suppliers whose products or services may affect patient safety or the quality and effectiveness of healthcare delivery shall exercise the highest standards of quality and due diligence. Suppliers shall also conduct responsible sourcing practices throughout their supply chains.

2.1 Quality Management and Standards

Suppliers shall establish and maintain an appropriate quality management system and comply with all applicable quality, safety, regulatory, and industry standards. Where relevant, Suppliers are expected to adhere to internationally recognized standards, such as Good Manufacturing Practice (GMP), ISO standards, or other applicable professional standards, to ensure that their products and services are consistently safe, reliable, and of high quality.

2.2 Product and Service Safety

Suppliers shall ensure that their products and services do not pose unacceptable risks to users, patients, or other affected parties. Suppliers shall implement appropriate quality controls, inspection processes, and risk management measures to ensure the safety, quality, and reliability of their products and services.

2.3 Traceability

Suppliers shall establish and maintain appropriate traceability systems to identify the origin and movement of products throughout the supply chain. Such systems shall support inspections, traceability, and product recalls in the event of quality or safety issues.

2.4 Quality Issue Reporting and Management

Suppliers shall promptly notify BDMS Group of any quality or safety incidents, or any event that may adversely affect patients, service recipients, or the quality of products and services. Suppliers shall take appropriate corrective and preventive actions to address such incidents and prevent their recurrence. In the event of nonconforming products or a product recall, Suppliers shall provide BDMS Group with a comprehensive report detailing the facts, root cause analysis, impact assessment, and corrective and preventive actions implemented.

2.5 Responsible Sourcing

Suppliers shall source products and services from lawful and ethical sources while giving due consideration to environmental, social, and governance (ESG) principles. Suppliers shall also promote and encourage their subcontractors and Suppliers to comply with the principles and requirements set forth in this Supplier Code of Conduct.

3. Labor Practices and Human Rights

3.1 Compliance with Labor Laws

Suppliers shall comply with labor law and regulations and adhere to the international recognised principles related to human rights such as International Labor Organization (ILO), United Nations Global Compact (UNGC), Universal Declaration of Human Rights (UDHR) and the United Nations Guiding Principles on Business and Human Rights (UNGPs)

However, if it is necessary to employ children or young workers (aged 15-18), pregnant women, employees with disabilities, or foreign labor. Suppliers must fully comply with the labor laws.

3.2 Non-Discrimination and Harassment

Suppliers shall treat employees equally with respect and dignity. Suppliers must not discriminate on the basis of race, color, national origin (ancestry), nationality, religion, gender, age, education, citizenship, sexual orientation, disability, or any other matter required by laws of the country in which the Suppliers operate. Such Non-discrimination applies to the entire contract of employment.

Suppliers commit to ensure an environment free of harassment or abuse of authority. The Suppliers will not tolerate to any physical, sexual and non-sexual harassment, and any other form of violence and abuse against its employees.

3.3 Non-Forced Labour

Suppliers shall not engage in or support any form of forced labor. This includes corporal punishment, threat, coercion, harassment, human trafficking or any form of violence.

3.4 Child labor

Suppliers will not tolerate the use of child labor according to international standard and domestic law, where the Suppliers' operation are located. The Suppliers will not employ any person under age of 15, and any person under the age of 18 for hazardous work that is harmful for the health and safety of a person.

3.5 Wages, Benefits and Working Hours

Suppliers must set standard of employment and termination of employment in compliance with applicable laws and regulations.

Suppliers must maintain work hours in compliance with all applicable laws and regulations with respect to working hours and overtime. Working hours for Suppliers' employees will not exceed maximum set by laws and all overtime must be voluntary. Furthermore, Suppliers shall offer vacation, holiday, and leave periods not less than those stipulated by laws.

Suppliers shall provide appropriate compensation according to employee competency level and fairly pay wages, overtime pay, holiday pay including other benefits. Suppliers shall pay accurate wages, not less than the minimum wages rate set by law, in a timely manner.

3.6 Freedom of Association and collective bargaining

Suppliers shall respect and uphold the rights of employees to freely establish or join trade unions, workers' associations, works councils, or other lawful organizations of their own choosing, and to engage in collective bargaining in accordance with applicable laws and internationally recognized labor standards. Suppliers shall not discriminate against, intimidate, harass, or retaliate against employees or their representatives for exercising these rights.

4. Occupational Health, Safety, and Working Conditions

4.1 Compliance with Occupational Health, Safety, and Working Environment Laws and Regulations

Suppliers must comply with relevant laws and regulations on occupational health, safety and the working environment. Suppliers shall perform preventive and corrective action resulting from incidents related to safety, health, security, working environment and carry out program to improve continuously.

4.2. Occupational Health and Safety

Suppliers shall implement measures to ensure the occupational safety and working environment of employees by providing appropriate, safe, and hygienic infrastructure, management systems, facilities, first-aid equipment, and workplaces to reduce and control the risks of accidents and potential health impacts arising during work. Suppliers shall also establish business continuity guidelines and regularly prepare for emergencies or natural disasters, such as fires, floods, earthquakes, and epidemics.

4.3. Personal Protective Equipment

Suppliers shall provide adequate, appropriate, and readily available Personal Protective Equipment (PPE) in accordance with applicable safety standards and the manufacturer's instructions. Suppliers shall ensure that all relevant personnel use PPE correctly whenever required and shall promote, monitor, and enforce its proper use in the workplace and throughout work activities to ensure a safe working environment.

5. Community and Social Responsibility

Suppliers shall promote responsible business practices and contribute to the development of local communities and society. Suppliers shall take into consideration the potential impacts of their business activities on surrounding communities, respect local cultures, and, where appropriate, participate in initiatives to improve the quality of life and well-being of local communities. Suppliers shall also support the procurement of goods and services from local Suppliers and promote the use of locally sourced materials and products that meet applicable standards. Such practices help create employment and income opportunities, strengthen local communities, generate shared value, and contribute to sustainable development at both the local and national levels.

6. Environmental Responsibility

6.1. Environmental Management and Pollution Prevention

Suppliers shall conduct their business in an environmentally responsible manner and comply with all applicable environmental laws, regulations, standards, and recognized good practices in the jurisdictions where they operate.

Suppliers shall establish and maintain appropriate environmental policies and management measures to promote the efficient use of natural resources and responsible operations throughout their supply chains. Suppliers shall ensure that the production, storage, transportation, and delivery of products and services provided to BDMS Group are carried out in accordance with applicable environmental management standards. Where applicable, Suppliers shall monitor, maintain, and disclose relevant environmental performance data, including greenhouse gas (GHG) emissions.

Suppliers shall implement effective measures to prevent, control, and reduce environmental pollution. This includes managing air emissions, greenhouse gas emissions, particulate matter, wastewater, hazardous substances, chemicals, waste, and end-of-life products in compliance with applicable legal and regulatory

requirements. Suppliers shall take appropriate measures to prevent spills, leaks, or releases that may adversely affect the environment.

Suppliers shall identify, assess, and manage the environmental impacts of their business activities and implement appropriate measures to prevent, mitigate, and reduce adverse environmental impacts. Suppliers shall give preference to the use of safe, high-quality, and environmentally responsible materials and chemicals that do not pose unnecessary risks to human health or ecosystems. Suppliers shall also promote environmental awareness among their employees and encourage the efficient and responsible use of natural resources.

6.2. Environmentally Friendly

BDMS Group places high expectation towards Suppliers in utilizing eco-friendly products and services, and aware of the potential negative environmental impacts in their operational area to avoid potential impact on biodiversity, deforestation and support land conservation

Suppliers must support the environmental matters by using resources efficiently as well as collaborating with BDMS Group to promote the environmental sustainable development, such as energy consumption, efficiency improvement or greenhouse gas emissions reduction.

Suppliers are expected to select their Suppliers of goods and services and subcontractors that are environmentally responsible throughout the supply chain. Suppliers must notify the relevant companies in BDMS Group in case of any hazardous substances are used, any chemicals that affect the environment in production or services. Suppliers must implement waste management in compliance with relevant laws without affecting the community and society.

Monitoring Compliance of Supplier Code of Conduct

BDMS Group expects all Suppliers to implement this Supplier Code of Conduct in a practical and effective manner and to promote compliance throughout their supply chains. By doing so, Suppliers contribute to ethical, transparent, and sustainable business practices across the value chain.

1. Communication and Training on Supplier Code of Conduct

Suppliers shall communicate the content of this Supplier Code of Conduct to employees, business partners, subcontractors to enhance the ethical procurement process and sustainable throughout the supply chain. Including the provision of appropriate training as necessary.

2. Implementation of Supplier Code of Conduct

- 2.1 BDMS Group expects Suppliers to establish, implement, and maintain appropriate management systems, policies, procedures, communication, monitoring, and internal control processes to ensure the effective implementation of this Supplier Code of Conduct.
- 2.2 Suppliers must prove compliance with this Supplier Code of Conduct by providing precise and appropriate clarification upon requests regarding progress monitoring.
- 2.3 BDMS Group may assess and/or audits Suppliers' compliance in relation to the Supplier Code of Conduct, whereby Suppliers, subcontractors, shall cooperate in all respects.
- 2.4 BDMS Group encourages Suppliers to establish their own Supplier Code of Conduct or equivalent policies and to communicate these requirements throughout their supply chains. Suppliers are encouraged to promote continuous improvement and responsible business practices across the supply chain.

3. Reporting Concern

- 3.1 Suppliers must provide an appropriate channel for reporting the incidents or any concerns, with transparent procedures that easy to understand.

- 3.2 Suppliers are responsible for reporting to the relevant companies in the BDMS Group for any concerned situations or incidents that may affect the compliance with this Supplier Code of Conduct.

Channels for Complaints, Whistleblowing

Suppliers can submit the inquiry, report or complain to acts that violate this Supplier Code of Conduct or any suspected to violate or fail to comply with the rules, regulations, ethics or corporate governance policies of the BDMS Group. You can report or send the complaint with the evidences to the following channels.

- Postal Address Process Excellence (Central Procurement Department)
Bangkok Dusit Medical Services Public Company Limited
2 Soi Soonvijai 7, New Petchburi Road,
Bang Kapi, Huai Khwang, Bangkok 10310
- Email BCPM_VendorMaster@bdms.co.th
- Telephone +66 21197348
- Online www.bdms.co.th

4. Termination of Partner Status

Suppliers who violate this Supplier Code of Conduct will be eliminated from the Approved Vendor List of the Procurement System.

Supplier's Acknowledgement Form

We have read, understood and acknowledged this Supplier Code of Conduct. We will comply with this Supplier Code of Conduct in all aspects. In addition, we have collected and submitted all related evidence as requested and hereby give our consent to the relevant companies in the BDMS Group to assess and monitor our performance in order to comply with this Supplier Code of Conduct.

Certified by the Supplier and affixed with the Supplier's company seal (if any).

Company Name

Address

.....

Signature :

(.....)

(Authorized person to sign and company seal)

Position.....

Date.....

*Once signed and stamped, please scan and return this form via email to BDMS Central Procurement Department BCPM_VendorMaster@bdms.co.th For more information, please contact BDMS Central Procurement Department, BDMS.
Tel +66 21197348*